



Mercy Health

Care first

Mercy Health Home & Community Care



Consumer Handbook



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Welcome to Mercy Health Home & Community Care

We are proud you have chosen us to accompany you on your life journey, and we look forward to working with you.

About us

Mercy Health provides acute and subacute hospital care, aged care and home care services. Founded by the Sisters of Mercy, Mercy Health has a long tradition of providing compassionate and high-quality care. We employ people from many cultures and backgrounds who, irrespective of their beliefs, share a common bond to care for those in need.

Mercy Health Home & Community Care (MH HCC) offers you an integrated service that includes both home care services and community nursing. MH HCC was established in 2005 and provides services via our regional service centres in Melbourne, regional Victoria, southern New South Wales, far north Queensland (Cairns) and the Australian Capital Territory.

Once again, we welcome you to Mercy Health Home & Community Care and we thank you for choosing us to support your life journey.

Amanda Bowe

Operations Director

Mercy Health Home & Community Care

What is our service philosophy?

The Home & Community Care team:

- values you and your life story
- respects that we are supporting you in your home
- aims to help you retain your independence
- partners with you and your family to nurture your health and your emotional, social and spiritual wellbeing
- supports you to live life to your full potential
- optimises your health and wellbeing by delivering innovative care and services
- has a culture of enablement and a commitment to service excellence.

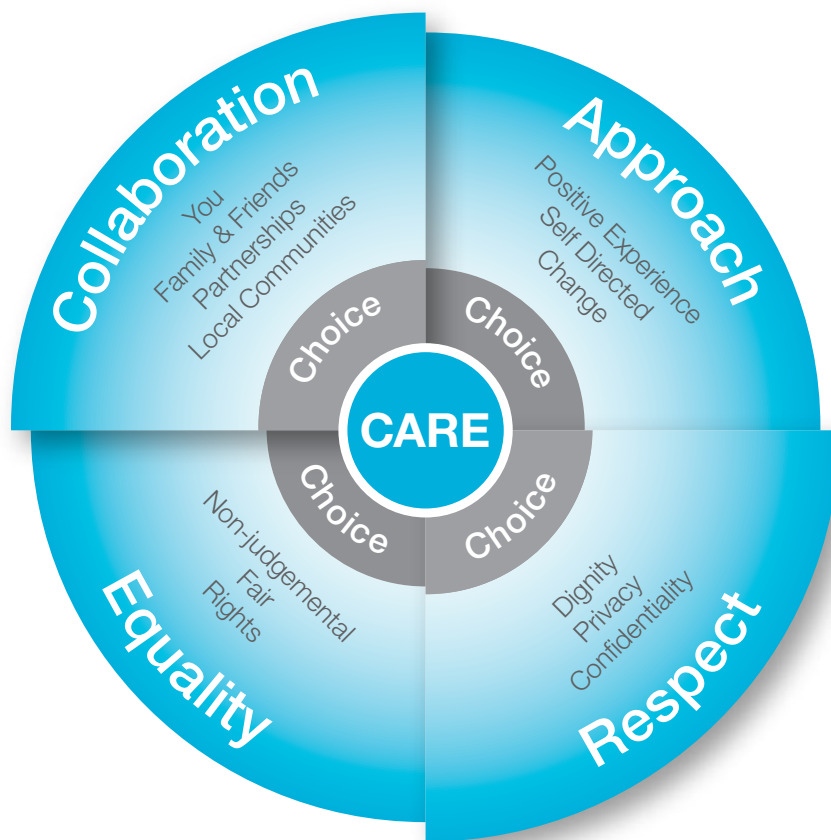
Our values of compassion, hospitality, respect, innovation, stewardship and teamwork guide us in all we do.

What will 'Care First' mean for you?

'Care First' is our model of care, which respects each individual and recognises that every person has their own life story. Our goal is to offer you support that empowers you to continue your own life journey—your way.

The 'Care First' model of care is based on four key concepts.

