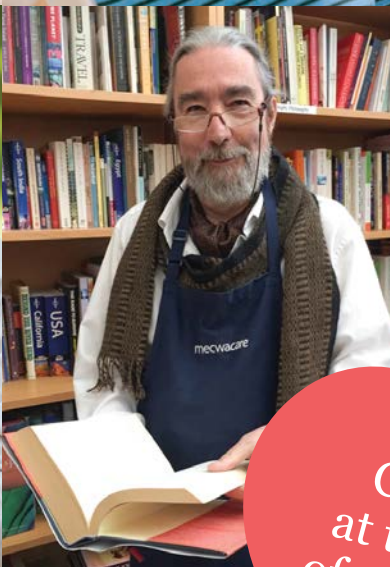


mecwacare



Caring is  
at the heart  
of everything  
we do

## Your guide to Our Services

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Freecall 1800 163 292

[mecwacare.org.au](https://mecwacare.org.au)

# Welcome

Welcome to mecwacare. In this handbook, you'll find information regarding the care and services we provide you. We are proud to support you to live the life you choose.

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mecwacare has been providing services to the community since 1959, including residential aged care, community services, in-home care and support, retirement living sites, and affordable housing for the elderly and those with a disability. We support more than 17,000 people across greater Melbourne and regional Victoria through our highly integrated network of more than 2500 staff and 500 volunteers.

As a proudly not-for-profit, non-denominational organisation, caring is at the heart of everything we do. We strive to add value to people's lives by ensuring they enjoy a fulfilling and purposeful experience, through a balanced application of clinical care and lifestyle choices. Our values underpin the care and services we provide. We are caring, accountable, respectful, and ethical.

We have held a strongly established presence in Melbourne since 1959 and are proud of our deep roots in the Malvern area. The continuous

expansion of our services and provisions across Victoria allows us to further our reach of care to those in need.

mecwacare fosters worthwhile interactions with residents and clients. Our staff and volunteers have a strong network of support through which they can assist you and engender trust, while allowing you to be involved in decision making regarding your care.

Our employees are highly trained and keep their qualifications current, while enjoying a culture of ongoing learning and development at mecwacare.

Our model of care has a strong clinical focus. We have registered and enrolled nurses employed across all aspects of the organisation, including in aged care homes, in home care services and packages, in the quality and risk department, and clinical technology and project areas.

The care we provide to residents and clients remains throughout all stages of their life journey. We assist and encourage them to

remain living independently for as long as possible. When this is no longer a viable option, we can provide guidance on your next steps and ensure you maintain comfortable and dignified.

Our philosophy is that life remains a source of rich experiences, no matter your age or ability. Through rewarding connections and interactions, nutritious meals, fun outings, and stimulating social activities, we believe life is made more enjoyable through community inclusion and involvement.

More than 64 years of experience and expertise in aged care and disability services means mecwacare is well placed to care for you and your loved ones.

At mecwacare, we are honoured to be caring for you.

A handwritten signature in dark ink, reading 'Anne McCormack'.

**Anne McCormack**  
Chief Executive Officer



# Contents

|           |  |  |
|-----------|--|--|
| <b>2</b>  | <b>Welcome</b>   |  |
| <b>4</b>  | <b>Purpose, Vision and Values</b>                            |  |
| <b>5</b>  | <b>Service Map</b>   |  |
| <b>6</b>  | <b>Aged Care Homes</b>                                       |  |
| 6         | mecwacare Ballan Nursing Home and mecwacare Ballan Hostel    |  |
| 7         | mecwacare Annie's Court                                      |  |
| 7         | mecwacare Calwell Manor                                      |  |
| 8         | mecwacare Elstoft House                                      |  |
| 8         | mecwacare John Atchison Centre                               |  |
| 9         | mecwacare Jubilee House                                      |  |
| 9         | mecwacare Malvern Centre                                     |  |
| 10        | mecwacare Noel Miller Centre                                 |  |
| 10        | mecwacare O'Mara House                                       |  |
| 11        | mecwacare Park Hill  |  |
| 11        | mecwacare Rositano House                                     |  |
| 12        | mecwacare Simon Price Centre                                 |  |
| 12        | mecwacare Squires Place                                      |  |
| 13        | mecwacare Trescowthick Centre                                |  |
| 13        | mecwacare Vincent House                                      |  |
| <b>15</b> | <b>Respite Care</b>  |  |
| 15        | In your Home   |  |
| 15        | In our Aged Care Homes                                       |  |
| 15        | In your Community  |  |
| <b>16</b> | <b>Home Care</b>   |  |
| 16        | Our Services   |  |
| 16        | Nursing  |  |
| 16        | Personal Care  |  |
| 16        | Delivered Meals  |  |
| 16        | Help at Home   |  |
| 16        | Transport and Social Inclusion                               |  |
| 17        | Home Maintenance   |  |
| 17        | Companionship  |  |
| 17        | Respite, Overnight and Live-In Care                          |  |
| <b>19</b> | <b>Home Care Packages</b>                                    |  |
| <b>20</b> | <b>Private Care Services</b>                                 |  |
| 20        | Support in your home   |  |
| 20        | Why choose mecwacare to provide private care?                |  |
| 20        | What are some of the private care services available to you? |  |
| 20        | Want to know more about mecwacare services?                  |  |
| <b>22</b> | <b>Disability Care and Support</b>                           |  |
| 22        | National Disability Insurance Scheme (NDIS) Programs         |  |
| <b>23</b> | <b>Community Services</b>                                    |  |
| 23        | Support Groups   |  |
| 23        | Delivered Meals Service                                      |  |
| 23        | Strength Training  |  |
| 23        | Transport  |  |
| 23        | Social Support Holidays                                      |  |
| 23        | Podiatry   |  |
| 24        | Acquired Brain Injury Group                                  |  |
| 24        | Dementia Program   |  |
| 24        | Carers' Support  |  |
| <b>25</b> | <b>Ballan Health and Care Services</b>                       |  |
| <b>27</b> | <b>Affordable Housing</b>                                    |  |
| 27        | Beaumaris  |  |
| 27        | Glen Iris  |  |
| 27        | Sandringham  |  |
| <b>28</b> | <b>Retirement Living</b>                                     |  |
| 28        | Ballan   |  |
| 28        | Hoppers Crossing   |  |
| 29        | Malvern  |  |
| <b>30</b> | <b>Volunteering</b>  |  |
| <b>31</b> | <b>Opportunity Shops</b>                                     |  |
| <b>33</b> | <b>Charter of Aged Care Rights</b>                           |  |
| <b>35</b> | <b>mecwacare Service Network</b>                             |  |

