

# Mercy Health Home & Community Care



## How Jean cares first for Jenny

*"We had just welcomed Mum's second grandson, Oliver, into the world when we received her diagnosis: early onset Alzheimer's disease. She was 54 years old.*

*"Most noticeable initially were changes in Mum's ability to perform everyday tasks. Following a recipe or preparing a shopping list became impossible, and then the loss of Mum's licence took away another piece of her independence. We knew we needed help to support her.*

*"That is when Mercy Health Personal Care Attendant Jean became part of our lives.*

*"Jean exemplifies everything the organisation stands for. The Mercy Health values are reflected in her every moment with our Mum and with our family. Her compassion, her respect, her hospitality, is simply exceptional.*

*"Jean has enhanced Mum's quality of life; she has offered Mum friendship, trust, kindness and the opportunity to participate in activities beyond what we were able to offer her.*

*"Jean initiated Mum's participation in art classes, where Mum found a beautiful way to express herself through painting, and her attendance at yoga classes.*

*"You are so incredibly valued – families like ours thank you so very much for the service that you deliver."*

**Sarah Holmes, Jenny's daughter**



**Approved Provider for the following government departments:**

- Department of Health (Cth)
- Department of Veterans' Affairs
- Department of Health and Human Services (VIC)
- Department of Family and Community Services (NSW)
- National Disability Insurance Scheme (VIC and ACT)
- ACT Health

## Mercy Health Home & Community Care

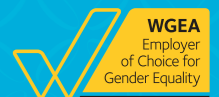
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Mercy Health acknowledges Aboriginal and Torres Strait Islander Peoples as the first Australians. We acknowledge the diversity of Indigenous Australia. We respectfully recognise Elders both past and present.

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Care First



mercyhealth.com.au

# Mercy Health Home & Community Care

'Care First' is the Mercy Health Home & Community Care model of care. It guides the way in which we support people to live safely and independently at home.

Our model of care respects you as an individual, recognising you have a unique life story, needs and preferences.

Our goal is to empower you to continue your own life journey—your way.

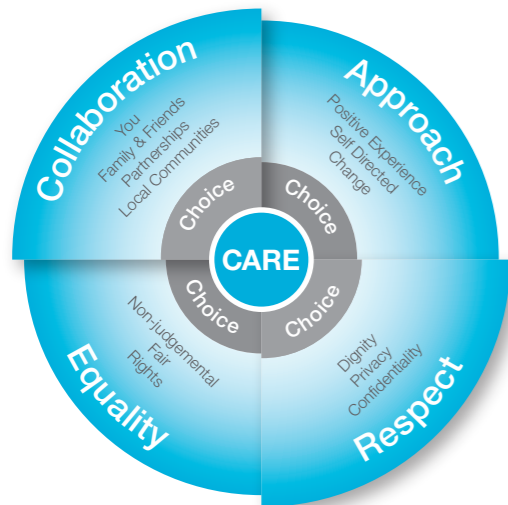
'Care First' is based on four key concepts.

**Collaboration** We partner with you, your family and your community.

**Approach** We are positive, open to change and focused on your enablement and wellness.

**Respect** We respect your dignity and privacy.

**Equality** We ensure fairness, transparency and responsible stewardship are at the heart of all our services.



## What will 'Care First' mean for you?

'Care First' ensures you are in the driver's seat for every choice and decision about your care.

- When you call us: you have one person as a dedicated point of contact who will explain all your options, including any funding you can access for services.
- When you discuss your needs and preferences: we work with you to identify what you can do and want to do, and how we can help you achieve the healthy, happy life you want.
- When you tell us what you would like: we will listen to you and understand your priorities to ensure the services we provide meet your expectations and your needs.
- When you ask about costs: we outline your budget and service charges clearly, so you can decide what you want.
- When you start to receive services: we will treat you with respect, and base your service plan on what is important to you. We will carefully select staff to match your needs and interests and will create a small team you can trust and rely on.
- Along the way we will regularly check to make sure you are delighted with the care and services you are receiving. We will support your decisions, and can suggest different options if you would like to make changes or if your needs change.



## About us

Mercy Health Home & Community Care offers home care and community nursing services across Melbourne, regional Victoria, southern NSW, far north Queensland (Cairns) and the ACT.

Our values of compassion, hospitality, respect, innovation, stewardship and teamwork are reflected in our staff and our approach to providing care and services.

## Our team cares for you first

The Home & Community Care team:

- values you and your life story
- offers services that are as unique as you are
- understands that we are guests in your home
- provides you with timely, reliable and flexible services
- will consult with you and your family to help you stay healthy, happy and connected with the things you like doing and people you like seeing; our staff are respectful, trustworthy and will listen to what you have to say
- 'thinks outside the square' to develop service solutions that meet your individual needs and preferences
- commits to providing you with excellent services that can change and grow to meet your needs.