- C Collaboration** We partner with you, your family and your community.
- A Approach** We are positive, open to change and focused on your enablement and wellness.
- R Respect** We respect your dignity and privacy.
- E Equality** We ensure fairness, transparency and responsible stewardship is at the heart of all our services.



“We acknowledge your abilities and respect your right to make your own decisions about your care.”



What services can you choose?

Personal care

Make the most of each day with support to look and feel your best. We can help you with showering, dressing, grooming, continence support, and mobility support. We can also help you get in and out of bed and around your home.

Domestic assistance

We can help with routine household tasks including grocery shopping, housework and general tidying up, cleaning cupboards, laundry, changing bed linen, and preparing meals.

Transport

We can accompany you to and from work, study or appointments, or help with shopping, paying bills and running errands.

Socialising and companionship

Spending time with family and friends is important, so we can make it easier to ensure you don't miss out. We can support you to go on social outings and connect with others in the community, or spend time with you doing the things you enjoy at home.

Go out for coffee or lunch, visit a friend, read, exercise, or go to the movies, theatre, weddings — anything you enjoy.

Respite care

We can offer family carers help with, or a short break from, their caring responsibilities. Choose from respite care in your home or in the community, individually or with a group. Respite care can cover just an hour or an entire day, on a regular or an as-needs basis.



Overnight care

Enjoy peace of mind with overnight support in your home. We can help you prepare for bed and can stay close by if you need help overnight, then help you get ready in the morning.

24-hour care

We can support you at home 24 hours a day, one to seven days a week. Your care is available for as long as you need it, on a single day, regular or continuous basis. It can cover holidays or extended respite.

Nursing

Our nursing team can support your clinical needs, including:

- health and wellbeing assessments
- medication management
- intravenous therapy
- wound care
- pain management.

Specialised services

Your care options are extremely flexible, covering all contingencies and care needs, including:

- palliative care support
- dementia care
- care after discharge from hospital
- disability care.



Care Advisory Service

Our Care Advisory Service offers a range of direct services and referrals to help you manage your care and support, including:

- health and wellbeing assessments
- information and advocacy
- pathways and referrals to services such as podiatry, physiotherapy and massage
- attending specialist and medical appointments with you
- helping you organise and manage your care
- helping you find residential care.

Technology to support your independence

Assistive technology solutions can give you and your family extra peace of mind. These easy-to-use solutions can be added to your home care package or purchased individually to meet your needs.

- Personal alarm monitoring features 24-hour response so emergency help is always at hand if you need it.
- MyHomeReach helps you stay connected with family and friends and offers daily welfare checks and reminders for medication and appointments.
- Choose from other safety devices including flood detectors, door sensors, gas detectors, fall protectors and key safe boxes.
- Learn new skills to maintain your independence. We can help you make the most of your iPad/tablet, shop online, use Skype and FaceTime or access telehealth services.

“I’m very happy with the care, support and friendly help I receive. This has enabled me to be independent and has given my family peace of mind knowing that friendly and willing helpers are there for me.”

What funded programs are available to you?

Mercy Health Home & Community Care is an approved aged care provider. We deliver a broad range of programs which are either subsidised or fully funded by the Commonwealth and state and territory governments.

Funded programs include:

- Home Care Packages (HCP)
- National Disability Insurance Scheme (NDIS)
- Veterans' Home Care (VHC)
- Mental Health Respite Program (MHRP)
- Department of Veterans' Affairs (DVA) Community Nursing
- National Respite for Carers' Program (NRCP)
- Commonwealth Home Support Program (CHSP).

Some funded programs operate only in specific areas. Please contact your regional service centre for more information.



Meet your care team

Our qualified and experienced community care workers and community nurses are trained to offer you the highest standard of care and to support your independence. No matter what level of support you need, our team partners with you to ensure your health, wellbeing and lifestyle goals and choices are supported with professional, friendly care.

Regional Service Leaders manage our service centres in Melbourne, the Barwon area, Southern NSW and the ACT.

