



Mercy Health

Care first

Mercy Health Home & Community Care



Giving you choice and flexibility



Mercy Health Home & Community Care

Mercy Health Home & Community Care offers you the care you need at your stage of life. We partner with you, ensuring you can choose how we support you according to your unique needs. Our carers are trustworthy, reliable and respect that they are supporting you in your home. Our service is always friendly, personalised and attentive.

We aim to make your day, every day.





Locations

We are proud to be part of the communities we serve. Our network of metropolitan and regional offices has been designed to ensure we deliver services that are responsive to local needs.

To find out which services are available in your area please contact your local team.

- **Melbourne (North west metro)**
03 9385 9444
- **Melbourne (South east metro)**
03 8530 6999
- **Regional Victoria (Barwon region)**
Colac 03 5233 5603
Geelong 03 5240 7300
- **Regional New South Wales**
Albury region 02 6024 9508
Young, Temora, Cootamundra and surrounding districts
02 6382 8322
- **Australian Capital Territory**
02 6228 9600



Your care team

- We offer you a committed care team who suit your needs and preferences. We keep the teams small so your care is more personalised.
- You can decide how services are delivered to you and by whom. Your care team is matched to your needs and your local area.
- Our staff have been carefully screened and complete an annual training program.

"...heartfelt thanks for all the support you have provided my father. Your staff have shown deep sensitivity to his situation and performed your duties with great attention to his needs." Client's son



Tailored to suit you

Our flexible, responsive services can meet the individual needs of older people, people with a disability and people recovering from a hospital stay. We help you to live safely, actively and independently in your own home and community.

We can provide services for as little as one hour a week through to 24 hours a day, every day. You can select any of our care and support services or one of our tailored Lifestyle Packages. You can even 'mix and match' a tailored Lifestyle Package with additional care services – it's your choice.

For information about our Lifestyle Packages, please visit mercyhealth.com.au/hcc

Care and support services

Personal care

We can assist you with showering, dressing and grooming to help you look and feel your best.

We can also help you to get in and out of bed, or to and from the bathroom and help you manage your medication.



Domestic assistance

We can help you with routine household tasks such as cleaning, washing, ironing and making the bed. We can also prepare or organise your meals.

Shopping and transport

Our staff can take you to appointments and help with shopping, paying bills and running errands.





Socialising and companionship

Spending time with friends and family is important, so we offer support to ensure you don't miss out. Go out for coffee or lunch, visit friends or family, go to the movies or the theatre, weddings and parties – anything you enjoy!

Respite care

We can offer primary carers help with, or a short break from, their caring responsibilities.

Respite care is available in your home or in the community, individually or within a group. It can be provided as a regular planned service, or in response to an unexpected event.



Overnight care

Enjoy peace of mind with overnight support in your home. This includes helping you prepare for bed, being close by if you need assistance overnight, and helping you get ready in the morning.

Care and support services

24 hour care

Our care staff can 'live in' for a continuous 24 hour period – from a single day service through to continuous care, 7 days a week. 24 hour care is available on a regular basis, or to cover holiday periods or extended respite.



Nursing

Our nursing team can support your clinical needs, including health and wellbeing assessments, medication management, intravenous therapy, wound care and pain management.

Specialised services

Our care options are extremely flexible, covering all contingencies and care scenarios. These include care after discharge from hospital, disability care, palliative care and dementia care.





Care Advisory Service

Our Care Advisory Service offers health and wellbeing assessments, information and advocacy, and referrals to other care services such as podiatry, physiotherapy and massage. We can attend appointments with you, manage your care and help you secure a residential care placement if required.

Home monitoring (assistive technology to support your independence)

Home Health Track technology solutions can be added to your care or purchased individually to meet your needs. They are easy to use and have been designed to give you and your family peace of mind.

Services include personal alarm monitoring with 24 hour response and MyHomeReach (to help you stay connected with family and friends, daily welfare checks, and reminders for medication and appointments). We also provide key safe boxes and other useful safety devices.