# 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.

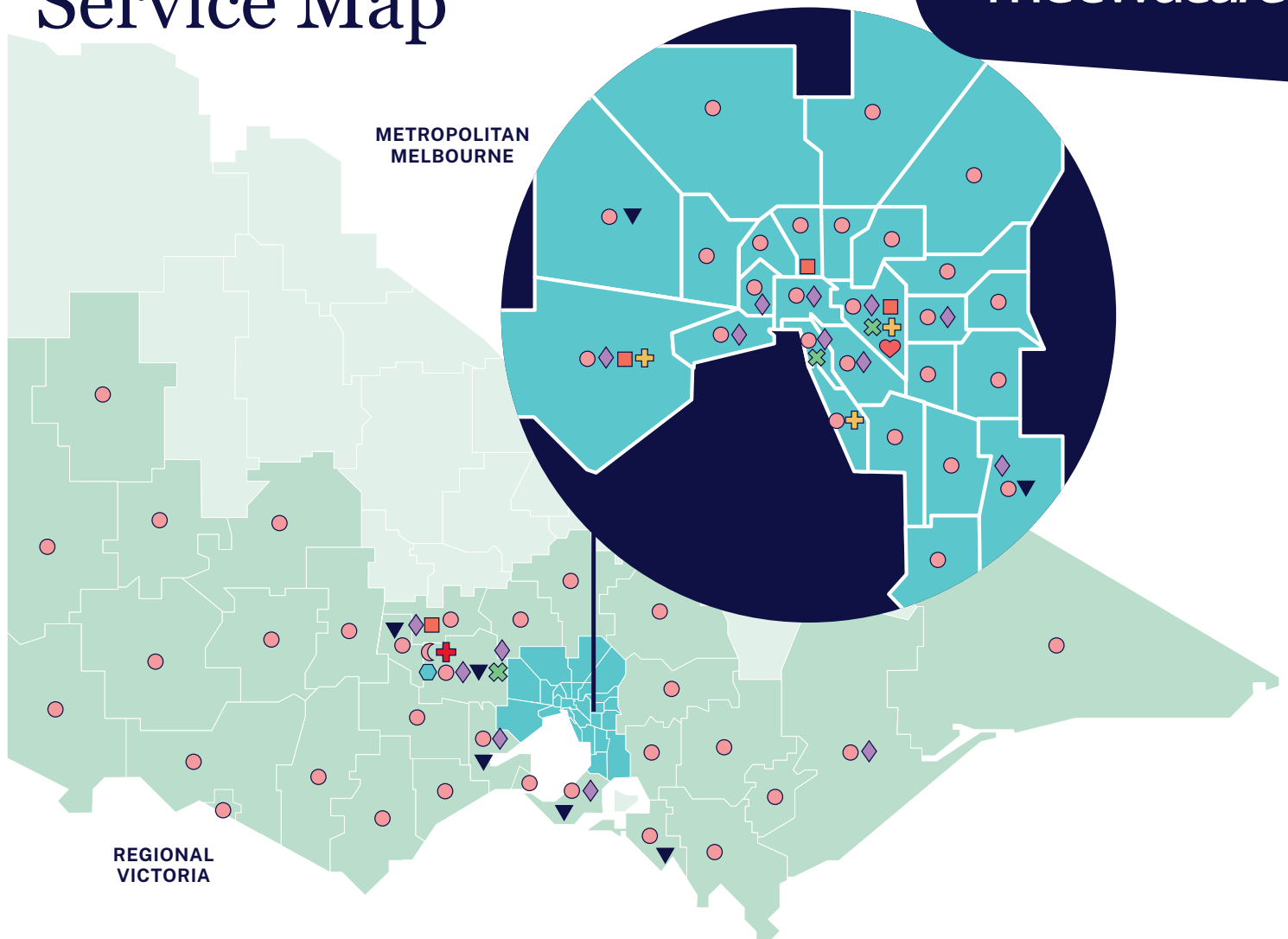
Honest and fair partnerships.

## 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.

# Service Map

mecwacare



● **Home Care Services / Home Care Packages / Disability Care and Support**

|                |                   |                      |
|----------------|-------------------|----------------------|
| Ararat         | Greater Dandenong | Mornington Peninsula |
| Ballan         | Greater Geelong   | Moyne                |
| Ballarat       | Hepburn           | Murrindindi          |
| Banyule        | Hindmarsh         | Nillumbik            |
| Barwon         | Hobsons Bay       | Northern Grampians   |
| Bass Coast     | Horsham           | Port Phillip         |
| Baw Baw        | Hume              | Pyrenees             |
| Bayside        | Kingston          | Queenscliff          |
| Brimbank       | Knox              | South Gippsland      |
| Cardinia       | Latrobe           | Southern Grampians   |
| Casey          | Macedon Ranges    | Stonnington          |
| Colac Otway    | Manningham        | Surf Coast           |
| Corangamite    | Maribyrnong       | Warrnambool          |
| Cowes          | Maroondah         | West Wimmera         |
| Darebin        | Melbourne         | Wellington           |
| East Gippsland | Melton            | Whittlesea           |
| Frankston      | Mitchell          | Whitehorse           |
| Gippsland      | Monash            | Wyndham              |
| Glen Eira      | Moonee Valley     | Yarra                |
| Glenelg        | Moorabool         | Yarra Ranges         |
| Golden Plains  | Moreland          | Yarriambiack         |

◆ **Aged Care Homes**

Altona North  
Bacchus Marsh  
Ballan  
Canadian (Ballarat)  
Caulfield North  
Flemington  
Glen Iris  
Hamlyn Heights (Geelong)  
Hoppers Crossing  
Malvern  
Mont Albert North  
Mornington  
Prahran  
Richmond  
Safety Beach  
Shoreham  
Traralgon  
Westmeadows

■ **Retirement Living**

Ballan  
Berwick  
Canadian (Ballarat)  
Hoppers Crossing  
Malvern  
Pascoe Vale

✚ **Medical Clinic**

Ballan

⬢ **Pool/Gym**

Ballan

◌ **Allied Services**

Ballan  
Malvern

✕ **Opportunity Shops**

Ballan  
East Malvern  
Hawthorn  
Malvern  
Windsor

✚ **Affordable Housing**

Beaumaris  
Glen Iris  
Sandringham

▼ **mecwacare Home Care Offices** Ballan, Ballarat, Geelong, Inverloch, Malvern, Pakenham, Safety Beach, Westmeadows

♥ **mecwacare Head Office** Malvern

# Aged Care Homes

As one of the longest-serving care providers in Victoria, mecwacare has a proud history of providing people with an aged care experience tailored to their individual needs. We have 15 attractive, safe and secure homes across metropolitan Melbourne and regional Victoria.

mecwacare's residential aged care services offer 24-hour high-quality care and lifestyle choices for older people with support from registered nurses, personal care and lifestyle staff. Our homes are fully accredited under the Aged Care Standards, which is the framework for the provision of quality care and services.

The level of care required by each resident is assessed before and upon entry, and is monitored on an ongoing basis. Our residents have access to services including round-the-clock care by registered nurses, medical practitioners, podiatrists, physiotherapists, speech pathologists and dietitians.

We provide palliative care, nursing services, advance care planning and a safe, therapeutic environment for people with dementia.

Throughout our well-maintained homes, all rooms are tastefully furnished and designed to allow for personal space and privacy. All suites include ensuite bathroom facilities, as well as telephone and television connections, with access to Foxtel if required.

Our dining rooms cater for a variety of tastes and special dietary requirements with a balanced menu freshly prepared on-site daily.

We have an extensive choice of internal and external common areas, and rooms where residents can meet and entertain, all of which are beautifully decorated to create a home-like environment. Outdoor areas are well tended by mecwacare's gardeners.

Social and recreational activities are tailored to residents' interests, from movie nights to cafe outings. They support the connection between residents, staff and the local community, and maintain a positive and vibrant culture.