Service Coordinators roster your services, support community care workers and nurses, respond to your enquiries and change requests, and ensure your services are delivered promptly and reliably.

Care Advisors assess your needs, help plan your care and liaise with relevant service providers to ensure you receive the care and support you need to meet your goals.

Community Care Workers provide a range of services to support you to stay independent and at home.

Community Nurses provide clinical care, clinical assessments and monitoring and health and wellbeing advice.

“I cannot find fault with the service I am receiving from the wonderful and lovely, caring nurse. I feel I have some new friends.”





Our promise to you: our consumer charter

Initial contact

- When you first contact us, we will connect you to a staff member who will be your single point of contact.
- We will check if you are eligible for government-funded services and will assess and explain your priority of access. We will also explain your options for accessing privately-funded services.
- We will provide clear and timely information both verbally and in writing.

Assessment

- We will explain your rights clearly. We will take time to understand your life choices.
- We will consult with you and your loved ones, listen to your life story and your interests, and assess your health, social, emotional and physical needs.
- We will work with you to identify what you can do and what you want to do.

Goal setting

- We will acknowledge your strengths and capabilities and respect your right to make your own decisions about your care.
- We will work with you to achieve your optimal level of health and wellbeing, ensuring a balance of mind, body and spirit.

Support planning

- We will strive to build a meaningful and respectful relationship with you.
- We will help create your service plan based on what is important to you, taking into account risks and barriers. Your individualised plan will help translate your goals into care and services.



Creating an individual budget

- We will outline your individualised budget clearly. You will be able to choose how much you will participate in directing your care and services.
- We will be open and honest when explaining planned expenditure and costs for services. We will present invoices and statements in a clear, accessible format.

Service delivery

- We will partner with you to ensure your services are developed and delivered as our number one priority.
- We will support your choice of service provider and staff who deliver your services.
- We will provide stable and reliable care and support, with flexibility to meet your changing needs.
- We will welcome your feedback on the care and support we provide.
- We will support you to gain skills and confidence to do the things you want to do.

Monitoring and review

- We will encourage you to take an active role in planning and reviewing your care and support.
- We will review and evaluate your care to make sure the services and supports you receive continue to meet your individual needs and goals.

Closure

- We will engage with you along your journey and provide clear and accurate information about exiting the program.
- We will support and respect the decisions you make about your future care and services.
- We will ensure any transition from your care and services is conducted in a collaborative and respectful way.

“I enjoy feeling free to go out knowing mum is having such a lovely time each week. I am forever grateful to the rostering staff who organise the carers so well to be the perfect fit for my mum’s age and interests – thank you all.”

Ways we can work together with you

To make the most of your care services

Here whenever you need us

You can access care services at any time of day or night, to fit your individual needs and your agreed care plan.

Our service centre hours are Monday to Friday, 9am to 5pm.

A 24-hour 'on call' telephone service is also available after hours in an emergency. Please note this is an emergency service only and routine queries about your care can be answered by your service centre during business hours.

If you have a medical emergency, please call 000 and request an ambulance.

Accounts

All accounts are managed by our finance team located in the Melbourne office. If you have queries about your account please call 1300 88 33 60.

Advocacy

An advocate can work with you to help you understand your options, make decisions about your life and exercise your rights. We can help organise an independent advocate to represent your interests, or you can contact advocacy services to arrange your own advocate. Advocacy services are fully funded by the government and are available at no cost to you.

Contact Aged Care Advocacy in your state or territory

Victoria and ACT free call 1800 700 600

NSW free call 1800 424 079

QLD free call 1800 818 338

Allied health services

We have a register of preferred allied health service providers and can help with referrals if you need them.

Consumer Directed Care

A Consumer Directed Care approach (CDC) allows you to take charge of how your Home Care Package funds are used to make your life easier. It's a partnership between you and your home care service provider. Your Care Advisor can help you work through your goals, interests and preferences to make informed choices about your services and support. See page 26 for more details.

