



Caring is
at the heart
of everything
we do

Information Handbook

Our Services

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Welcome

We are delighted to bring you this handbook, where we share information regarding the care and services we provide. We are privileged to support you to live the life you choose.



mecwacare has been providing services to the community since 1959. These include residential aged care, community services, in-home care and support, retirement living sites, affordable housing for the elderly, and disability support services.

We are and always will be about supporting people to progress through life feeling safe and supported, close to community and family, and connected to what brings them joy.

We support more than 20,000 people across greater Melbourne and in regional Victoria through our highly integrated network of more than 3000 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 be part of people's lives to ensure fulfilling care and experiences that truly matter.

We do this through an underpinned set of organisational values that drive how we behave and how we provide services - we are at the core of mecwacare as an organisation - we are **caring, accountable, respectful, and ethical.**

We work with individuals and support networks to balance the clinical care required with the lifestyle activities that bring joy, peace, and connectedness to their quality of life.

Our staff and volunteers are the foundation of our community - they are there to assist you and gain your trust, actively advocating for you and supporting decisions to live your life your way.

mecwacare is very proud of its workforce. Our employees are highly trained and keep all credentials and qualifications current. mecwacare is dedicated to creating a culture of personal development and continued education of all staff, ensuring that the wide range of services and care provided to clients is safe and considered.

Our model of care has a strong clinical base - we have both registered and enrolled nurses employed across all aspects of the organisation. The care we provide to clients remains consistent throughout all stages of one's life journey - one of our cornerstones of our model is independence.

We support and encourage everyone to remain living independently for as long as possible. When safe independent living is no longer possible, we will be there to support you through your next steps ensuring you feel respected, are always treated with dignity, and remain the author of your life.

Our philosophy is that life remains a source of rich experiences, no matter age or ability. Through rewarding connections, high quality care, and social activities important to you, we can be part of your journey, your way.

Our 65 years in the community with strong values and a firm belief in dignity of care, makes mecwacare unique as a partner of choice to provide the right care - in the right place - at the right time.

At mecwacare, we are privileged to care for you.

A handwritten signature in black ink that reads "Anne McCormack".

Anne McCormack
Chief Executive Officer

Follow us on



Proudly a not-for-profit, non-denominational charitable organisation

Information in this handbook is current at the time of publication and is subject to change.

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**
- **Accountable**
- **Respectful**
- **Ethical**

We passionately live these values through:

Proactive and compassionate care and services.

Responsible and professional conduct.

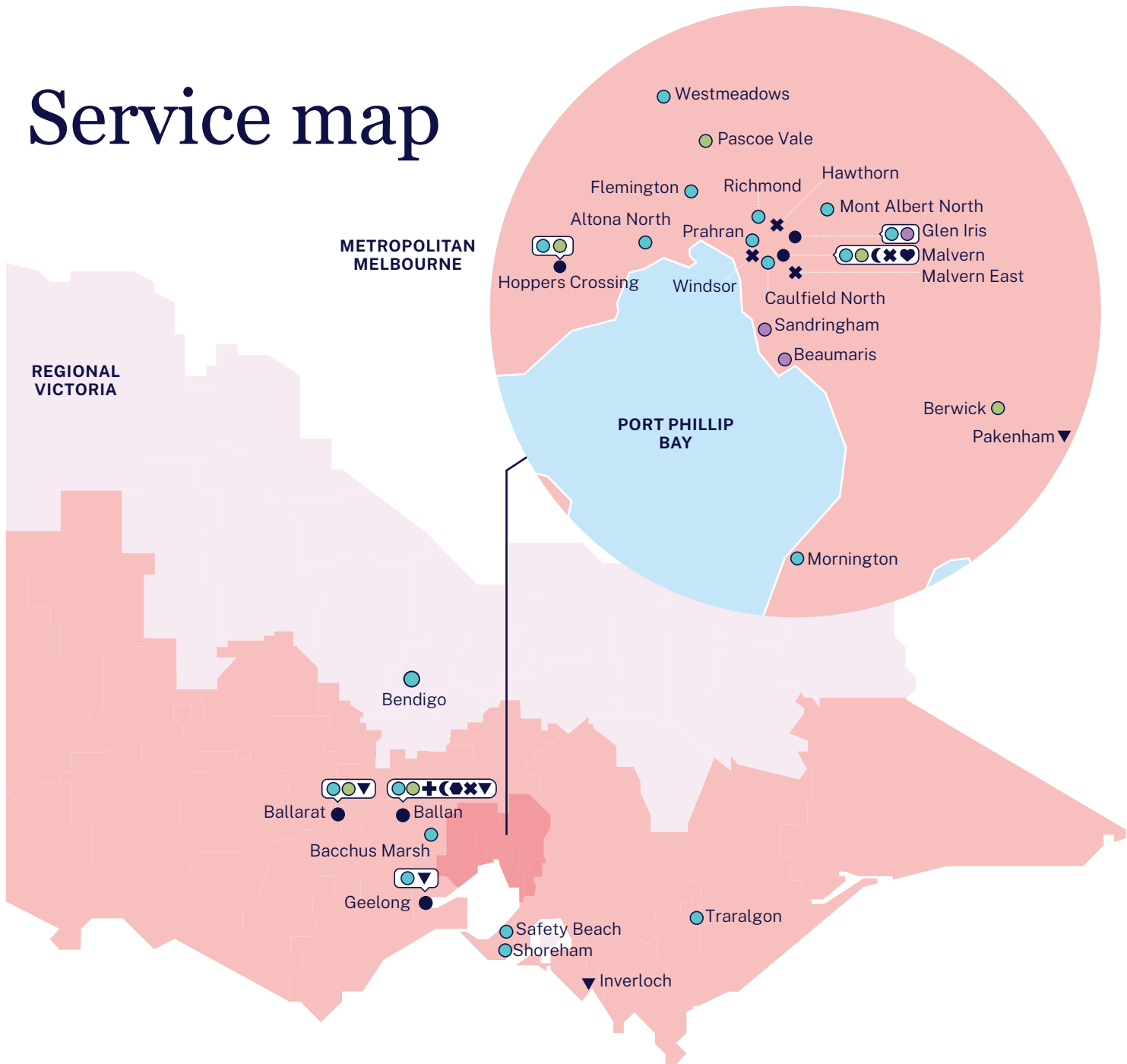
Empathetic and thoughtful communications.

Honest and fair partnerships.

Strategic Priorities

1. Co-located and drive synergies between services to meet growth aspirations.
2. Innovate and adopt solutions that positively impact the consumer experience.
3. Grow, develop and retain a highly engaged and skilled workforce.
4. Maintain the financial viability of the organisation within a social, environmental and governance agenda.
5. Explore a research and advocacy agenda for the rights of the aged and disability community.