## **mecwacare Ballan Nursing Home and mecwacare Ballan Hostel**

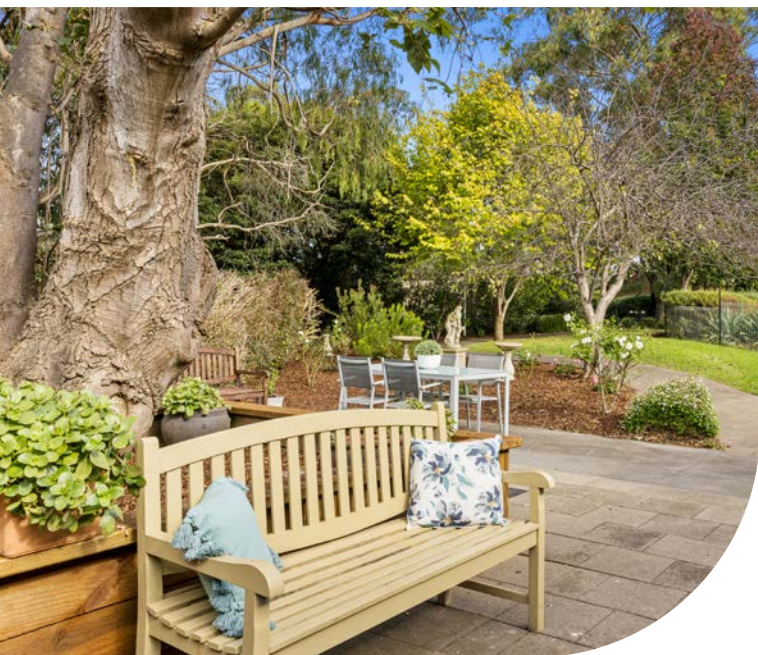
Located within the gorgeous township of Ballan, this centrally located 21-bed nursing home and 30-bed hostel offers a person-centred approach to aged care.

A supported living environment assists residents to maintain an active and rewarding lifestyle. There is a variety of rooms available, including single rooms with ensuite bathrooms and shared rooms that are perfect for couples.

Within the two homes, residents have access to a large day room that includes lounge and dining areas. Residents also have access to lovely country gardens. There is a strong focus on resident wellbeing, with many activities and outings organised with the residents' input.

If you are looking for respite, care, permanent aged care or palliative care in the local Ballan community with on-site access to general practitioners and allied health services, then mecwacare Ballan Nursing Home and mecwacare Ballan Hostel are a great choice.





### **mecwacare Annie's Court**

Close to the scenic Western Port on the southern Mornington Peninsula, mecwacare Annie's Court in Shoreham is a charming 60-bed contemporary residence close to shops and other amenities.

Residents have access to 24-hour care and support, as well as an extensive program that encourages an active lifestyle in safe and comfortable surroundings. With balanced and nutritious meals freshly prepared on-site, the home caters for a variety of tastes and special dietary requirements.

Recently refurbished throughout, Annie's Court includes spacious communal dining and lounge areas, and a separate family dining room with kitchenette for residents to entertain. There is an opportunity to be pampered in the on-site hair and beauty salon, keep fit in the gymnasium, catch a movie in the cinema or residents can choose to soak up the sun in the gorgeous landscaped gardens.

A range of accommodation options are available for individuals or couples, including a selection of spacious rooms bathed in natural light. All rooms are private with ensuite bathrooms and built-in robes, and some suites have a kitchenette and access to smart courtyards or landscaped gardens.

### **mecwacare Calwell Manor**

A short drive from one of the Mornington Peninsula's most picturesque beaches, mecwacare Calwell Manor is a warm and inviting 43-bed residence close to shops and other amenities in the seaside town of Safety Beach.

Residents have access to 24-hour care and support, as well as an extensive program that encourages an active lifestyle in safe and comfortable surroundings. With balanced and nutritious meals freshly prepared on-site, the home caters for a variety of tastes and special dietary requirements.

Recently refurbished, Calwell Manor includes spacious communal dining and lounge areas, and a separate family dining room with kitchenette for residents to enjoy and entertain. There is an opportunity to be pampered in the on-site hair and beauty salon or residents can choose to take in the fresh sea breeze from the lovely landscaped gardens.

A range of accommodation options are available for individuals or couples, including a selection of spacious rooms bathed in natural light. All rooms are private with ensuite bathrooms and built-in robes, and the open floor plan allows residents to furnish the room according to their individual needs and style, truly making it their own.





# Aged Care Homes



## **mecwacare Elstoft House**

Located in the Geelong suburb of Hamlyn Heights, mecwacare Elstoft House has accommodation for 91 residents offering single rooms, the majority of which have ensuite bathrooms and several with views of Corio Bay. Renovations at the home improved the entrance and communal areas. New artwork and carpet were installed throughout, giving it a fresh and contemporary feel, and kitchenettes and dining rooms were upgraded. Other additions include a new laundry, cafe and library.

Elstoft House has three separate dining areas and large lounge areas with big screen televisions that provide residents with an area to socialise. There is a hair and beauty salon, and large activity room with tea and coffee for residents' families and a cinema.

Elstoft House is surrounded by gardens with seated areas and winding pathways. Residents have access to the entire garden and the option to tend to their own garden bed or a communal vegetable patch.

The activities calendar is planned a month in advance and provides many interesting and varied group activities such as cooking and sewing groups, and the cafe each Friday. An upright piano was donated to enhance the lifestyle program by giving residents an opportunity to play and listen to music. Residents also enjoy singalongs, dancing and music each week.

## **mecwacare John Atchison Centre**

mecwacare John Atchison Centre is an 85-bed aged care home nestled within Melbourne's west. The centre is close to local shops and public transport for easy access and community engagement in Hoppers Crossing.

One and two-room suites with access to a garden or balcony are available. All rooms are private accommodation with an ensuite bathroom, while all two-room suites feature kitchenettes.

John Atchison Centre has a cinema, cafe, library, hair and beauty salon. There are also two separate communal dining areas, large lounge areas and a private dining room that provides residents with a range of options to sit and enjoy meals. There is an activity room for various lifestyle programs, and a tea and coffee area for residents' families and friends.

The activities calendar is planned a month in advance and provides many interesting and varied group activities such as cooking and sewing groups.

Bus outings are scheduled weekly to a variety of clubs and places of interest. Residents enjoy singing, dancing and music each week, while there is also an outdoor garden area to maintain for those with a green thumb.







### **mecwacare Jubilee House**

Located in Caulfield North, mecwacare Jubilee House was named in recognition of our 60th anniversary, or Diamond Jubilee, in 2019. Situated close to shops, public transport, parks, medical centres and major hospitals, the 41-bed home offers luxurious boutique-style accommodation that includes a selection of tastefully decorated single and oversized rooms as well as two-room suites with their own bar and kitchenette. All rooms are private with ensuite bathrooms and some have access to smart courtyards. Floor-to-ceiling windows fill this stylish home with natural light throughout and beautiful landscaped courtyards add to the home's overall charm.

Residents have access to 24-hour care and support, as well as an extensive lifestyle program designed for all interests and which encourages residents to participate in safe and comfortable surrounds. Jubilee House caters for a variety of tastes and special dietary requirements, with balanced and nutritious meals freshly prepared on-site.

Jubilee House includes a well-appointed cinema with comfortable “gold class” seating, spacious communal dining room and sitting area for residents to enjoy and entertain. There is also the opportunity to be pampered at “mecwahair”, an intimate on-site hair and beauty salon, or indulge in a coffee and cake at the Deja Brew Café.