“It's great to close the door, leave home and know my husband is being well cared for. Our carer feels like one of the family. I am more than happy with the service Mercy Health offers me.”

Feedback

At Mercy Health we believe you have the right to expect quality care and services. We welcome feedback, which may include complaints, compliments or suggestions. All feedback will be handled in a prompt, effective and respectful way.

All MH HCC staff are responsible for quickly and effectively helping resolve any issues you might have. However, if this is not possible Mercy Health also provides options to ensure issues are dealt with by the right person.

You can give feedback by:

- calling or emailing your local service centre
- emailing feedback@mercy.com.au
- completing the Feedback Form included in your Information Pack
- online at mercyhealth.com.au (click 'Contact us')
- contacting the consumer experience and participation team on (03) 8416 7859.

If you are not satisfied with Mercy Health's handling of your complaint or its outcome, or if you prefer to use another option, you can lodge your complaint with an external body such as:

Aged Care Complaints Scheme

Call 1800 550 552

Visit agedcarecomplaints.govspace.gov.au/concern

We will also invite you to take part in written or telephone surveys to help us assess your satisfaction with our services.

National Relay Services (NRS)

The NRS is a service for people who are deaf, or have a hearing and/or speech impairment. Communication is 'relayed' through a call centre where staff are trained in the type of assistance or equipment that is required.

Contact NRS by:

Calling 1800 555 660

TTY: 1800 555 630

Fax: 1800 555 690

SMS: 0416 001 350

Email: helpdesk@relayservice.com.au

Visit relayservice.com.au

Translation and interpreting

The Translating and Interpreting Service (TIS National) enables non-English speakers to independently access services and information in Australia.

TIS National provides access to interpreters over the phone or they can attend an appointment in person.

Most TIS National services are free to non-English speakers. Mercy Health will accept the charges for the service.

If you need phone interpreting or an on-site interpreter to support you during a scheduled appointment, you can book ahead. Please speak to your Regional Service Centre for details.

Visit tisnational.gov.au



To safeguard your wellbeing

Incidents and accidents

Our staff must report all incidents and accidents that occur during home visits. You are also welcome to report any concerns, incidents or accidents at any time.

Medical emergencies

If you have a sudden or severe illness or injury during a home visit, our staff will follow standard emergency procedures, including calling 000 and requesting an ambulance. You are responsible for any associated fees.

Medication

Only our staff with appropriate credentialing can directly help you with your medication. If you need help with your medication, please contact your regional service centre so we can match the right staff member with the right qualifications to meet your individual needs.

We also offer a technology-assisted medication reminder service. This service offers cost effective support no matter where you live, or how many times a day you need to take medication.

No response to a scheduled visit

Staff will arrange a 'no response to visit' plan for you. This will ensure we know who to contact and what action you would like us to take if you do not respond when we make a planned visit. You are free to change these arrangements at any time by contacting your local service centre.





Our role and responsibilities

Privacy and confidentiality

Mercy Health is committed to protecting the privacy of personal information, including sensitive and health information, as required under privacy laws. Any personal information we need to provide our services would only be disclosed to those involved in your care, such as your GP, specialist or hospital.

Please let us know if you have any concerns about how your personal information is being managed.

Call 03 8416 7859 to speak with one of our staff members or the Mercy Health Privacy Officer or email Information@mercy.com.au

You can also choose to lodge a complaint with the Australian Information Commissioner by calling 1300 363 992 or visiting the website oaic.gov.au

Service times

We aim to provide services at the times agreed upon with you. Please understand this may be disrupted by circumstances beyond our control from time to time. We will make every effort to ensure we contact you promptly.

Your care team

Our Service Coordinators match our community care workers with consumers, taking into account your individual needs, such as cultural and linguistic diversity, gender preferences, interests and specific skill requirements. We will make every effort to keep your care team small to limit the number of people coming into your home.

Our care teams will work with you in a professional manner to provide your care and services. We ask you to respect their role and understand what is expected of them as employees of Mercy Health. They are not permitted to visit you or provide services to you in any other way.

