



mecwacare

Caring is
at the heart
of everything
we do

Home and Community Services

Freecall 1800 163 292

mecwacare.org.au

Welcome

mecwacare is a leading not-for-profit organisation with a reputation for excellence. We have provided care and services to the Victorian community since 1959, offering residential aged care, in-home nursing care and support services and community services to the aged and disability sectors.



mecwacare fosters thoughtful, respectful and ethical interactions and relationships to ensure client and resident experiences are both rich and rewarding. Through openness in communication, clients, residents, families, employees and volunteers are encouraged to discuss issues and concerns. Employees and volunteers are supported to assist, guide and engender trust. Clients and residents are encouraged to gain the greatest level of independence and be as actively involved in decision making as they can.

Our philosophy for people at home supported by our community nurses and direct care workers, participating in supported activities in our day centres, or living in mecwacare's residential homes, is that life remains a source of rich

experiences, rewarding interactions, good food and fun outings. We believe that life is made more enjoyable through social inclusion and community involvement.

This philosophy is supported by workforce planning, learning and development programs, financial viability, systems and processes, and strong strategic Board governance. The result is mecwacare's daily working reality of providing care and services of the highest quality to the elderly and people with a disability in our community.

A handwritten signature in black ink, reading 'Michele Lewis'.

Michele Lewis
Chief Executive

Purpose, vision and values

Our Purpose

Partnering with the elderly and people with a disability to live fulfilling and purposeful lives.

Our Vision

Enhancing life changing experiences with our community.

Our Values

Our values are at the centre of everything we do:

- Caring
- Respectful
- Accountable
- Ethical

We passionately live these values through:

Proactive and compassionate care and services.

Responsible and professional conduct.

Empathetic and thoughtful communications.

Honest and fair partnerships.

Strategic Priorities

1. Give practical effect to life changing experiences for all service recipients. Embrace choice, diversity and inclusion.
2. Maximise workforce capacity, capability, flexibility and sustainability.
3. Leverage infrastructure at existing locations.
4. Establish integrated services in geographic areas that support a full continuum of care.
5. Implement technologies to maximise consumer support.
6. Establish a pandemic plan across the organisation to ensure a proactive and swift response to minimise risk.

Why choose mecwacare?

About mecwacare

The broad spectrum of services mecwacare provides enables our clients to receive consistent high-quality care as their needs change. We support our clients to remain in their own homes for as long as possible, and some of our clients routinely transition from their own homes to our residential-care facilities. This provides continuity of care and maintains relationships between the client, their family and mecwacare staff.

mecwacare provides services to more than 120 organisations and is a long-term accredited and contracted provider of government services including:

- Commonwealth Home Support Programme (CHSP)/Home and Community Care (HACC) nursing and in-home care programs
- Department of Veterans' Affairs (DVA) community nursing and home care programs
- Transport Accident Commission (TAC)
- National Disability Insurance Scheme (NDIS)

Since our founding in 1959, mecwacare has grown to provide care services across all 31 local councils of metropolitan Melbourne and in regional Victoria. With over 2000 employees and more than 450 volunteers, mecwacare has the experience and capability of a large and growing organisation, yet remains non-denominational and not-for-profit with a focus on individuals and their communities.

Our staff

Our qualified staff include Registered Nurses, Enrolled Nurses, Case Managers and staff with specialisations in areas such as Gerontology, Dementia Care and Palliative Care.

All mecwacare direct care staff are required to hold the following qualifications as a minimum:

- Certificate III in Individual Support/Aged Care/Home and Community Care
- First Aid (HLTFA311A) including CPR
- Police Record Check

Monitoring and reviewing care and service delivery for client outcomes is a key element of our client safety and risk management systems. At mecwacare we have highly-developed health and wellbeing evaluation processes to ensure the appropriate care and treatment are always provided, and care can be altered as needed.



Nursing Services

mecwacare is a recognised leader in home nursing across Victoria and offers a comprehensive, flexible and responsive service. Our team of qualified and experienced nurses and carers have a strong commitment to providing personalised care that is focused on maintaining independence.

Clinical Assessments

We appreciate that everyone is different and we each have individual needs and preferences. Client clinical reviews enable each mecwacare client to have clear input into the care they will receive and are used to improve their health and well-being.

Medication Management

If not used correctly some medicines have the potential to cause harm. Our staff work with each client's medical team to ensure medicines are taken according to advice.

Wound Management

We take time to assess each client's individual circumstances, taking into consideration a range of factors that may delay wound healing. After deciding which wound dressing is most appropriate, we treat the wound and discuss appropriate steps that could be taken to maintain healing and prevent possible recurrences with our client.

Continence Management

The purpose of a continence management plan is to support the management of bladder and bowel control problems. We aim to provide optimal comfort, and we understand the importance of maintaining well-being and dignity.