Digital skills to enhance your independence

Our staff can help you learn new skills to maintain your independence, and stay connected with your family and community. Learn to shop online, use your iPad/tablet, use Skype and FaceTime or access telehealth services.





Service costs

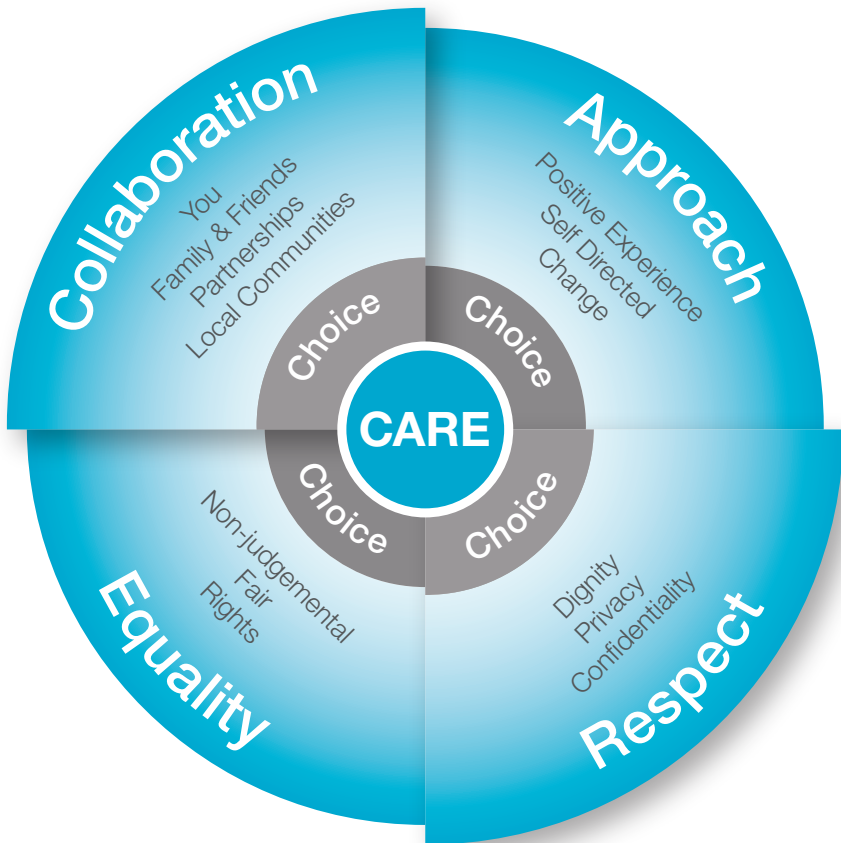
Our costs vary depending on your needs and you may be eligible for government-subsidised aged care services. Free eligibility assessments can be arranged with the Aged Care Assessment Service (ACAS) at myagedcare.gov.au

It can be confusing to work out what you may be eligible for – talk to our knowledgeable team who are happy to answer any of your questions and discuss your options.

Care First

Our model of care respects each individual, recognising that every person has their own life story. Our goal is to provide you with the necessary support to empower you to continue your own life journey – your way.

We call this the Care First model of care, and we base it on the four key concepts of collaboration, approach, respect and equality.



Arranging your care and services

To speak with a Mercy Health Home & Community Care Advisor please call your local regional office or 03 8416 7777, email: mhcc@mercy.com.au or visit mercyhealth.com.au/hcc

"A warm thank you for the support and care that you have provided mum. The time and effort you took is truly commendable. Forever grateful..."

Client's daughter



Mercy Health Home & Community Care is a division of Mercy Health.

Mercy Health is a Catholic organisation employing more than 6,000 people who provide acute and subacute hospital care, aged care, mental health programs, specialist women's and babies' health, early parenting education and support, palliative care, home and community care, and health worker training and development.

Compassion Hospitality Respect Innovation Stewardship Teamwork