“Mercy Health is a vital service for the community. All services we have requested have been given and we appreciate their availability.”

Your role and responsibilities

Breakages

MH HCC staff are not expected to pay for accidental breakages so we recommend that they do not handle precious items such as fragile ornaments.

Cancelling services

We will work with you to deliver services at a time that suits you. If you need to change or cancel your care please let us know as soon as possible. For planned absences, we ask for one week's notice. For unexpected absences, we prefer at least 24 hours' notice. If we do not receive notice of a cancellation by close of business the day before your service is scheduled, you may be charged your regular fee for that service.

Overnight care

If you are receiving 'sleepover' care, a separate bedroom must be available for the Community Care Worker, as well as access to bathroom facilities.

Service plan

Your service plan is developed in consultation with your Care Advisor or Assessor. The plan ensures your care team is aware of your individual goals and the services you have requested to meet your needs. If you would like to change your plan, please contact your local service centre or Care Advisor.

Timesheets

Some of our government-funded programs require consumers to sign timesheets to confirm the care has been provided. If you are asked to sign a timesheet and are concerned it is not accurate, please contact your local service centre.





Keeping you and your care team safe

Your safety and the safety of your care team are paramount. Here are some simple ways to keep everyone safe while we are working in your home.

Access to your home

Please ensure:

- your paths and doorways are well lit for late evening and early morning services
- your home is uncluttered so our staff can assist you safely
- staff can access running water to wash their hands.

Aids and equipment

Please ensure any equipment necessary for your care (for example, handrails) is kept in good working order. If you need help to organise maintenance or repair of your equipment please contact your local service centre.

Cleaning

Staff can only use cleaning products on our recommended products list, which is available from your local service centre. Products they are not permitted to use include bleach-based products, drain cleaners containing sodium hydroxide, acidic cleaners, kerosene and teak oil furniture polish, peroxide, alcohol-based products and oven cleaners.

Electrical appliances

All staff must use a Residual Current Device (RCD) whenever they are using an electrical appliance in your home (for example, vacuum cleaners). Our staff carry RCDs with them. Staff are not permitted to use electrical equipment with frayed or exposed cords.

Financial and legal matters

Mercy Health staff are not permitted to:

- accept any financial rewards, or benefits from your will
- provide services to you outside of their employment with Mercy Health
- offer financial advice
- act as an executor to your estate
- act as your Power of Attorney or Guardian
- serve as a signatory to your bank account
- know your PIN (Personal Identification Number) for your ATM card
- witness legal documents, including your will.

Fire blanket for meal preparation

If we need to use your stove or cooktop, a fire blanket must be available. We can help you choose an approved fire blanket to purchase if required.

You can recognise excellent service provided by an individual or a team by writing to us via our website or your local service centre.

Gifts

To maintain the professional relationship between you and your care team, staff cannot accept gifts or money at any time. In keeping with Mercy Health policy, staff cannot accept meals, alcohol or cigarettes while in your home or on your property.

Handling goods and money

- A Community Care Worker can help you with paying bills or shopping. Staff are not permitted to carry out any of their own errands at the same time. If your service plan requires the handling of money we will seek written consent from you, your advocate or case manager as part of the care planning process. We will provide receipts.
- Staff cannot buy, swap, or sell goods on your behalf, nor borrow your goods such as keys, DVDs or books.

Pets

To ensure the safety of our Community Care Workers, all pets must be kept in a separate room or backyard during home visits, regardless of their friendliness or size.

Professional relationships

Our Care First model includes the core principles of mutual respect and understanding. To ensure we can offer you the best care possible, please treat staff with courtesy and respect. Staff have the right to work without discrimination, verbal or physical assault, injury or harassment. For privacy reasons, staff are not permitted to exchange personal mobile or home telephone numbers with consumers or their families.

Shoes

Mercy Health staff must wear shoes at all times while providing care. Please understand this is a safety requirement.

Smoking

We must provide a smoke-free work environment for our staff so please refrain from smoking when they are present.