Service map



Service areas for Home Care, Home Care Packages, Disability Care and Support

- Residential Aged Care Homes
- Retirement Living
- Affordable Housing
- ✕ Opportunity Shops

- + Medical Clinic
- C Allied Services
- ◆ Pool/Gym
- ▼ mecwacare Home Care Offices
- ♥ mecwacare Head Office



To find out more about our services, please visit www.mecwacare.org.au



Residential aged care

At mecwacare, compassionate support and exceptional services redefine the experience of ageing gracefully. Nestled within our warm and inviting communities, we pride ourselves on offering unparalleled care tailored to meet the unique needs of every individual.

Why choose mecwacare aged care?

Person-centered approach: At mecwacare, we believe that every resident deserves to be treated with dignity and respect. That's why our person-centered approach ensures that each individual receives personalized care that honors their preferences, interests, and life story.

Expertise and experience: With decades of experience in aged care, our dedicated team of professionals brings unparalleled expertise to every aspect of our services. From skilled nursing care to specialised dementia support, you can trust that your loved one is in capable hands.

Comprehensive services: From assisted living to memory care and everything in between, mecwacare offers a comprehensive range of services designed to support residents at every stage of their ageing journey. Whether you're seeking assistance with daily activities or simply looking for a welcoming community to call home, we have you covered.

Innovative programs: We understand that staying engaged and connected is vital to overall wellbeing. That's why we offer a variety of innovative programs and activities designed to stimulate the mind, body, and spirit. From art therapy and fitness classes to gardening clubs and cultural outings, there's always something exciting happening at mecwacare.

Safe environment: Your loved one's safety and security are our top priorities. Our facilities are designed with state-of-the-art security features and 24/7 staff support to ensure peace of mind for residents and their families.

Community and companionship: Ageing doesn't mean living in isolation. At mecwacare, residents have the opportunity to forge meaningful connections and build lasting friendships within our vibrant community. From shared meals to social events, there's always a sense of camaraderie and belonging here.

mecwacare aged care homes feature:

- ✓ Welcoming communities
- ✓ Experienced, caring and qualified staff
- ✓ Safe environments
- ✓ Registered nurses day and night
- ✓ Premium design and construction
- ✓ Engaging, enjoyable lifestyle and activity programs
- ✓ State-of-the-art, high quality fixtures
- ✓ Landscaped gardens
- ✓ Modern contemporary spaces



To book a tour at one of our aged care homes, please call **03 8573 4812**, email admissions@mecwacare.org.au or scan the QR Code to find out more.



Residential aged care

Ballan mecwacare Ballan



WESTERN REGION

38
rooms

- Memory support unit
- Onsite access to GP and allied health services
- Pool and gym

Ballan's aged care facility is a warm and inviting residence located on the banks of the Werribee River. This centrally located 38-room residence offers a person-centred approach to aged care.

Designed to allow for personal space and privacy while offering common areas for residents to meet and entertain, residents have the choice to configure their rooms to their liking. These rooms are bathed in natural light with views of landscaped gardens or a courtyard. The gardens are also a lovely spot to sit and enjoy a cup of tea in the fresh country air.

The home offers a communal dining room for residents to enjoy social dining or a quiet meal. The onsite hair and beauty salon allows residents to feel and look their best, while access to a range of allied health services from the neighbouring Ballan Health and Care Services facility means residents only have a few steps to travel for everything they need.

Canadian (Ballarat) mecwacare Wahroonga



WESTERN REGION

90
rooms

- Pet friendly
- Games room
- Hairdresser
- Private dining room

The warm, sun-filled facility at Wahroonga in Canadian (Ballarat) is nestled in a quiet and relaxing green zone. With a lush gully on one side and a relaxing nature reserve on the other, there are plenty of refreshing paths to enjoy, including a dementia walk.

The common areas at mecwacare Wahroonga are thoughtfully designed and tastefully decorated, feeling like home as soon as you enter.

The use of a games room is encouraged for residents to socialise and interact with each other, while support groups, special themed days, musical entertainment and games such as bingo will delight residents and enrich their lives.

At this 90-room site, cosy reading nooks are abundant, as are comfortable lounge areas and stately dining rooms. The site's hairdresser will have you looking and feeling your best, and the resident bus will transport you to and from social excursions and shopping trips.

Rest assured knowing there is always a nurse onsite, while there is access to a general practitioner and allied health services right outside your doorstep.

Darley (Bacchus Marsh)
mecwacare Susan Barton House



WESTERN REGION

144

rooms

- Memory support unit
- Onsite access to GP and allied health services
- Pool and gym

Nestled in the heart of Bacchus Marsh and surrounded by rolling hills, Susan Barton House is split into five wings, each with their own communal lounge and dining spaces.

With a total of 144 spacious rooms and sunny gardens and courtyards surrounding, there is a choice of different rooms to suit each individual's preferences: whether you need a single room or companion room, mecwacare Susan Barton House can accommodate.

Family, friends and other guests are able to gather with resident loved ones in the onsite café, private dining rooms or outdoor BBQ areas, while kids will enjoy the playground.

There is a well-stocked library with multiple reading nooks to delight literary fans, while an extensive activity program will delight residents and enrich their lives.

With shopping centres and hospitals nearby, all you need is just around the corner at Susan Barton House. Residents will enjoy regular excursions and outings on the facility's bus, and will be pleased with the gym, hairdresser, and medical services at the site.



KIND AND

Caring

“Staff are so caring and kind, everyone knows each other, and it feels like one big family.”

mecwacare aged care resident

Residential aged care

Hamlyn Heights (Geelong) mecwacare Elstoft House



WESTERN REGION

91

rooms

- Views of Corio Bay
- Café
- Cinema
- Vegetable patch

mecwacare's Elstoft House is located in Geelong's Hamlyn Heights. Large gardens and winding pathways surround the facility, offering respite care, dementia care, couples' accommodation and ageing-in-place accommodation.

There is a fresh and contemporary feel to the home, and there are a variety of great activities held regularly, including cooking, sewing, café visits and bus outings, which are conducted weekly on the facility bus to a variety of clubs and places of interest. Residents also enjoy sing alongs, dancing, and music each week, and gardening for those with a green thumb.

The activities calendar is planned a month in advance and provides many interesting and varied group activities, such as cooking and sewing, and a café visit on Fridays.

"I have a pleasant room and all my hobbies are catered for."

mecwacare aged care resident

Hoppers Crossing mecwacare John Atchison Centre



WESTERN REGION

83

rooms

- Café
- Cinema
- Library
- Hair and beauty salon

A delightful aged care facility with 83 rooms, the John Atchison Centre is nestled in the west of Melbourne in Hoppers Crossing. Close to local shops and public transport, it encourages community and social engagement for residents through thoughtfully designed spaces and lifestyle programs.