### **mecwacare Malvern Centre**

mecwacare Malvern Centre is one of Melbourne's premium aged care residences, offering an extensive range of lifestyle options in welcoming surroundings for 100 residents. Located in the heart of Malvern, the centre offers easy access to the city, medical facilities and excellent shopping and recreational activities in the Malvern area, with public transport on the doorstep.

Malvern Centre can provide a range of accommodation options for individuals and couples, with a choice of one, two or three-room suites that can be configured according to individual requirements.

Contemporary artwork is displayed throughout the home, including original paintings, sculptures and installations, and the interior features antique French and Italian designer furniture, and modern fittings.

Residents have access to well-appointed dining and lounge rooms, a cinema, library, exercise and therapy room, billiards room, hair and beauty salon, and a dry cleaning service.

Daily social and recreational activities are tailored to residents' interests, including special cultural celebrations, dog shows and outings into the community that maximise quality of life.



# Aged Care Homes



## **mecwaCare Noel Miller Centre**

Situated in the leafy suburb of Glen Iris, mecwaCare Noel Miller Centre is one of Melbourne's most loved aged care homes. It occupies an entire street block with views of adjacent parkland. The centre is walking distance to bustling High Street with its shops and cafés easily accessible by foot and tram.

Noel Miller Centre offers single-room accommodation for 138 residents with ensuite bathroom facilities and telephone and television connections. Each room is tastefully furnished and overlooks landscaped courtyards. Each courtyard is accessible by foot or wheelchair, and has automatic doors. There is an on-site hair and beauty salon, two large internal courtyards with gardens, and an extensive rose garden.

The kiosk is always stocked with gifts and everyday needs, and the clubroom has a bar and piano entertainment on a regular basis.

Individual lifestyle programs meet the needs of each resident and a music therapy service, run by a qualified music therapist, is available for any resident.

## **mecwaCare O'Mara House**

Located in a tree-lined street in Traralgon, mecwaCare O'Mara House provides accommodation for 67 residents in fresh, bright private rooms with ensuite bathrooms, large windows and garden views, and includes two respite rooms. The home is only minutes from the town centre and close to shops and cafés.

O'Mara House is set among lovely gardens with extensive lawns and features a large central courtyard with seated areas. The home has large open spaces for activities, events and family functions, and a hair and beauty salon. There is also a library and on-site chapel with stained glass windows and church pews.

The home has communal areas with kitchenettes including tea and coffee-making facilities, and an internet cafe overlooking the central courtyard gardens. There is a mini-bus for resident outings and shopping trips, and the town's local bus also stops outside.

A major refurbishment was completed in 2019 including a new cinema, new kitchenettes, an improved entrance and reception area, new curtains and carpet, an expansive garden makeover and new furniture throughout the living areas. This significant renovation has enhanced the comfort, design, functionality and accessibility for the residents who call the centre home.







### **mecwacare Park Hill**

This Mornington home has accommodation for 69 residents, offering single rooms with an ensuite bathroom. Significant renovations were completed in 2019 giving the home a Hamptons-style feel. Work included beautiful upgrades to the expansive communal spaces, such as the main lounge and outdoor alfresco areas. A library, cinema, hair and beauty salon, private dining room and centralised main dining room were added to enhance lifestyle opportunities and comfort, and new timber flooring was laid throughout.

The home has landscaped gardens crossed by walking paths, as well as raised garden beds and a herb and vegetable patch residents can tend.

Residents have easy access to dining areas, tastefully-furnished lounge areas with fireplaces, large-screen TVs and tea and coffee-making facilities ideal for entertaining family and guests.

Park Hill's vibrant lifestyle and leisure program is designed with input from residents and based on the ideal of social inclusion. Residents enjoy a broad range of centre-based activities including cooking classes, garden club, quiz afternoons, active games, art group, concerts, shopping trips, garden walks, reflexology, manicures and much more. Residents also enjoy regular outings to local restaurants and cafés, helping to maintain a strong connection to the local community.

### **mecwacare Rositano House**

Located in the heart of Richmond, mecwacare Rositano House has boutique accommodation for 30 residents, offering single rooms with an ensuite bathroom. The home has a covered outdoor area which can be used in any weather and a dedicated activities room.

Residents have easy access to the dining room, lounge area and tea and coffee-making facilities when entertaining guests. A mobile hairdressing service is provided for residents.

mecwacare encourages an active lifestyle in safe and comfortable surroundings. We cater for a variety of tastes and special dietary requirements with our balanced and freshly-prepared menu.

Lifestyle activities are planned a month in advance with input from residents. Activities are varied and include art classes, tai chi, coffee club and bus outings.

Rositano House is a quaint, boutique-style home within a short walking distance of cafés, shops and public transport, with a tram stop right outside the front door.





# Aged Care Homes

Artist impression



## **mecwacare Simon Price Centre**

mecwacare is building a welcoming and luxuriously appointed 100-bed aged care home in Mont Albert on land adjacent to the old Simon Price Centre.

mecwacare is proud to unveil the design of its stately four-storey residence which will replace the current home, opened in 1978.

mecwacare's new Simon Price Centre will double the home's capacity to accommodate 100 residents in an ageing in place environment. It will feature a variety of public and retail spaces designed for residents and their guests to enjoy, as well as sweeping views to the east. It will include spacious lounges, light-filled dining areas, a cinema, cafe, library, hair and beauty salon.

As part of the design, car parking and hospitality services will be located on the lower ground level to minimise their impact on the leafy property. On the third level, continuous large balconies off beautifully appointed resident suites will allow the top level to be set back to maximise the views.

With an emphasis on residential aesthetic, the home will blend into the surrounding landscape and character of the suburb. Its facade treatment will nestle into the street at the north-west end, enhanced by two glorious eucalypts standing tall on the corner. This \$40 million project is one of mecwacare's biggest investments in an aged care home.

## **mecwacare Squires Place**

Located in the heart of Melbourne's bustling south-western suburbs, mecwacare Squires Place in Altona North is a warm and inviting residence that offers a safe and secure environment. This two-storey contemporary home is set amongst landscaped gardens and is a short drive from the beach and all that scenic Port Phillip Bay has to offer.

Squires Place offers residents access to 24-hour care and support, as well as an extensive program that encourages an active lifestyle. With nutritious and delicious meals freshly prepared on-site daily by a qualified chef, the home caters for a variety of tastes and dietary requirements.

Significant renovations are currently underway to enhance the comfort, design and functionality of the home. There are spacious and comfortable lounge areas with large-screen televisions for residents to relax and entertain guests. Residents can choose to soak up the sun and fresh air in one of the inviting outdoor areas, which include raised garden beds for the avid green thumb. Upgrades include an on-site hair and beauty salon, library, cafe and cinema.

Squires Place provides accommodation for 60 residents in fresh, light-filled private rooms with ensuite bathrooms and built-in robes. There is a range of options available for individuals or couples.







### **mecwacare Trescowthick Centre**

Located in cosmopolitan Prahran, mecwacare Trescowthick Centre was built in 1998 and has accommodation for 60 residents.

The home is within a short walking distance of the Prahran market and Greville Street, Chapel Street and Commercial Road shopping strips with their many cafés and restaurants. Multiple tram routes and Prahran train station are nearby.

Residents live in one of four "houses", each with their own dining room and living room, surrounded by leafy courtyards. The four houses are linked by an internal streetscape featuring a central mall with cathedral glass ceilings, kiosk, library and hair and beauty salon.

A communal dining area, smaller living areas and peaceful outdoor courtyards offer flexible daily living options. The open architecture of the communal spaces, the individual "house" design of the residents' rooms and the low number of rooms gives the centre a distinctive boutique feel.

