



Mercy Health

Care first

# Home Care client handbook



Mercy Health



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# Welcome to Mercy Health

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 is a Catholic organisation grounded in a 2,000-year tradition of caring for others. Founded by the Sisters of Mercy, Mercy Health is made up of 10,000 people who provide acute and subacute hospital care, aged care, mental health programs, maternity and specialist women's health services, early parenting services, home care services and health worker training and development. Mercy Health employs people from many cultures and backgrounds who, irrespective of their beliefs, share a common bond to care for those in need.

Mercy Health offers you an integrated service that includes both home care services and community nursing. Our home care division was established in 2006 and provides services via our local teams 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 and we thank you for choosing us to support your life journey.

**Lynda Chalmers**  
**National Manager**  
**Home Care and Retirement Living**  
**Mercy Health**

## What is our service philosophy?

The home care team:

- values you and your life story
- respects that we are supporting you in your home
- aims to help make your life easier
- partners with you and your family/ representative 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 services can you choose?

If you want to stay at home for as long as possible, our large network of local and experienced home care workers can bring our unique brand of care and support to you.

Located across Victoria, southern New South Wales, the Australian Capital Territory and Cairns, our care and support is flexible and changes according to your needs.

## Getting around

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

## General help around the house

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.

## Staying safe and well

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

We can also help you get in and out of bed and help you with your medication.

## Socialising and companionship

Spending time with friends and family is important, so we offer support to make sure you don't miss out. Whether it is going out for coffee or lunch, visiting friends or family, going to the movies or the theatre, weddings and parties, we can help with anything you enjoy.



## Caring for your carers

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 in a group. It can be provided as a regular planned service, or in response to an unexpected event.

## Staying with you overnight

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

## 24-hour care

Our care staff can 'live in' for a continuous 24-hour period; from a single-day service through to continuous care, seven days a week. We can also provide regular 24-hour care to cover holiday periods, unexpected circumstances, emergencies and extended respite.

## Nursing

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

## Specialised services

Our care options are flexible, meaning we can help with any situation that may arise. This includes care after you have been in hospital, disability support, palliative care and dementia care.

## Technology to help keep you safe and independent

Mercy Health technology is easy to use and is designed to give you and your family peace of mind.

Solutions include personal alarm monitoring with 24-hour response and devices that will detect if you have fallen. We also provide key safe boxes and other useful safety devices.



## Digital skills and experiences

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 or tablet, use Skype and FaceTime or access telehealth services.

## Mercy Health Healthy Ageing app

Through the Mercy Health Healthy Ageing app, you can request, change or cancel any of your home care services, call your local office and care team, and view your important documents all from your smartphone or tablet.

## Dementia Advisory Service

We aim to support people living with dementia, and their carers and family, to manage the changes the condition can bring.

Our comprehensive advice will help you to:

- recognise the symptoms and stages of dementia
- learn how to best support someone living with dementia
- understand how to prevent and support complex and challenging behaviours
- utilise appropriate dementia-specific support services in your local area.

## Care Advisory Service

Our Care Advisory Service can help you manage and organise your care and support. We can also help you with:

- navigating aged care in Australia and accessing government support to keep living at home
- practical tips on how to use the government website My Aged Care
- information and advocacy
- referrals to other care services such as podiatry, physiotherapy and massage
- attending specialist and medical appointments with you
- helping you secure a place in a residential aged care home if necessary.

“ 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. ”  
— *Home care client*

# Government-subsidised care options

Many government programs provide subsidies for in-home care. We are an approved provider and have outlined some of the more well-known programs to help you learn the terminology and get started on your home care journey.

- Home Care Package (HCP) Program
- Commonwealth Home Support Programme (CHSP)
- National Disability Insurance Scheme (NDIS)
- Veterans' Home Care (VHC)
- Department of Veterans' Affairs (DVA) Community Nursing Program

We also provide services on a private fee-paying basis. Our services are adaptive, flexible, timely and tailored to suit your needs and lifestyle choices.