With the added benefit of being co-located with John Atchison's retirement community, we can support you to age in place should you or your partner's care needs change.

Each of the suites come with a private ensuite and one and two bedroom suites available come with a kitchenette.

The centre boasts a cinema, café, library, and hair and beauty salon. With large lounges and two separate dining areas for communal resident use, socialising is easy at the John Atchison Centre. There is also the option for residents to book the private dining room to enjoy special occasions such as birthdays with their visiting family and friends.

Altona North
mecwacare Squires Place



WESTERN REGION

59

rooms

- Café
- Cinema
- Library
- Hair and beauty salon

As a warm and inviting residence in a safe, secure environment, Squires Place aged care facility is set among landscaped gardens and provides a wonderful place for residents to maintain an engaging and active lifestyle.

The two-storey home is contemporary and comfortable, offering up to 72 residents access to 24-hour care and support. Nutritious and delicious meals are freshly prepared onsite by the Squires Place chef, catering to a wide variety of dietary requirements and taste preferences.

Modern communal areas provide cosy places to socialise, while the cinema, library, hair and beauty salon, and café will provide plenty of entertainment for residents.

Bright rooms full of natural light cater singles and couples with ensuites and built-in robes, while outdoor gardens provide a beautiful place to sit and enjoy the fresh air.



A PLACE TO CALL

Home

Elaine has cared for others for more than 40 years.

Now, it's her turn to relax and receive compassionate care in the comfort of her new home.

Residential aged care

Bendigo mecwacare Flora Hill



NORTHERN REGION

62

rooms

- Outdoor BBQs
- Library
- Hair and beauty salon
- Garden and courtyard views

Experience the warmth of a home away from home. Located in a quiet part of town, Flora Hill aged care home offers easy access to nearby amenities, nature reserves and walking tracks only a short walk away.

At Flora Hill, there is an extensive choice of common and private spaces, both indoors and outdoors. The music and television room can be a quiet, peaceful place, or it can be a vibrant room full of voices and smiling faces.

Our beautifully landscaped gardens and outdoor spaces provide a sanctuary for residents to enjoy nature's beauty. Whether strolling through the flower-lined paths or relaxing in shaded seating areas, the lush surroundings at Flora Hill create a peaceful haven for relaxation and reflection.

Socialisation among residents is easy through access to well-appointed communal facilities and the full lifestyle program.

Flemington mecwacare Gregory Lodge



NORTHERN REGION

67

rooms

- Daily activities, clubs and groups
- Multiple gardens and courtyards
- Gazebos and BBQs

Gregory Lodge is a long-standing aged care home with tranquil, lush surroundings providing a garden oasis in the heart of Flemington. With three separate houses of the facility for a variety of care needs, Gregory Lodge offers 67 single or companion rooms with ensuites and views of the garden or courtyards.

Close to shops, public transport, and other amenities, Gregory Lodge is a warm, peaceful environment that provides contemporary shared spaces. Residents can gather in the comfortable lounge or dining rooms, enjoy onsite pet and music therapy, venture on social excursions, and feel safe knowing staff are onsite and available to provide any care required.

In this supportive residential aged care facility, respect, choice and independence are key components of care. Residents and loved ones can rest assured that services and care will be dignified and personalised.

Westmeadows
mecwacare Vincent House



NORTHERN REGION

30

rooms

- Private dining and lounge areas
- Ensuite bathrooms
- Library
- Hair and beauty salon

Located in leafy Westmeadows, mecwacare's Vincent House accommodates 30 aged care residents, each in a single room with private ensuite. Overlooking the gardens, the large and comfortable rooms will have residents feeling at home in no time. The main courtyard outside is the perfect location for a weekend barbeque in the sun with family and friends.

With a jam-packed activity calendar planned well in advance, residents will have their diaries full of exciting and stimulating outings, projects, and events. The library and quiet room will allow residents some time to relax and reflect, while the onsite hair and beauty salon will have residents looking and feeling fabulous without lifting a finger.

The convenient location of Vincent House means residents have easy access to public transport as well as local cafes, shops, and parks.



TIME FOR YOUR

Hobbies

“I now can do all my favourite hobbies with the company of like minded people.”

mecwacare aged care resident

Residential aged care

Richmond mecwacare Rositano House



EASTERN REGION

30
rooms

- Café
- Cinema
- Library
- Hair and beauty salon

Located deep in the heart of the cultural hub of Richmond, mecwacare's Rositano House offers boutique accommodation for 30 aged care residents. Encouraging an active lifestyle in safe surroundings, the services, care and provision of activities at Rositano House is designed to enrich the lives of elderly residents in the home.

Catering to a variety of tastes and dietary requirements, the fresh and nutritious meals produced at Rositano House will delight even the pickiest of eaters. Rositano House is a quaint, boutique-style home only a short walk away from all that vibrant Richmond has to offer.

Mobile hairdressing services are available, as are activities such as art classes, tai chi lessons, coffee club and outings on the facility's bus. Residents have easy access to the dining room and lounge areas with tea and coffee-making facilities for visiting family and friends.

Richmond mecwacare John Hood Terrace



EASTERN REGION

76
rooms

- Café
- Cinema
- Library
- Hair and beauty salon

In May 2023, ground was broken at the site of mecwacare's new aged care site John Hood Terrace.

The new facility has been designed to be welcoming, comfortable, and homely, whilst still maintaining an air of luxury.

Various amenities include communal dining areas, landscaped gardens, café, library, fitness facilities, and recreational spaces, encouraging an active and vibrant lifestyle. Providing unparalleled care and support, the facility will offer a range of activities and programs designed to promote socialisation, engagement, and personal growth.

Originally constructed in the 1850s, the site of the new facility was previously owned by medical professionals, an Irish immigrant, a welfare association, and a motel chain. The rich past of the heritage buildings will be honoured with a revitalisation of historical features and interior design finishes. The new John Hood Terrace facility is expected to be completed in 2025.

**Mont Albert North
mecwacare Simon Price Centre**



EASTERN REGION

100
rooms

- George's Wine Bar
- Café
- Cinema
- Library
- Hair and beauty salon

mecwacare's Simon Price Centre is an impressive aged care facility nestled in the quiet leafy streets of Mont Albert North.

This contemporary four-storey facility caters for 103 residents, doubling the capacity of the previous centre.

The Simon Price Centre includes spacious communal lounges, a cinema, cafe, library, and wellbeing salon.

The upper level features beautifully appointed residential suites with large balconies; perfect for enjoying the views. The presence of native trees at the front and rear setbacks highlights the importance of landscape to the design of this significantly sized block.

With a 24-hour onsite registered nurse, as well as a safe environment, mecwacare's Simon Price Centre provides luxury aged care in the beautiful suburb of Mont Albert North.