Diabetes Management

Our management of diabetes includes a range of treatments and programs including recommendations on diet, exercise programs, assessing and monitoring medication, advice in the use of insulin and maintaining circulation to the extremities.

Post-Hospital Care

Our post-hospital support is designed to help each client make a successful transition from hospital to home. Following discharge from a hospital stay for surgery or another treatment situation, we consult with our client's doctor to personalise the nursing service they receive in their home to help them return to health and independence.

Mobility Equipment Purchases and Leasing

mecwacare can provide a number of aids to assist in mobility. These include crutches, walking frames and walking sticks, wheelchairs, mechanical devices for lifting, bed rails, slide sheets and pressure-relieving mattresses.

Enteral Therapy

Enteral therapy is the process of administering nutritional formula into a person's gastrointestinal tract by means other than the mouth. Our nursing staff and trained direct care workers are experienced in ensuring this process is administered in a way that minimises distress and ensures the client is receiving the nutrition they need.

Veterans' Care

mecwacare provides community nursing and personal care services to those members of our community who are eligible for Department of Veterans' Affairs services such as veterans' community nursing program and veterans' home care. Care provided supports health and wellbeing and aims to maximise independence.



Other Specialised Services

Palliative Care

Palliative care is specialised care and support provided for someone living with a life shortening illness. At mecwacare we offer ongoing palliative support for our clients, their family and caregivers to greatly improve the quality of life for everyone involved. We partner with community based palliative care services where indicated.

Disability Care

mecwacare has many years of experience in providing care to people with a disability who live independently in their own homes. Our comprehensive and rigorous Learning and Development program ensures all our care staff maintain the specific skills required to address the often complex care needs of individuals with a disability.

We support clients of all ages and abilities, including older people, people with illnesses such as multiple sclerosis or dementia, and healthy people with an acquired brain injury or an intellectual disability. mecwacare supports our clients to remain in their own homes for as long as they wish. All mecwacare home nursing services, home care services and disability services can be purchased privately across metropolitan Melbourne and into regional Victoria.

Respite, Overnight and Live-In Care

Our services ensure someone is available to assist if the need arises, which may be for a few hours, a day, a night or even weeks. Respite is a way of relieving the stress of being a carer. We understand it is important for carers to make time for themselves.

mecwacare provides overnight or longer live-in care to clients whose regular carer cannot be in attendance or if they simply need a break. We can provide 24-hour live-in care to clients

who may require a higher level of support or supervision, and we understand the importance of placing the right person in your loved one's home for long-term care.

Dementia Care

Our care staff undergo training in the significant issues involved in supporting people with dementia to remain living in their own homes. We understand the degrees of severity of the range of symptoms described as dementia, and the unique complexities of care provision to people with dementia. We work with each client and their carers to tailor our service to best meet the needs of the individual and their loved ones.

Private Care

The care our clients receive from mecwacare can be purchased privately, or be government-subsidised subject to Centrelink assessment. In some cases service fees are either completely or partially funded. mecwacare service fees may also be covered by health insurance providers.

Personal Care

Our employees are trained and experienced in a wide range of personal care activities, and are able to provide ongoing support when daily tasks like showering, selection of clothes, dressing and grooming become too difficult to manage alone. We can also help with toileting, personal hygiene and incontinence management, and with general mobility and transfers.

Day Centres

mecwacare provides community services from day centres in Malvern East, Pakenham and Cowes (Phillip Island). Services include planned activity groups, strength training, men's shed and podiatry. Transport services can be provided for residents of the City of Stonnington and the Shire of Cardinia.



Communication Aids Assistance

mecwacare understands that communication is important to our clients. Our staff can provide assistance with fitting sensory communication aids, checking hearing aid batteries, using the telephone and cleaning spectacles.

Home Help

mecwacare can provide support with domestic duties such as dusting, vacuuming, cleaning kitchens or bathrooms, washing, ironing, changing bed sheets and general tidying up. We can help with grocery shopping, meal preparation, bill paying, sending and collecting of mail and packages, putting out and bringing in rubbish and recycling bins, and with regular telephone check-ups as part of our home-calling service.

Meals

We can help with grocery shopping and meal preparation, including assistance with special dietary requirements and checking expiry dates of foodstuffs.

Delivered Meals

mecwacare can deliver hot, nutritious balanced meals to your door five days a week in some areas.

Companionship

mecwacare can provide companionship tailored around your personal needs and wishes to help you remain as connected and independent as possible. We can assist you when attending medical or social appointments, help with your shopping, paperwork and correspondence, support you when taking a walk or exercising, or even simply provide company and conversation.

Home and Garden Maintenance

We can help with mowing, garden waste removal, advice on potential home-safety risks, ensuring the home and garden have an adequate level of security, access to technical advice on major home modifications, changing smoke-detector batteries and light bulbs, and minor modifications to the home such as bath rails and shower heads.