# Meet your home care team

We train our qualified and experienced home care workers and community nurses to offer you the highest standard of care and to support your independence. Whatever level of support you need, our team will collaborate with you to support your health, wellbeing and lifestyle goals and choices with professional, friendly care.

**Regional managers** are responsible for managing the daily operational requirements across designated geographic regions (regional hubs).

**Senior care advisors** lead a team of care advisors and care coordinators within a designated geographic region, and are the point-of-contact for all new Home Care Package enquiries.

**Team leaders** manage the delivery of your services and supervise a team of service coordinators, home care workers and domestic assistants.

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

**Service coordinators** roster your services, match your home care workers with your needs and interests, respond to your enquiries and change requests, and ensure your services are delivered promptly and reliably.

**Assessment coordinators** are responsible for coordinating programs including the CHSP and NDIS. They conduct client assessments, coordinate and roster your services.

**Care coordinators** can assist you directly with coordinating your services. They also work closely with your care advisory and service coordination teams to ensure your services are delivered seamlessly.

**Administration officers** provide integral administrative support to the local office teams and undertake general clerical and receptionist duties.

**Clinical leader** manages the Community Nursing Program and supervises the team of nurses across all regional hubs.

**Community nurses** provide clinical care, clinical assessments and monitoring, medication administration, and health and wellbeing advice to you in your home.

**Home care workers and domestic assistants** come to your home and provide a range of services to support you to stay independent and at home.

**Dementia advisors** work in partnership with you, or your representative, to develop tailored service plans that will provide specialised dementia care to you if you need it.

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



# Our commitment to you

## When you first contact us

- We will connect you to a team member who will be your single point of contact.
- We will help you understand what options are available for government-subsidised care at home.
- We will give you clear and timely information both verbally and in writing.

## Understanding what you need

- We will talk 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 respect your right to make your own decisions about your care.
- We will work with you to set goals to help you achieve your optimal level of health and wellbeing, ensuring a balance of mind, body and spirit.
- We will explain your rights clearly.

## Creating your care plan

- We will plan and organise your services based on what is important to you, taking into account risks and barriers. Your personalised plan will help translate your goals into care and services.
- 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 expenditure and costs for services.
- We will outline your personalised budget clearly.



## Service delivery

- You are our number one priority. We will collaborate with you to ensure you are happy with the services you receive.
- We will match your care team member with your needs and interests.
- We will provide 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.
- We will present invoices and statements in a clear, accessible format.

## 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. It is important that you notify your team of any changes in your health or care needs, such as a fall or hospitalisation, so we can make changes to your services if necessary.

## Closure

- If you choose another home care provider or move into a residential aged care home, we will engage with you along your journey and provide clear and accurate information about exiting the service.
- We will support and respect the decisions you make about your future care and services.
- We will conduct any transition from your care and services in a collaborative and respectful way.

“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.”  
— *Home care client’s wife*



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# Charter of Aged Care Rights

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You have the right to:

- safe and high quality care and services
- be treated with dignity and respect
- have your identity, culture and diversity valued and supported
- live without abuse and neglect
- be informed about your care and services in a way you understand
- access all information about yourself, including information about your rights, care and services
- have control over and make choices about your care, and personal and social life, including where the choices involve personal risk
- have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
- your independence
- be listened to and understood
- have a person of your choice, including an aged care advocate, support you or speak on your behalf
- complain free from reprisal, and to have your complaints dealt with fairly and promptly
- personal privacy and to have your personal information protected
- exercise your rights without it adversely affecting the way you are treated.



# Making the most of your care services

## Here when you need us

We can arrange for care to be provided at any time, day or night, to fit your individual needs and your agreed care plan.

Our offices are open Monday to Friday, 9am–5pm.

If you have a routine query about your care, please call during business hours.

An after hours on-call service is available for emergencies only.