SENSATIONAL
Food

Residents will enjoy chef cooked meals prepared freshly each day, ensuring nutritious and delicious food will satisfy residents and help build and maintain their social connections.

Residential aged care

Traralgon mecwacare O'Mara House



EASTERN REGION

66

rooms

- Café
- Chapel
- Private dining and lounge areas
- Landscaped gardens

Set among the tree lined streets of Traralgon, mecwacare's O'Mara House has 66 fresh, bright single rooms, each with private ensuites and large windows with garden views. O'Mara House is only minutes from the town centre and is adorned with lovely gardens, including extensive lawns and shade trees, aviaries, and a central courtyard.

With large, open spaces for activities, events and functions, residents enjoy access to a hair and beauty salon, library, and a non-denominational chapel with pews and large stained-glass windows. The extensive activities calendar will have residents busy and entertained each week, encouraging a more vibrant and fulfilling lifestyle.

Communal areas at the home include kitchenettes with tea and coffee-making facilities, and an internet café overlooking the gardens. O'Mara House also has a minibus for resident outings including shopping trips, while the town's local bus stops right outside the home.

Prahran mecwacare Trescowthick Centre



SOUTH EAST REGION

60

rooms

- Kiosk
- Library
- Hair and beauty salon
- Close to Prahran Market

Located in a cosmopolitan Prahran, mecwacare's Trescowthick Centre accommodates up to 60 aged care residents, split between four 'houses.' Each of the four have communal facilities with open architecture, comfortable lounges and welcoming dining rooms, surrounded by leafy gardens and courtyards. The four houses are connected by an internal streetscape leading to a central mall with cathedral glass ceilings, as well as a kiosk, hair and beauty salon, and library.

Each of the 60 rooms at the centre have built-in wardrobes, stunning furnishings, adjustable beds, a chest of drawers and a chair, while private ensuites will be appreciated.

Residents are also encouraged to bring small furniture items of their own to decorate their room to their liking.

The facility itself is, of course, not the only high quality offering at the centre. The care and dedication of staff towards residents is dedicated, personalised, and effective – so much so that in 2019, the centre was a finalist at the Australian Healthcare Week Awards' Best Aged Care Facility category.

**Glen Iris
mecwacare Noel Miller Centre**



SOUTH EAST REGION

138

rooms

- Cinema
- Hair and beauty salon
- Café and kiosk
- Clubroom with bar

mecwacare's Noel Miller Centre, situated in the leafy suburb of Glen Iris, is one of Melbourne's most stylish residential aged care facilities. Occupying the entire street, the centre is walking distance from bustling High Street, along with its cafes, shops, and other amenities.

The centre offers single room accommodation to 138 residents, each with private ensuite, tasteful furnishing and views of landscaped courtyards throughout. With access on foot or by wheelchair to the courtyards with automatic doors, residents can enjoy fresh air in the lush gardens.

With an onsite hair and beauty salon, clubroom, and kiosk, residents will have all they need right on their doorstep. The kiosk is always stocked with everyday needs and gifts, while the clubroom has a bar and holds piano entertainment on a regular basis.

The extensive lifestyle program meets the needs of each and every resident, while music therapy sessions run regularly with a qualified music therapist and is available to all residents.



MAKING MORE

Friends

At mecwacare aged care homes, friendships blossom as residents bond over shared experiences and interests.

Residential aged care

Caulfield North mecwacare Jubilee House



SOUTH EAST REGION

41

rooms

- Deja Brew Café
- Cinema
- Library
- Hair and beauty salon

Located in Caulfield North, mecwacare's Jubilee House is a modern and luxurious 41-room home that offers boutique-style accommodation that includes tastefully decorated oversized single rooms and two-room suites with their own kitchenette.

Situated close to shops, public transport, parks, medical facilities and major hospitals, all rooms come with their own ensuite. Some rooms also have direct access to the internal courtyards at the centre, providing a lovely outdoor retreat.

Floor-to-ceiling windows fill the stylish home with natural light throughout, while amenities include a cafe, library, hair and beauty salon, and cinema with 'gold class' seating. The spacious communal dining rooms and sitting areas are a great way for residents to socialise with each other, while there is a private dining room that can be booked for events or special occasions with family and friends.

Jubilee House caters to a variety of different tastes and all dietary requirements while ensuring that meals are delicious and healthy.

Malvern mecwacare Malvern Centre



SOUTH EAST REGION

91

rooms

- Café
- Cinema
- Billiards room
- Gymnasium
- Hair and beauty salon

mecwacare's Malvern Centre offers an extensive range of lifestyle options in welcoming surroundings for more than 108 residents. The centre is aptly located in the heart of Malvern, providing easy access to the city, medical facilities, and the excellent shopping and recreational activities of the Malvern area.

The Malvern Centre has one, two or three-room suites which can be configured to suit individual needs.

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

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

**Mornington
mecwacare Park Hill**



SOUTH EAST REGION

69

rooms

- Library
- Cinema
- Hair and beauty salon
- Garden with children's playground

Located on the beautiful Mornington Peninsula, mecwacare's Park Hill residential aged care facility accommodates 69 residents in single rooms with ensuites.

The expansive communal areas are hubs for residents to socialise, including the main lounge and outdoor alfresco areas. Residents also have access to a dining area and additional lounge areas with fireplaces, large screen televisions, and tea and coffee-making facilities that are perfect for entertaining family and friends.

Park Hill residents also enjoy the centre's cinema, library, hair and beauty salon, and private dining room, encouraging socialisation and working to build residents' confidence. The centre has landscaped gardens, raised garden beds, and a herb and vegetable patch to which residents can tend.

The centre's vibrant lifestyle and leisure program is designed in conjunction with residents. Residents can enjoy a wide range of centre-based activities and visits to local restaurants and cafes, helping to maintain a strong connection to the local community.



STAYING

Active

mecwacare aged care homes offer vibrant and diverse active lifestyle programs tailored to residents' interests and abilities, ranging from fitness classes and outdoor excursions to creative workshops and social events.



mecwacare Simon Price Centre, Mont Albert North

Residential aged care

Safety Beach mecwacare Calwell Manor



SOUTH EAST REGION

43

rooms

- Hair and beauty salon
- Cinema
- Activity rooms
- Café and kiosk

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

Calwell Manor includes spacious communal dining and lounge areas, and a separate private dining room with kitchenette for residents to entertain family and friends. Residents can enjoy the onsite hair and beauty salon or take in the fresh sea breeze from the lovely landscaped gardens.

Calwell Manor residents enjoy an extensive activities program that encourages a dynamic and vibrant lifestyle in comfortable and safe surroundings.

Accommodation options are available for individuals and couples, including a selection of spacious rooms bathed in natural light. All rooms are private with ensuite bathrooms and built-in robes, while an open floor plan allows residents to furnish their room according to their individual style and needs, making it a more comfortable and personalised home.