A demonstration of the high-quality care being delivered every day by mecwacare was the naming of the Trescowthick Centre as a finalist for Best Aged Care Facility at the Australian Healthcare Week Awards in March 2019.

### **mecwacare Vincent House**

Situated in the leafy suburb of Westmeadows in Melbourne's north, mecwacare Vincent House has accommodation for 30 residents offering single rooms with private ensuite bathrooms. Rooms are bright with large windows overlooking the garden. Residents have easy access to public transport, a large family park, cafés and local shops.

All rooms are fresh and bright. A large main courtyard is the perfect location for a barbecue or function with family and friends. A hair and beauty salon is available on-site for residents.

The activities calendar provides many interesting and varied group activities. Residents enjoy a gardening group, cooking and sewing classes, singalongs, dancing and music, and bus outings are scheduled weekly to places of interest.

Substantial refurbishments in 2019 included the transformation of recreational areas, such as a new library, quiet room and outdoor balcony. The vinyl floor was replaced with carpet and new curtains and blinds were installed to enhance the living environment and comfort for residents.



To book a tour at one of our aged care homes,  
please call 03 8573 4812







# Respite Care

mecwacare has been caring for the community since 1959 and has a proud history of meeting the needs of our clients. mecwacare provides respite services in your home, in your community and in our aged care homes across Melbourne and regional Victoria to enable short breaks and independence for clients and their carers. This supports quality of life and provides peace of mind.

A variety of programs are available to support carers in their roles and to ensure clients are well supported in their care and lifestyle needs, promoting choice and independence.

## In your home

Respite services ensure someone is available to assist if the need arises, which may be for a few hours, a day, overnight or even weeks. Respite is a way to relieve the pressure 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 there or simply needs a break.

mecwacare can provide 24-hour live-in care to a client who may require a higher level of support or supervision. We understand the importance of placing the right person in your loved one's home for long-term care.

## In our aged care homes

Respite services in our aged care homes enable short breaks and independence for clients and their carers in 15 secure, safe and supported

homes across metropolitan Melbourne and regional Victoria.

Clients can meet and interact with new people, participate in activities from an extensive lifestyle program and enjoy delicious and nutritious meals freshly prepared on-site. Clinical care and medication assistance are provided with 24-hour nursing care and visits from family and friends welcome. Single rooms with private ensuites are available.

## In your community

Respite services are available in our day centres and in the community. This includes planned activity groups that provide a variety of engaging and rewarding programs and activities that cater to older people, people with dementia and people with a disability.

mecwacare provides a carers' support program in some of our day centres. Carers can share experiences, exchange ideas, develop networks and listen to guest speakers who will offer advice, valuable information and links to other services. We understand that the role of a carer can be challenging and this support program provides an opportunity to meet like-minded people in a relaxed environment.

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**mecwacare has been  
providing care and support  
in the community since 1959.**

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To find out more about respite care, call 03 8573 4980

# Home Care

mecwacare is the largest provider of government-funded home and community services in Victoria. We specialise in home-based support to promote the wellbeing and independence of older people, people with disabilities and people living with dementia. We support our clients to live independently in their own homes for as long as they are able to.

Our fully accredited service provides support from one hour per week to 24-hour live-in care, and each service is integrated so that care can be tailored to meet individual need. It is also flexible for when circumstances change. mecwacare offers a comprehensive service with experienced nurses and a strong commitment to personalised care. Our in-home personal care staff provide ongoing support with daily activities.

## Our Services

Many of our services are supported by government-funded programs, including:

- Commonwealth Home Support Programme
- Home and Community Care Program for Younger People
- Department of Veterans' Affairs
- Transport Accident Commission
- Support for Carers Program
- Home Care Packages (Levels 1-4)
- National Disability Insurance Scheme

## Nursing

mecwacare provides in-home nursing support for a range of health issues, including clinical assessments, medication management, wound management, continence management, diabetes management, post-hospital care and palliative care.

## Personal Care

We can provide you with ongoing support such as showering, getting dressed and grooming. We can also assist you with toileting, personal hygiene and incontinence management, and with general mobility and transfers. Our team is skilled and experienced in providing safe and dignified care.

## Transport and Social Inclusion

Our friendly volunteers can support you with transport and social inclusion by coordinating transport to and from social outings, medical appointments, hospital visits and community events.

## Help at Home

We can support you with household chores, such as dusting, vacuuming, cleaning your kitchen and bathroom, washing, ironing, changing bed sheets and general tidying up around your home. We can assist you to pay bills, send and collect mail, put out and bring in your rubbish.

## Delivered Meals

mecwacare can deliver hot, cold or frozen, nutritious and balanced meals to your door.

To find out more about our home care services, call 03 8573 4980





## **Companionship**

Our carers can provide you with one-on-one companionship for various activities tailored to your personal needs and wishes. They will support you to remain as independent as possible and stay connected to your community by assisting you to attend social outings, shopping trips and medical appointments.

## **Home Maintenance**

Home maintenance includes cleaning windows and gutters. In some areas, mecwacare can provide you with limited home and garden maintenance, such as removing garden waste to ensure your garden is safe. Other assistance includes changing smoke detector batteries and light bulbs. mecwacare can assist you with minor modifications to your home, such as installing bath rails and ramps, to improve safety and access.

## **Respite, Overnight and Live-in Care**

Respite care helps relieve the pressure of caring for a loved one. We understand how important it is for carers to make time for themselves too. mecwacare provides overnight, short-term or longer-term live-in care to clients who prefer the comfort and familiarity of their own home when their regular carer cannot be there or if they simply need a break.

## **Carer Support Group**

mecwacare's Barry Fenton Centre (Malvern East) and Bass Coast Carers' Group offer a support program for carers. The aim of this program is to meet other carers who share similar experiences and to enjoy some quiet time away from the caring role.







# Home Care Packages

mecwacare is a recognised leader in providing in-home nursing and care services. Many of these services are available through our Home Care Packages program, which is a coordinated package of care and services that support older people to live independently in their own home for as long as possible.

With mecwacare, the client decides the level of involvement they have in the management and coordination of their package. They can make choices about the type and delivery of their services, and we integrate each service to provide quality care that is tailored to individual needs, with the flexibility to make changes, when required.

Some of the services include:

- Domestic assistance
- Personal care
- Respite care
- Nursing
- Food preparation and partially funded meals
- Minor home modifications and maintenance, including gardening
- Allied health, including physiotherapy, occupational therapy and podiatry
- Community outings, including shopping
- Transport

We can support clients to connect with their community through support groups, transport to appointments, allied health services (i.e. physiotherapy, occupational therapy) and companionship.

Individualised supports include transition to temporary and permanent care, advocacy, resources and connection to other government funded services, funding applications, wellbeing monitoring, clinical reviews and assessments.

mecwacare's broad spectrum of services, which are available across metropolitan Melbourne and regional Victoria, enable our clients to receive consistent high-quality care as their needs change. Our goal is to support individuals to remain in their homes for as long as they wish and with safe and quality supports available.

Our Home Care Packages team is qualified, skilled and experienced. Each client is assigned a care advisor, who is responsible for setting up, coordinating and evaluating the services they receive. Our care advisors are health professionals from various disciplines, such as social work, nursing, allied health and disability.

To be approved for a Home Care Package, you must be assessed, approved and assigned by Aged Care Assessment Services (ACAS) and My Aged Care.