**If you have a medical emergency, call 000.**

## Accounts

Our Finance Team located in the Melbourne office manages all accounts. If you have queries about your account please call 1300 338 022

or

- for billing/invoice enquiries email: [HomeCareBilling@mercy.com.au](mailto:HomeCareBilling@mercy.com.au)
- for payment enquiries email: [HomeCareReceipting@mercy.com.au](mailto:HomeCareReceipting@mercy.com.au)

## Advance care planning

If there comes a time when you cannot make decisions about your care, having an advance care directive/plan helps your family/representative understand your wishes regarding your care. If you already have a plan, please provide us with a copy for our records. If you do not have a plan, you can talk to your GP. For more information call 1300 208 582 or visit [advancecareplanning.org.au](http://advancecareplanning.org.au).

## 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.

To contact the Older Persons Advocacy Network free call 1800 700 600 or visit [opan.org.au](http://opan.org.au).

## Allied health services

Allied health is a term used to describe the range of health professionals involved in your care who do not fit into the category of doctors, dentists or nurses. These can include services such as podiatry and physiotherapy. We have a register of preferred allied health service providers and can help with referrals if you need them.

## Complaints, compliments and suggestions

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 Mercy Health staff will help to resolve any issues you might have quickly and effectively. However, if this is not possible, Mercy Health also provides options to ensure your issues are dealt with by the right person.

You can give feedback by:

- calling or emailing your local office
- emailing [feedback@mercy.com.au](mailto:feedback@mercy.com.au)
- completing the Feedback Form included in your information pack
- going online at [home-care.mercyhealth.com.au](http://home-care.mercyhealth.com.au) (click 'Contact us')
- contacting the Consumer Experience and Participation Team on 03 8416 7777.

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 Quality and Safety Commission (Home Care Package (HCP) and Commonwealth Home Support Program (CHSP) clients only)**

Call: 1800 951 822 (free call)

Visit: [agedcarequality.gov.au](http://agedcarequality.gov.au)

### **National Disability Insurance Agency (NDIS funded clients only)**

Call: 1800 800 110

Visit: [ndis.gov.au/contact/feedback-and-complaints](http://ndis.gov.au/contact/feedback-and-complaints)



## Healthy Ageing Place

In early 2022, the Mercy Health Mornington Home Care office underwent a transformation. The office has been transformed into the Healthy Ageing Place, a place where visitors and clients can attend to learn everything there is to know about aged care services and how you can age well.

While the Healthy Ageing Place still serves as a home care office and supports existing clients and their families, the public are welcome to drop in for a free face-to-face consultation, or call to discuss what they would like to know about in-home care, retirement living or residential aged care.

## National Relay Service (NRS)

The NRS is a service for people who are deaf, or have a hearing and/or speech impairment.

**For help making relay calls, contact the NRS Helpdesk:**

Call: 1800 555 660 (free from landlines)

Fax: 1800 555 690 (free)

SMS: 0416 001 350

Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

Visit [relayservice.gov.au](http://relayservice.gov.au)

## Translating 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.

Access to TIS National services is fully funded for clients receiving government-subsidised services.

If you need phone interpreting or an on-site interpreter to support you during a scheduled appointment, you can book ahead. Please call your local home care office for details.

Visit [tisnational.gov.au](http://tisnational.gov.au)



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

# Our role and responsibilities

## After-hours service

If you need urgent, non-medical support after hours, please call your local office phone number. A member of the triage team will gather all relevant information from you and then refer your request to the after-hours team. An after-hours service coordinator will call you back within 10 minutes. Routine queries about your care and services are best handled by your local office team during business hours, Monday to Friday, 9am–5pm.

## Child safety standards

Mercy Health is committed to ensuring the safety of all children and young people who access our services, enter our residential homes or have contact with our employees.

Mercy Health has policies and procedures which guide employees on the steps to ensure the safety of children and young people who interact with our organisation. Safeguarding is everyone's responsibility. All children and young people who come into contact with Mercy Health have the right to be safe all the time.