Shoreham mecwacare Annie's Court



SOUTH EAST REGION

60

rooms

- Hair and beauty salon
- Cinema
- Library
- Private dining and lounge areas

Located close to the scenic Western Port on the southern Mornington Peninsula, mecwacare Annie's Court in Shoreham is a charming 60-room contemporary residence.

This homely residential aged care facility includes spacious communal dining and lounge areas as well as a separate private dining room with kitchenette for residents to enjoy with their family and friends. There is an opportunity to be pampered in the onsite hair and beauty salon, catch a movie in the cinema, or to soak up the sun in the gorgeous, landscaped gardens.

Each room has a private ensuite and built-in robe, while some have a kitchenette and direct access to courtyards or landscaped gardens. The kitchen caters for a variety of tastes and preferences while accommodating dietary requirements, with nutritious and delicious meals freshly prepared onsite.

Social and recreational activities are tailored to residents' interests and encourages connection between residents, staff and the local community, while maintaining a positive and vibrant culture.



Respite care

Having cared for vulnerable members of the community since 1959, mecwacare has a proud history of meeting the needs of our clients. mecwacare offers respite services in the home, the community and throughout our Aged Care network across Melbourne and regional Victoria.

Designed to support quality of life for clients and provide peace of mind for carers a variety of programs are available to support carers in their roles, and to ensure clients' needs are well supported, promoting choice and independence.

In your home

Respite is a way to relieve the pressure of being a carer without compromising on the standard of care being provided to your loved one. In home respite services provides in-home care for clients for a few hours, a few days or a few weeks.

mecwacare understands how important it is for carers to make time for themselves, and can provide daytime, overnight or longer live-in care to clients whose regular carers are busy or need a break.

Whatever the care needs of your loved one, mecwacare can arrange dedicated and personalised care for as long as it is required.

In the community

Respite services are available in our day centres and in the community. This includes social support programs that provide a variety of engaging and rewarding activities and programs, catering for

older people, people with a disability, and people with dementia.

mecwacare also offers carers' support programs in several of our centres. Carers can share experiences, exchange ideas, develop networks and listen to guest speakers who will offer advice, valuable information and pathways 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.

In our aged care homes

Respite services are offered in mecwacare aged care homes. Short breaks for clients and carers ensure independence in a safe environment with access to round the clock care.

Respite clients can spend time in one of our residential facilities meeting and interacting with new people, participating in activities, and enjoying deliciously fresh meals prepared onsite.

Clinical care and medication assistance is provided, with 24-hour nursing services available and visits from family and friends welcomed. Single rooms with private ensuites are available.

Your choice of care

✓ In your home

✓ In the community

✓ In our aged care homes



To find our more about respite care, call **03 8573 4980**, email intake@mecwacare.org.au or scan the QR Code.





Retirement living

At mecwacare, we prioritise your comfort, wellbeing, and individuality. Nestled within vibrant communities, our retirement residences offer a unique blend of luxury, convenience, and personalised care that sets us apart.

Tailored lifestyle options: Your retirement should reflect your unique preferences and interests. That's why mecwacare offers a range of lifestyle options tailored to suit your needs, providing the perfect balance of freedom and support to live life on your terms.

Exceptional amenities: Indulge in a lifestyle of luxury with our exceptional amenities designed to enhance your retirement experience. From elegant dining venues and fitness centers to beautifully landscaped grounds and social gathering spaces, every aspect of our residences is crafted to enrich your daily life.

Holistic wellness programs: At mecwacare, we prioritise holistic wellness, ensuring that residents have access to a variety of wellness programs and activities to nurture their physical, mental, and emotional wellbeing.

Community connection: Retirement is an opportunity to embrace new friendships and

experiences. At mecwacare, you'll discover a vibrant community where residents come together to share laughter, support, and companionship. From social events and clubs to volunteer opportunities and cultural outings, there's always something exciting happening within our community.

Continuum of care: Enjoy peace of mind knowing that should your needs change over time, mecwacare offers a continuum of care services to accommodate your evolving requirements. Whether you require additional assistance with daily activities or specialised memory care support, our dedicated team is here to ensure you receive the highest quality of care every step of the way.

Trusted reputation: With a legacy of care spanning decades, mecwacare is a trusted name in retirement living. Our commitment to integrity, compassion, and superior service has earned us the trust and loyalty of residents and families alike, making us a preferred choice for retirement living.

mecwacare retirement living features:

- ✓ Welcoming communities
- ✓ Experienced, caring and qualified staff
- ✓ Safe environments
- ✓ Convenient locations
- ✓ Premium design and construction
- ✓ Engaging, enjoyable lifestyle and activity programs
- ✓ State-of-the-art, high quality fixtures
- ✓ Landscaped gardens
- ✓ Modern contemporary spaces



To book a tour at one of our retirement living villages, call **03 8573 4916**, email housing@mecwacare.org.au or scan the QR Code.



Retirement living

Ballan Ballan Retirement Village



WESTERN REGION

11
units

- Easy access to care services
- Vibrant lifestyle activities
- Modern open plan layouts
- Low maintenance

mecwacare's Ballan Retirement Village is located a short walk from the heart of the town, providing the freedom to live a country lifestyle with the benefit of being close to high quality health, lifestyle, and community services.

mecwacare understands and supports your choice to live with independence. This boutique retirement village features 11 modern, self-contained, low maintenance units, each with a full kitchen, open plan living and dining, and either a courtyard or garden.

Co-located with mecwacare's Health and Care Services, providing easy access to a range of health services including general practitioners, audiology, exercise groups, chronic disease management, nutrition advice, physiotherapy, podiatry, and more. You can also stay fit with access to our gym and hydrotherapy pool.

Enjoy the peace of mind of living in a friendly community. You can also access support through our after-hours on-call system. If your needs change, priority care is also available from the neighbouring mecwacare aged care home.

Berwick Berwick Brae Gardens



SOUTH EAST REGION

76
units and apartments

- Community garden
- Library
- Arts and crafts club
- Coffee club

Berwick Brae Gardens gives residents the opportunity to maintain their independence and freedom, while living in a well-equipped environment. Join a close group of like-minded people amid parklands, away from the hustle and bustle of city life.

Aptly named after the beautiful gardens around the village, Berwick Brae Gardens is situated on nine acres directly next to the Wilson Botanic Park. With 76 dwellings on the grounds, choose between an apartment or unit at Berwick Brae Gardens; each have their own benefits for you to enjoy.

There is a strong sense of community at the village with plenty of opportunities for socialising and engaging with others. Enjoy a safe environment where your neighbours are your friends, and everyone keeps an eye out for each other.

With access to onsite medical, personal and transport services, as well as endless entertainment opportunities, mecwacare's decades of experience supporting older people shine through at Berwick Brae Village.