“Staff are always friendly, respectful and gracious. Thank you sincerely for your ongoing support.”



Frequently asked questions

Your Care Advisor will be happy to answer any questions you may have about your services, at any time. Here are some questions and answers that may help you plan your care and services with us.

How much will my services cost?

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

How do Home Care Packages work?

A Home Care Package provides government funding to older Australians to help them continue to live well at home. There are four package levels, each with different amounts of funding for your care and services.

The type of package you are eligible for is determined by ACAS. You'll find details for your closest ACAS at myagedcare.gov.au

Our Care Advisors are ready to help you find out which package you are eligible for and the types of services which will best support you to keep living life your way.

“This help has made so much difference to our wellbeing in every way.”

What is Consumer Directed Care?

Consumer Directed Care (CDC) is a service model for all consumers receiving a Home Care Package.

CDC ensures you have more choice and control over your care and services including when, how and by whom services are delivered.

Under CDC you are supported to:

- identify your goals, such as independence, wellness and reablement
- build on what you can do rather than what you can't do, using services that help you keep living well at home, feel healthier and stay active around and beyond home.

How does CDC work?

Under CDC:

- you have a budget allocated for your home care package, and you decide how the funds are spent
- you receive a regular statement showing the amount of funds remaining and how much you have spent on specific services
- if some funds are unspent, they may be saved for use at another time
- we work in partnership with you to choose the services you need, but you remain in control of how much support or advice you would like.

Find out more at myagedcare.gov.au



Contact us

My Care Advisor's name is:

My Care Advisor's contact number is:

After hours call:

You need to contact us to...	Who to contact			
	Your Care Worker	Your Care Advisor or contact person	Your service centre <i>(see the back of this booklet for details)</i>	After hours service
Change your service times (once)			✓	✓
Change your service times (permanently)			✓	
Request a new service		✓	✓	
Suspend your services (for a short time, such as on holiday)		✓	✓	
Seek services after business hours				✓
Check the balance of your Home Care Package		✓		
Cancel your service (once)			✓	
Cancel your service (permanently)			✓	
Give us feedback	✓	✓	✓	



Our service centres

Melbourne South East Office

259 Jasper Road
McKinnon VIC 3204
Phone: (03) 8530 6999
Fax: (03) 9557 0822
MHCCSouthEast@mercy.com.au

Melbourne North West Office

67 Cade Way
Parkville VIC 3052
Phone: (03) 9385 9444
Fax: (03) 9261 2065
MHCCNorthWest@mercy.com.au

Geelong Office

Suites 12-15, 240 Pakington Street
West Geelong 3218
Phone: (03) 5240 7300
Fax: (03) 5240 7380
MHCCGeelong@mercy.com.au

Colac Office

Mercy Place Colac
83-99 Queen St
Colac Vic 3250
Phone: (03) 5233 5603
Fax: (03) 5233 5803
MHCCGeelong@mercy.com.au

Albury Office

550 Poole Street
PO Box 364
Albury NSW 2640
Phone: (02) 6024 9508
Fax: (02) 6024 9509
MHCCAlbury@mercy.com.au

Young Office

61 Campbell St
Locked Bag 8010
Young NSW 2594
Phone: (02) 6382 8322
Fax: (02) 6382 8324
MHCCYoung@mercy.com.au

Canberra Office

Suite 2E, Gungahlin Village
46-50 Hibberson Street
Gungahlin ACT 2912
Phone: (02) 6228 9600
Fax: (02) 6228 9630
MHCCCanberra@mercy.com.au

Cairns Office

258-282 Lyons Street
Westcourt QLD 4870
Phone: (07) 4031 6977

Mercy Health Support Services

Level 2/12 Shelley Street
Richmond VIC 3121
1300 466 322
Phone: (03) 8416 7777
MHCC@mercy.com.au
mercyhealth.com.au



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. This information was produced on Wurundjeri Country.

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Department of Social Services.
Visit dss.gov.au for more information.