You can be referred to ACAS through My Aged Care or by your GP, hospital or healthcare professional. You may also refer yourself by calling 1800 200 422. Assessments are free of charge.

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**mecwacare supports you  
to live in your own home  
for as long as possible.**

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To find out more about home care packages, call 03 8573 4980

# Private Care Services

## Support in your home

All mecwacare home nursing and care services, and disability services can be purchased privately across metropolitan Melbourne and regional Victoria. Our team of qualified and experienced staff has a strong commitment to providing personalised care that is focused on maintaining independence.

## Why choose mecwacare to provide private care?

mecwacare is a recognised leader in home nursing and care services, supporting people of all ages and abilities to remain in their own homes for as long as they wish. People living at home with an illness or injury and who require assistance and support can purchase short-term or ongoing care based on their individual needs.

Short-term private care may also assist those who are waiting for government funding or recovering from an illness. Each health and wellbeing service is integrated so care is tailored to meet individual needs, yet is flexible as circumstances change.

### Private care services available include:

- Tailored care to support recuperation following surgery or illness
- Escorted transport to appointments
- Assistance with medication
- In-home respite and overnight care
- Meal preparation
- Nursing
- Shopping
- Personal care
- Home maintenance
- Domestic assistance



mecwacare's services can be purchased privately based on your immediate needs. Our Private Care Fee Schedule outlines associated costs, while some service fees may be covered by health insurance providers.

Alternatively, you can purchase mecwacare's services while waiting to receive a government-subsidised Home Care Package from mecwacare or another provider.

Additional care and support services for residents in our aged care homes may also be purchased privately. This can be something as simple as company and conversation or joining you on a walk.

A private carer may also provide additional care, such as assistance with hygiene, meals, clinical care or clinical support.

## Want to know more?

It's as simple as contacting one of our friendly qualified staff to discuss your requirements. You can also be referred to us by a family member or carer, your doctor or another health professional. Some nursing care services may require medical authorisation but only with your consent.

To find out more about our private care services, call 03 8573 4980





# Disability Care and Support

mecwacare's Disability Services provide programs that offer choice, diversity and active participation for people who have an intellectual, physical or mental health disability. We strive for community inclusion for our participants by recognising their differing interests and abilities. The focus is on the client meeting their goals, supported by mecwacare staff and their support network.

## National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a funding source from the government that empowers people with a disability to work towards achievements and to identify the support they need.

The NDIS encourages people to have their own individual plan and be at the centre of the decision-making process, now and into the future.

mecwacare is a registered provider of disability services under the NDIS for one-to-one and group-based programs either in a centre or in the community. Clients can use the NDIS to access a range of individualised support to assist them to live as independently as possible, strengthen relationships and to participate in their local community.

## Programs

Our centre-based programs operate from the Fisher Street Centre in Malvern East.

There are up to 35 programs to choose from, including:

- Life skills development
- Arts and crafts
- Sport and recreation
- Horticulture
- Leisure options
- Health and fitness, walking groups
- Literacy, pre-vocational training and business skills
- Personal development

mecwacare has many years of experience in providing value-based care to people of all ages with a disability, including a workforce designed to be responsive and flexible to NDIS and client requirements.

Transport may be available, if required.



To find out more about our disability services, call 03 9572 9000



# Community Services

mecwacare provides programs and services from our community centres in Malvern East, Pakenham and Cowes (Phillip Island). We offer clients the opportunity to participate in tailored programs that focus on the health and wellbeing of the individual. Services include social and recreational groups for people who are over 65 or who have a disability. These services receive funding from the Commonwealth Home Support Programme. Transport may be available, if required.

## Support Groups

mecwacare's support groups provide opportunities for people to connect with their community. This includes people with dementia and people with disabilities who can participate in a variety of engaging and rewarding programs and activities, both at our centres and in the community.

## Delivered Meals

mecwacare delivers nutritious and delicious three-course meals to clients. Meals are delivered by our friendly drivers who also provide a basic welfare check. We offer a range of individual menu options, providing clients with a greater choice of meals that cater for all tastes and requirements.

## Strength Training

A qualified fitness instructor and mecwacare's trained staff design a progressive training program to suit each client's fitness level and regularly monitor their progress. Strength training can help maintain and regain muscle strength, improve balance and reduce the risk of falls.

## Transport

Transport to our community centres and to programs held externally is offered to eligible clients based in the City of Melbourne, City of Stonnington and the Shire of Cardinia. The cost of transport may be included in the cost of the programs the client attends.

## Social Support Holidays

mecwacare's Social Support holiday program, offers subsidised trips around Victoria for clients and their carers, when funding is available. The trips offer clients of varying ages and abilities an affordable holiday while maintaining the level of care they need, with 24-hour support from qualified and experienced staff.

## Podiatry

Regular podiatry treatment helps maintain healthy feet, assisting mobility and preventing falls. Podiatrists monitor clients with conditions such as diabetes, ulcers, peripheral vascular disease and rheumatoid arthritis. Services are provided by our qualified podiatrist from mecwacare's Barry Fenton Centre in Malvern East.

## We have Community Centres in:

Cowes (Phillip Island)  
P 8573 4980

Malvern East  
P 9564 5100

Pakenham  
P 5943 7500

# Community Services



## Acquired Brain Injury Group

Clients with an acquired brain injury can attend our community centres in Malvern East and Pakenham, and participate in activities, events and programs organised and supervised by qualified staff. These enjoyable activities also provide respite for carers.

## Dementia Program

Our dementia support program assists people living with dementia to stay engaged, stimulated and connected to their local community. We provide a safe and caring environment in a small group setting and offer socialisation, outings, memory and sensory activities, as well as a two-course lunch. This program provides respite for informal primary carers such as family members.

## Carers' Support

mecwacare's Barry Fenton Centre in Malvern East and Bass Coast Carers' Group offer a support program for carers. The aim of this program is to meet other carers who share similar experiences and to enjoy some quiet time away from the caring role.





# Ballan Health and Care Services

Our health and community services precinct in the heart of Ballan provides a range of primary care services that support the health and wellbeing of the local community. There is a medical clinic, allied health, telehealth and pathology services, as well as an on-site pool and gym that is available for rehabilitation and general fitness.

## Ballan Medical Clinic

Ballan Medical Clinic is your one-stop shop for medical care and preventative health. Located in the heart of the Ballan health and community services precinct, the clinic offers you and your family an experienced team of doctors, highly skilled nurses, friendly reception staff and convenient access to ancillary services, including a pathology collection centre.

## Pool and Gym

Designed to meet rehabilitation and general fitness needs, mecwacare's Ballan Health and Care Services offer a hydrotherapy pool and fully equipped gym, which has recently been extended. Physiotherapists and exercise physiologists are available to tailor personalised programs to your needs.

## Allied Health Services

Our Allied Health team is centrally located in the Ballan Health and Care Services precinct. This enables us to provide a collaborative approach for people who are managing chronic conditions, recovering from injury or surgery, and for those who wish to improve their general health and wellbeing.

## Pathology

Blood testing and collection services are provided by Melbourne Pathology, as part of the Ballan Medical Clinic. Melbourne Pathology is a leading

provider of pathology and medical diagnostic services throughout Victoria.

## Telehealth

Telehealth is available to Medicare card holders and consultations can be bulk billed.