**Malvern
Robin Syme**



SOUTH EAST REGION

31

apartments

- Wine bar and cellar
- Cinema
- Library
- Gym and activity room
- Cafe

Retirement living at Robin Syme Malvern is a lifestyle choice combining independent accommodation with communal amenities and access to 24-hour support. The luxurious facilities will feel more like a five-star hotel than a retirement community.

Enjoy a wine bar and cellar, cinema, library, restaurant and dining room, lounges, business centre, gym, activity room and café, among other amenities.

Robin Syme is the pinnacle of retirement village facilities in Victoria. Onsite events are extremely popular with residents, and the security of living in a building filled with like-minded neighbours and staff provides priceless peace of mind.

Access to home care, an emergency nurse-on-call system, and a smooth transition to residential aged care when required will put residents, along with their family and friends, at ease for the future.

mecwacare's Malvern Centre is the neighbouring aged care facility and will provide an even higher level of quality care when the time comes to progress from retirement to aged care.



YOUR CHOICE OF
Lifestyle

At mecwacare retirement communities, residents enjoy a vibrant and inclusive community lifestyle characterised by a sense of camaraderie and mutual support.

Retirement living

Hoppers Crossing John Atchison Centre



NORTHERN REGION

13
rooms

- Co-located aged care facility
- Hair salon
- Close to shops
- Access to comprehensive lifestyle program

Situated in a closeknit Hoppers Crossing location, the John Atchison Centre's retirement community is made up of 13 independent living units.

Separate from the accompanying John Atchison Centre's aged care facility in a convenient location close to local shops, public transport and parklands, enjoy a low maintenance retirement with services and amenities at your doorstep.

The residential aged care wing of the centre offers community transport for local outings, the option to purchase freshly made meals, and an onsite hair and beauty salon.

The centre runs a comprehensive lifestyle program with a focus on social engagement and having fun, allowing residents to utilise as few or as many services as they wish.

Pascoe Vale Pascoe Vale Gardens



NORTHERN REGION

242
rooms

- Large library
- Bowling green
- Cinema
- Clubhouse

As mecwacare's largest retirement living community, Pascoe Vale Gardens is a sprawling site with 242 independent living units and serviced apartments available.

Perfectly positioned near the freeway for access to the city and suburbia, Pascoe Vale Gardens puts a superior range of services and facilities at the doorstep of your new home. Enjoy your retirement in comfort and timeless style, with architecturally stunning buildings nestled among immaculately maintained gardens.

Keen home chefs will love the well-appointed kitchens in units and kitchenettes in the apartments, as well as quality finishes and energy-efficient appliances that evoke a sense of contemporary luxury. For when you don't feel like cooking at home, the onsite restaurant is just around the corner with a delicious menu selection to tempt your tastebuds.

Enjoy access to a luxurious cinema, stocked library, communal clubhouse, technology hub, billiards and table tennis, a regulation-sized bowling green, transport on The Village bus, and access to care services at home.

**Canadian (Ballarat)
The Pines**



NORTHERN REGION

25
rooms

- Co-located aged care facility
- Community garden
- Lifestyle activities
- Set amongst beautiful gardens and reserves

mecwacare The Pines is beautiful retirement living village in Canadian, Ballarat, with just 25 modern and spacious apartments set amongst expansive parklands.

Adjacent to both Sparrow Ground Reserve and Pennyweight Gully, you will benefit from the large open spaces without the hassle of any upkeep.

With the added benefit of being co-located with mecwacare's Wahroonga aged care facility, we can support you to age in place should you or your partner's care needs change.

The light and bright one and two-bedroom apartments have been designed for comfortable, self-contained living. Enjoy the peace of mind provided by The Pines' 24-hour emergency response service.

A monthly happy hour is held in the café, while regular karaoke choirs, game days, and other activities or performances are a hit with residents. Arts and craft programs, a community garden, and hiking and birdwatching at the nearby reserves are set to keep your schedule full.



ACTIVE AND
Social

Residents build lasting friendships through a diverse range of social activities, events, and shared amenities.

Home care

mecwacare is one of the largest providers 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 with dementia. We support our clients to live independently in their own homes for as long as they are able.

Our accredited services provide care from one hour to 24-hour live-in care. Services are integrated and flexible to meet individual needs.

Nursing

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

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, and put out and bring in your rubbish.

Companionship

Our carers can provide you with one-on-one companionship for various activities based on your personal needs. They will support you to remain as independent as possible, visiting you at your home or accompanying you to places like the local shops.

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.

Home care services available include:

- ✓ Nursing
- ✓ Transport
- ✓ Social inclusion
- ✓ Personal care
- ✓ Help at home
- ✓ Companionship
- ✓ Home maintenance
- ✓ Respite, overnight and live-in care
- ✓ Meal delivery



To find out more about home care, please call **03 8573 4980** or email intake@mecwacare.org.au

Transport and social inclusion

Our friendly volunteers can support you to remain socially included by coordinating transport to and from community and social outings, as well as medical appointments and hospital visits.

Meal delivery

mecwacare volunteers offer a meal delivery service for breakfast, lunch and dinner. Dietary requirements are no issue, and a variety of menu options are available.

Volunteers also conduct basic welfare checks upon arrival to clients' homes.

Our services

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

- Commonwealth Home Support Programme
- Department of Veterans' Affairs
- Support for Carers Program
- Home Care Packages (Levels 1-4)
- National Disability Insurance Scheme

Private care services

All mecwacare home nursing and care services, as well as 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.

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.

Scan the QR code
to find out more.