Transport and Social Inclusion

mecwacare can provide transport and social inclusion assistance for clients by coordinating transport to and from social outings, shops, medical practitioners and community events. We can also organise support and access to programs and therapies for specific behaviours or conditions.

mecwacare's Social Support holiday program offers subsidised trips for clients and their carers to different Victorian destinations each year. The trips give clients of varying ages and abilities an affordable holiday while maintaining the level of daily care they require, with 24-hour support from qualified and experienced staff.



Using our services

How to start receiving mecwacare services

You can contact us directly, can be referred to us by your doctor or other health professional, or by a family member or carer.

Please call our intake team and they can assist you through the process.

P 1800 163 292

What do these services cost?

Many of mecwacare's home nursing and care services are available through government-funded healthcare programs including Commonwealth Home Support Programme (CHSP), Department of Veterans' Affairs (DVA) Community Nursing Program, and Home Care Packages (levels 1-4).

In some cases service fees are either completely or partially funded by these programs. mecwacare service fees may also be covered by health insurance providers.

Other Services

mecwacare provides a range of services to older people and people with a disability, in residential settings and out in the community.

Our services include:

- Home Care Packages
- Residential Aged Care Services
- Community Services
- Disability Services
- Affordable Housing Services
- Opportunity Shops
- Private Care
- Retirement Living







Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Consumer (or authorised person)'s signature (if choosing to sign)

Full name of consumer

Full name of authorised person (if applicable)

Provider

Signature and full name of provider's staff member

Name of provider

/ /

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

Service Network

mecwacare

AGED CARE HOMES

P 03 8573 4812

E admissions@mecwacare.org.au

Altona North

mecwacare Squires Place

Ballan

mecwacare Ballan Nursing Home
and mecwacare Ballan Hostel

Caulfield North

mecwacare Jubilee House

Glen Iris

mecwacare Noel Miller Centre

Hamlyn Heights (Geelong)

mecwacare Elstoft House

Hoppers Crossing

mecwacare John Atchison Centre

Malvern

mecwacare Malvern Centre

Mont Albert

mecwacare Simon Price Centre
(under construction)

Mornington

mecwacare Park Hill

Prahran

mecwacare Trescowthick Centre

Richmond

mecwacare John Hood Terrace
(under construction)

Richmond

mecwacare Rositano House

Safety Beach

mecwacare Calwell Manor

Shoreham

mecwacare Annie's Court

Traralgon

mecwacare O'Mara House

Westmeadows

mecwacare Vincent House

RESPIRE CARE

P 03 8573 4980

BALLAN MEDICAL CLINIC

P 03 5366 7999

HOME CARE SERVICES

P 03 8573 4980

E intake@mecwacare.org.au

South East Metro

P 03 8573 4999

North West Metro

(includes Melbourne)

P 03 9325 5500

South East Region

P 03 5941 5454

South West Region

(includes Ballarat)

P 03 5333 0900

Barwon Region

Hamlyn Heights (Geelong)

P 03 5271 4888

Gippsland Region

(includes Bass Coast)

P 03 5671 6888

Mornington Region

P 03 5981 7888

Ballan Allied Health

P 03 5366 7878

Ballan Pool and Gym

P 03 5366 7887

HOME CARE PACKAGES

P 03 8573 4980

E homecarepackages@mecwacare.org.au

RETIREMENT LIVING

P 03 9275 3388

E housing@mecwacare.org.au

Ballan

Hoppers Crossing

Malvern

AFFORDABLE HOUSING

P 03 8573 4963

E housing@mecwacare.org.au

Beaumaris

Glen Iris

Sandringham

COMMUNITY AND DISABILITY SERVICES

E community@mecwacare.org.au

Bass Coast

Cowes (Phillip Island)

P 03 8573 4980

Malvern East

mecwacare Barry Fenton Centre

P 03 9564 5100

Malvern East

mecwacare Fisher Street Centre

P 03 9572 9000

Pakenham

mecwacare Rivendell House

P 03 5943 7500

PODIATRY

Malvern East

P 03 9564 5104

E podiatry@mecwacare.org.au

OPPORTUNITY SHOPS

E enquiries@mecwacare.org.au

Ballan

P 0438 309 357

Hawthorn

P 03 8573 4690

Malvern

P 03 8573 4680

Malvern East

P 03 8573 4670

Windsor

P 03 8573 4675

Corporate Services

1287 Malvern Road
Malvern VIC 3144

Freecall 1800 163 292

P 03 8573 4888

E enquiries@mecwacare.org.au

W mecwacare.org.au

mecwacare is proudly a not-for-profit,
non-denominational charitable organisation that
has been caring for Victorians since 1959.

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P 03 8573 4888

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Supported by the Australian Government
Department of Social Services. Visit the
Department of Social Services website at
www.dss.gov.au for more information.