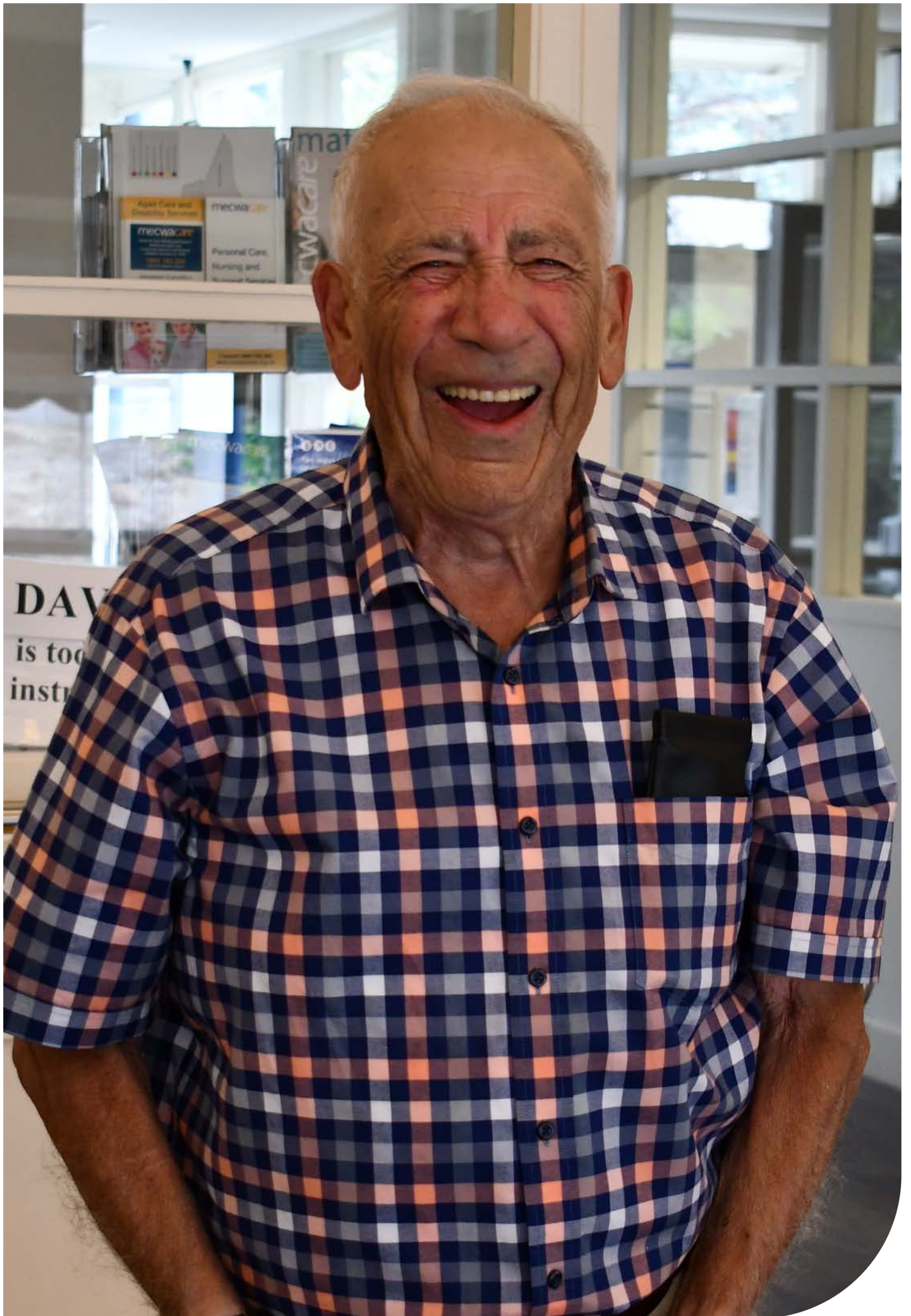
For allied health consultations, telehealth is also available under various funding streams, including private health insurance, Department of Veterans' Affairs, WorkCover, Traffic Accident Commission and the National Disability Insurance Scheme (NDIS).

## Centrelink Agency

You can connect with Centrelink, Medicare and other government programs at Ballan Health and Care Services. This is because we are a Services Australia agent.

We have free self-service facilities to help you conduct your government business. Using our computer, you can log into your myGov account and get things done on the spot. If you don't have a myGov account, our friendly staff can help you to set one up.







# Affordable Housing

mecwacare's affordable housing units foster a caring community and promote the dignity and privacy of each resident. We have 89 residential units in Glen Iris, Beaumaris and Sandringham.

Our housing is designed to provide safety and independence for people with a low income who are over 55 and meet the Department of Human Services eligibility criteria. mecwacare maintains communal areas and gardens, and changes smoke detector batteries and light globes within the units. Residents enter into a Tenancy Agreement.



## Beaumaris

mecwacare has eight fully-renovated one-bedroom units in the beautiful seaside suburb of Beaumaris. These homes are less than one kilometre from the beach and only 500 metres to Beaumaris Concourse Shopping Centre. Each unit has an open-plan living area complemented by a modern well-appointed kitchen and private courtyard. The fully landscaped gardens provide a generous outdoor space for all residents within the complex.



## Glen Iris

Our Glen Iris units are set in the beautiful environment of Gardiner's Creek, surrounded by native plants and leafy walking trails. Each unit has its own front and rear garden. Trains, trams, cafes and restaurants are all within an easy walk. There are three complexes that contain 44 one-bedroom units and 10 two-bedroom units.

## Sandringham

Our housing development in beachside Sandringham has 27 purpose-built units constructed in 2015. These units are conveniently located adjacent to Sandringham train station and just a few hundred metres from the beach, restaurants and cafes. Each unit has a generous carpeted bedroom with built-in robe and a kitchen designed for easy maintenance. Timber floating floors throughout the kitchen and living areas lead to a private balcony or deck with great views of the surrounding area.



To find out more about our affordable housing, call 8573 4963

# Retirement Living

Enjoy a community of like-minded people where you can live to the fullest at mecwacare's retirement villages in Malvern, Hoppers Crossing and Ballan.

Residents look out for each other and our 24-hour emergency on-call system offers great peace of mind. You and your family can relax knowing that you live in a safe and secure environment.

All villages have access to adjacent mecwacare aged care homes should your circumstances change in the future.

## Hoppers Crossing

mecwacare John Atchison Retirement Village combines the benefit of independent living with access to shared facilities from a convenient location close to local shops, public transport and the nearby parklands and attractions of Werribee. Enjoy maintenance-free modern living with the peace of mind of an emergency on-call system should assistance be needed any time of the day or night.

Community transport is available for local outings and residents can purchase fresh meals and access a hair and beauty salon on-site. Wi-fi access is available and the adjacent aged care home is wheelchair-friendly.



Hoppers Crossing

## Ballan

Independent living units are private homes that provide residents with the freedom to live life they want, with the added benefit of being close to health and community services, when needed.

This small community is nestled behind mecwacare's Ballan Health and Care Services precinct in Hyatt Close and Myers Terrace, and is a short walk from the main street. There are 11 self-contained, low-maintenance units that include a full kitchen, open-plan living and dining area, courtyard/garden area and a remote controlled garage.



Ballan

Find out more about our retirement villages.  
Call 03 8573 4916 or email  
[housing@mecwacare.org.au](mailto:housing@mecwacare.org.au)



# Retirement Living

## Malvern

This new boutique retirement village in Malvern, offers all you need and love within easy reach. Imagine waking up every morning like you are on holiday and spending your days doing what you love most. A limited edition of 31 luxury two and three-bedroom residences have been crafted to perfection, with your needs in mind.