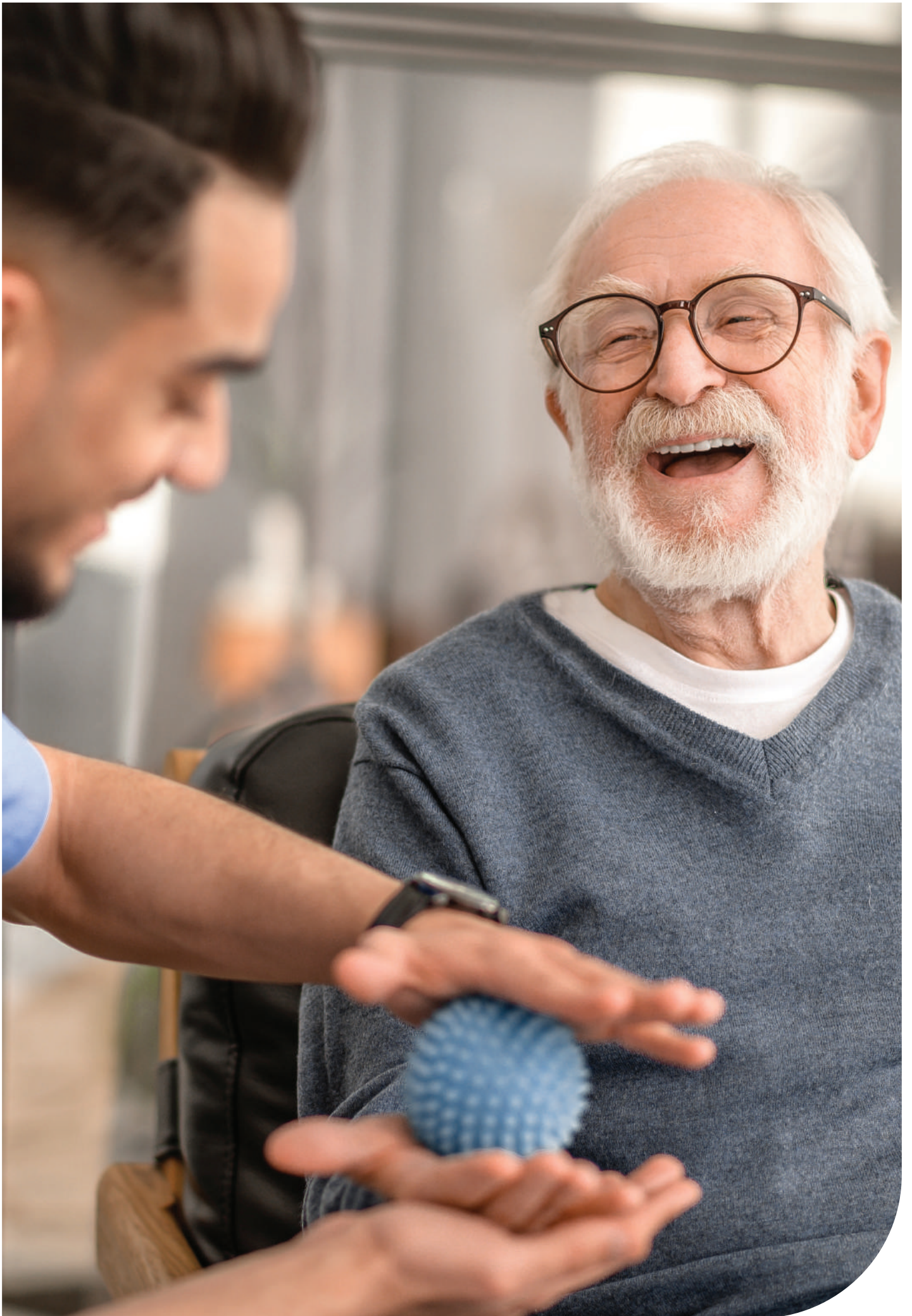


A LITTLE HELP WITH

Life

*“Services provided by
mecwacare allow me to stay
independent and remain in
my own home.”*

mecwacare Home Care Packages client



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.

We can support clients to connect with their community through support groups, companionship, transport to appointments, and allied health services such as physiotherapy and occupational therapy.

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

mecwacare's broad spectrum of services, 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, with safe and quality support 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 received. 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.

Private care package services available include:

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



To find out more, please call **03 8573 4980**, email homecarepackages@mecwacare.org.au or scan the QR Code.



Disability care and services

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 offer community inclusion for our participants by recognising their differing interests and abilities. The focus is on our participants meeting their goals, with assistance from mecwacare staff and their wider support network.

Programs

mecwacare's centre-based disability programs operate from the Fisher Street Centre and Barry Fenton Centre, both in Malvern East, as well as from Rivendell House in Pakenham.

mecwacare has vast experience in providing value-based care to people of all ages with a disability, including managing a workforce designed to be responsible and flexible to the requirements of both participants and the National Disability Insurance Scheme.

If required, participants are able to access specialised transport to and from their programs.

There are up to 35 programs available, including:

- Development of life skills
- Arts and crafts
- Horticulture
- Sport and recreation
- Health and fitness
- Literacy, pre-vocational training, and business skills
- Leisure activities
- Personal development
- Beyond School Programs.



To find out more about disability care and services, please call **03 8573 4980** or email **community@mecwacare.org.au**

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme, also known as the NDIS, is a government funding source designed to empower people with a disability to work towards their goals, as well as to identify and supply support services required.

The NDIS encourages participants to be at the centre of the decision making process. When it comes to deciding their goals, forming their plans and accessing support networks, mecwacare will support participants to thrive.

As a registered provider of disability services under the NDIS, mecwacare offers both one-to-one and group-based programs, either in the community or in a mecwacare centre.

Participants may use the NDIS to access a range of individualised supports to assist them to live as independently as possible, to strengthen their relationships, and to participate in their local community.

We offer a wide range of programs. To find out more about mecwacare Disability Services, scan the QR code.



SHINING

Bright

mecwacare Disability Services provide participants with tailored support, empowering them to live fulfilling lives with independence and dignity.

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 over 65, or who have a disability.

These services receive funding from the Commonwealth Home Support Programme (CHSP).

If required, clients are able to access specialised transport to and from their programs.

Support groups

mecwacare's support groups provide opportunities for people with disabilities and dementia to connect with their community through a variety of engaging and rewarding activities, both in the community and in a mecwacare centre.

Strength training

mecwacare offers strength training programs to clients, designed to maintain and increase muscle strength, improve balance and reduce the risk of falls.

These progressive training programs are designed to suit each client's individual needs and abilities, supervised and facilitated by qualified fitness instructors.

Podiatry

Regular podiatry treatment helps to maintain healthy feet, which assists in mobility and reduces the risk of falls. Podiatrists monitor clients with conditions such as diabetes, rheumatoid arthritis, ulcers and peripheral vascular disease.

These services are provided by qualified podiatrists at mecwacare's Barry Fenton Centre in Malvern East.

Dementia program

Our dementia support program assists people living with dementia to remain engaged, stimulated, and connected to their local community.

We provide a safe and caring environment in a small group setting, offering socialisation, outings, and

Community services available include:

✓ Support groups

✓ Dementia program

✓ Transport

✓ Strength training

✓ Carers' support program

✓ Podiatry



To find out more, please call **03 8573 4888** or email community@mecwacare.org.au

memory and sensory activities, as well as a meal. This program also provides respite for carers.

Carers' support program

mecwacare's Barry Fenton Centre in Malvern East and Bass Coast Carers' Group in Cowes, Phillip Island, offers a support program for carers.

This program is designed for attendees to meet other carers and build connections, share experiences, and enjoy some quiet time away from their role as a carer.

Transport

Clients in the City of Stonnington and Shire of Cardinia may be eligible for transport services to and from mecwacare centres and programs in the community.

Community Centres:

Cowes (Phillip Island)

P 03 8573 4980

Malvern East

P 03 9564 5100

Pakenham

P 03 5943 7500



Scan the QR code
to find out more.