Promoting a life of convenience, comfort and wellbeing, residents enjoy living life to the fullest, with access to an outstanding range of facilities, including a cinema, cafe, private dining room, gymnasium and business lounge. Living in a friendly community of like-minded people, residents have the freedom of choice to live the life they want with the reassurance of access to long-term support, if required. A truly welcoming community in a safe and secure environment, Robin Syme Malvern offers you a real sense of belonging and complete peace of mind.

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“Residents live in comfort and style, with the freedom of choice to live the life they want.”

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Robin Syme  
Malvern

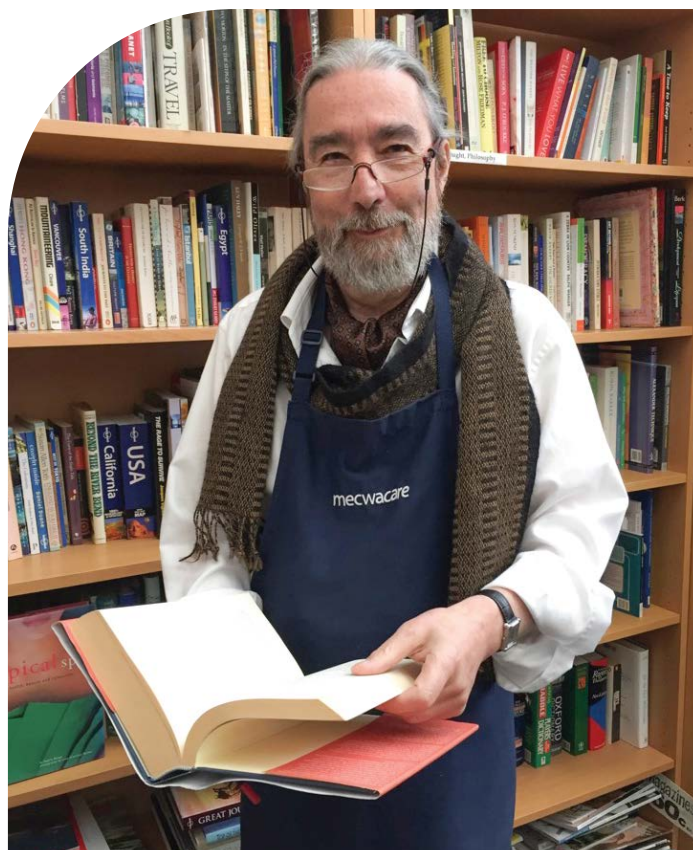


# Volunteering

mecwacare was founded in 1959 by a small group of volunteers concerned about the ageing citizens of Malvern. Today, more than 450 volunteers across metropolitan Melbourne and regional Victoria continue our founders' legacy by generously donating their time to support the elderly and people with a disability.

Volunteers allow mecwacare to continue our essential work in the community. We welcome new volunteers who share our spirit of providing care to some of the most vulnerable people in the community. We offer a range of opportunities for volunteers across all areas of the organisation. These include:

- Social support for activity groups, such as art and crafts, cards and games, music and dance
- Transporting clients to appointments or outings
- Pastoral care and social visits, including walks



- Reading or visiting with a pet
- Serving in mecwacare kiosks
- Retail sales and assistance in opportunity shops
- Administrative tasks
- Gardening or maintenance

We welcome people of all ages and from all walks of life.



To find out how to become a volunteer, phone 03 8573 4962



# Opportunity Shops

mecwacare has five opportunity shops in Malvern, Malvern East, Windsor, Hawthorn and Ballan, staffed largely by our generous volunteers, and offering a range of pre-loved clothes, books and bric-a-brac. Each store has its own personality reflecting the location, its staff and volunteers.

The stores all offer quality second-hand and vintage goods at affordable prices, including designer dresses, household utensils and great books.

Recycled clothing and other pre-loved items have many environmental benefits, including reducing landfill and greenhouse emissions.

Donations of saleable goods including clothing, jewellery and kitchenware can be made directly to any of our shops during opening hours.

All money raised supports mecwacare's many programs and activities for older people and people with a disability in the local community.



Malvern



## DONATIONS

Monetary donations to mecwacare are always appreciated. Donations over \$2 are tax deductible.

If you would like to donate or leave a lasting gift in your Will, please contact the Fundraising Department on 03 8573 4809.

We have Opportunity Shops in:

Ballan

Hawthorn

Malvern

Malvern East

Windsor







**Australian Government**  
**Department of Health**



**Australian Government**  
**Aged Care Quality and Safety Commission**

## 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

## 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](mailto:admissions@mecwacare.org.au)

### **Altona North**

mecwacare Squires Place

### **Bacchus Marsh**

mecwacare Susan Barton House

### **Ballan**

mecwacare Ballan Aged Care

### **Canadian (Ballarat)**

mecwacare Wahroonga

### **Caulfield North**

mecwacare Jubilee House

### **Flemington**

mecwacare Gregory Lodge

### **Glen Iris**

mecwacare Noel Miller Centre

### **Hamlyn Heights (Geelong)**

mecwacare Elstoft House

### **Hoppers Crossing**

mecwacare John Atchison Centre

### **Malvern**

mecwacare Malvern Centre

### **Mont Albert North**

mecwacare Simon Price Centre

### **Mornington**

mecwacare Park Hill

### **Prahran**

mecwacare Trescowthick Centre

### **Richmond**

mecwacare Rositano House

mecwacare John Hood Terrace  
(under construction)

### **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](mailto:intake@mecwacare.org.au)

### **South East Metro (Malvern)**

P 03 8573 4999

### **North West Metro (Westmeadows)**

P 03 9325 5500

### **South East Region (Pakenham)**

P 03 5941 5454

### **South West Region (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](mailto:homecarepackages@mecwacare.org.au)

## RETIREMENT LIVING

P 03 8573 4916

E [housing@mecwacare.org.au](mailto:housing@mecwacare.org.au)

Ballan, Berwick, Canadian  
(Ballarat), Hoppers Crossing,  
Malvern, Pascoe Vale

## AFFORDABLE HOUSING

P 03 8573 4963

E [housing@mecwacare.org.au](mailto:housing@mecwacare.org.au)

Beaumaris, Glen Iris,  
Sandringham

## COMMUNITY AND DISABILITY SERVICES

E [community@mecwacare.org.au](mailto: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

### **Ballan**

P 03 5366 7878

E [ballanpodiatry@mecwacare.org.au](mailto:ballanpodiatry@mecwacare.org.au)

### **Malvern East**

P 03 9564 5104

E [podiatry@mecwacare.org.au](mailto:podiatry@mecwacare.org.au)

## OPPORTUNITY SHOPS

E [enquiries@mecwacare.org.au](mailto: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](mailto:enquiries@mecwacare.org.au)

W [mecwacare.org.au](http://mecwacare.org.au)

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

**mecwacare**

Freecall **1800 163 292** • **[mecwacare.org.au](http://mecwacare.org.au)**



### **Corporate Services**

1287 Malvern Road, Malvern VIC 3144

**P** 03 8573 4888

**E** [enquiries@mecwacare.org.au](mailto:enquiries@mecwacare.org.au)

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Department of Social Services website at  
[www.dss.gov.au](http://www.dss.gov.au) for more information.