CARE AND *Support*

mecwacare's range of community programs are provided in a supportive and friendly environment.

Affordable housing

At mecwacare, we believe that everyone deserves a safe, comfortable, and affordable place to call home. Our commitment to providing quality housing solutions is unwavering, and we're proud to introduce our affordable housing options, tailored to meet your needs.

Affordability: We understand the importance of budget-friendly housing options. Our affordable housing units are designed to fit within your financial means without compromising on quality or comfort.

Community: Join a vibrant community where residents support each other and foster a sense of belonging. Our properties are more than just buildings; they're welcoming environments where you can build lasting relationships.

Quality living spaces: Our housing units are meticulously maintained to ensure your comfort and satisfaction. From cosy studios to spacious apartments, we offer a variety of living spaces designed to suit different lifestyles.

Accessible amenities: Enjoy convenient access to essential amenities such as public transportation, shopping centres, healthcare facilities, and recreational areas. We strive to make your daily life easier by locating our properties in convenient locations.

Beaumaris



SOUTH EAST REGION

mecwacare has eight one-bedroom units in the beautiful bayside suburb of Beaumaris. Less than one kilometre from the beach and a shopping centre, each unit has an open-plan living area, complemented by a modern, well-appointed kitchen and a private courtyard. The fully-landscaped gardens provide a generous outdoor space for all residents within the complex.

Glen Iris



SOUTH EAST REGION

Our Glen Iris units are set in the beautiful environment of Gardiner's Creek, surrounded by leafy walking trails and native greenery. There are three complexes, totalling 44 one-bedroom units and 10 two-bedroom units, each with its own front and rear garden. Trains, trams, cafes, and restaurants are all within a short walk.



To find out more about affordable housing, please call **03 8573 4963** or email housing@mecwacare.org.au



At mecwacare, we are committed to creating a positive living experience for all our residents. Our affordable housing options are designed to promote dignity, independence, and a sense of security. We believe that everyone deserves a place to call home, and we're honoured to be part of your journey toward finding affordable housing solutions.

Sandringham



SOUTH EAST REGION

Our beachside housing development in Sandringham has 27 units, with timber floating floors and balcony or deck, as well as carpeted bedroom with built-in robe. These units are conveniently located adjacent to Sandringham Train Station and are just a few hundred metres from the beach, restaurants, and cafes.

INDEPENDENT *Living*

Caroline lives at mecwacare's affordable housing in Glen Iris in Melbourne's southeast. With a comfortable and safe place to call home, she has easy access to support when needed, including transport, social, and health services.

Scan the QR code
to find out more.



Ballan Health and Care Services

Located in the heart of Ballan, our health and community services precinct provides a range of primary care services to support the health and wellbeing of the local community.

Ballan Medical Clinic

As your one-stop shop for medical care and preventative health services, the Ballan Medical Clinic is conveniently located at the mecwacare health precinct.

Offering you and your family an experienced team of doctors, highly skilled nurses and friendly reception staff, you can enjoy accessible healthcare and ancillary services.

Pathology testing and collection services are offered by Melbourne Pathology as a part of the clinic's services.

Pool and gym facilities

Designed to meet the general fitness and physical rehabilitation needs of the community, the hydrotherapy pool and fully-equipped gym at mecwacare's Ballan Health and Care Services, with physiotherapist and exercise physiologist services available to design personalised programs for clients.

Allied health services

Our allied health team is centrally located at the mecwacare Ballan health hub. This enables us to provide a collaborative approach for people managing chronic conditions and those recovering from surgery or injury, as well as those who wish to improve their general health and wellbeing.



To find out more about Ballan Health and Care Services, please call **03 5366 7999** or enquiries@mecwacare.org.au



Telehealth

Telehealth appointments are available to Medicare card holders, and consultations may be bulk billed.

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

Centrelink agency

As a Services Australia agent, mecwacare's Ballan Health and Care Services centre can assist you to connect with Centrelink, Medicare, and other government programs.

At the Centrelink agency, there are free self-serve computer facilities to access your MyGov account and any linked services. Friendly staff can help you with various tasks. At the Centrelink agency, there are free self-serve computer facilities to access your MyGov account and any linked services. Friendly staff can help you with various tasks.

For more information about our Ballan Health and Care Services, please scan the QR code.



BALLAN'S HEALTHY AGEING

Hub

Ballan Healthy Ageing Hub is a vital community resource offering various health and wellness services, tailored to the community's needs.

Volunteering

Concerned for the ageing citizens of Malvern, a small group of volunteers formed mecwacare in 1959. Today, more than 500 volunteers across Melbourne and regional Victoria continue our founders' legacy, 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 are always happy to welcome new volunteers that share our spirit of providing care to vulnerable people in the community.

We offer a range of opportunities for volunteers across all areas of our organisation, including:

- Visiting clients with your pet
- Reading to clients

- Transporting clients to appointments or outings
- Social support for activity groups such as art and crafts, cards and games, music, and dance
- Gardening or maintenance
- Pastoral care and social visits, including walks
- Retail sales and assistance in opportunity shops.



To find out more about volunteering, please call **03 8573 4962** or email **volunteers@mecwacare.org.au**

Op shops

mecwacare's five opportunity shops, located in Ballan, Hawthorn, Malvern, Malvern East and Windsor, are largely staffed by our generous volunteers.

Offering a range of preloved clothes, shoes, books, homewares, and bric-a-brac, each shop has its own personality, shaped by its location, staff, and volunteers.

Quality vintage, secondhand or near-new items are sold at our op shops for affordable prices, including designer clothing and bestseller books.

These recycled items, mostly donated by generous members of the public, have many environmental benefits. These include lessening items going to landfill and reducing greenhouse emissions made by producing new items.

Donations of saleable goods are made directly to our shops during business hours. All money raised at the shops supports mecwacare's many programs and activities for older people and those with a disability in the local community.

We have opportunity shops in:

- Ballan
- Hawthorn
- Malvern
- Malvern East
- Windsor



BETTER OUR FUTURE BY

Recycling

We are proud to be supporting our community in a sustainable manner, creating a positive cycle of reuse and waste reduction.

Follow us on







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

Provider

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

.....
Signature and full name of provider's staff member

.....
Full name of consumer

.....
Name of provider

.....
/ /

.....
Full name of authorised person (if applicable)

.....
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

Bacchus Marsh
mecwacare Susan Barton House

Ballan
mecwacare Ballan Aged Care

Canadian (Ballarat)
mecwacare Wahroonga

Caulfield North
mecwacare Jubilee House

Flemington
mecwacare Gregory Lodge

Flora Hill (Bendigo)
mecwacare Flora Hill

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

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

RETIREMENT LIVING

P 03 8573 4916
E housing@mecwacare.org.au

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

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

Ballan
P 03 5366 7878
E ballanpodiatry@mecwacare.org.au

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

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