In all situations staff must:

- adhere to our child safety and related policies
- take all reasonable steps to protect children from abuse
- listen to children and young people and respond to them appropriately
- work with children and young people in an open and transparent way — other adults should always know about the work being done with children.

For home care:

- Staff should not be alone with children or young people who are not clients.
- For children or young people who are clients, care should be provided with a parent/guardian present where able. Where a parent/guardian is unable to be present, care should only be provided with the consent of the parent/guardian.
- Staff should not initiate unnecessary physical contact with children or young people or do things of a personal nature that children or young people can do for themselves, such as toileting or changing clothes.

## Overuse of antibiotics

Inappropriate and overuse of antibiotics contributes to the emergence of resistant bacteria and causes harm. People with antimicrobial-resistant infections are more likely to experience ineffective treatment, recurrent infection, delayed recovery or even death.

As a home care client, we encourage you to ask questions of your GP if prescribed an antibiotic, to be satisfied that it is the best course of treatment for your situation.

## Privacy and confidentiality

Mercy Health is committed to protecting the privacy of personal information, including sensitive and health information, as required under privacy laws. We will only disclose necessary personal information to ensure continuity of your care to certain people, such as your GP, specialist or hospital. We will not share your information with your family and friends unless you give us permission to do so. You will be asked to sign a Privacy Form to let us know if there is anyone that you do not wish us to share information with.

Please let us know if you have any concerns about how we are managing your personal information.

If you would like to speak to a Mercy Health Privacy Officer, please call 03 8416 7859 or email [MHAgedCareQuality@mercy.com.au](mailto:MHAgedCareQuality@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](http://oaic.gov.au).

## Service times

We aim to provide services at the times agreed 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 if there are changes.

## Your care team

Our service coordinators match our home care workers with you, 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.



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# Your role and responsibilities

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## Breakages

Mercy Health staff are not expected to pay for accidental breakages so we recommend that you do not ask them to 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 overnight care, a separate bedroom must be available for the home care worker, as well as access to bathroom facilities.

## Service plan

We will develop your service plan in consultation with you. 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 service coordinator or care advisor.

## Service confirmation

At the end of the service, home care workers will ask you to confirm that the service has been completed. You can do so by reviewing the service details on the home care worker's mobile phone. You can choose to sign the screen as confirmation, or the HCW can sign on your behalf.

If you are asked to confirm a service and you are concerned it is not accurate, please contact a team member at your local office.

## Video surveillance

If you use video monitoring or surveillance in your home, please let us know. We will work together with you to ensure we respect the privacy of all parties and appropriate signage is available. Please note the use of covert surveillance requires formal approval by court order or warrant.

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





# 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
- 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 office.

## Cleaning

Our team can only use cleaning products on our recommended products list, which is available from your local office. 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.

## COVID-19

Mercy Health is committed to minimising the risk of infection for our home care clients, their loved ones and our staff. Mercy Health has a well-established process in place to respond if a client or staff member tests positive to COVID-19 or is a close contact of a confirmed case.

Our process is informed by a team of infectious diseases and infection prevention and control experts as well as industry best practice, and involves working closely with relevant government authorities every step of the way. Our response includes rapid contact tracing and getting in touch with any client or staff member who may be at risk of infection. If you are considered a close contact of a confirmed case, we will contact you.

**Monitoring outbreaks** – If you (or someone who lives with you) has been advised to self-isolate, your services will be temporarily suspended until a clinical assessment and service plan is completed to determine which services are essential and how they can continue safely with appropriate personal protective equipment.

**Mandatory vaccination** – Mercy Health is compliant with all government vaccination requirements.

If you have any questions about mandatory vaccination at Mercy Health, please contact your local office.

If you are unwell with a fever or respiratory symptoms, please contact your local office as soon as possible before your appointment in case we need to reschedule.

## Electrical appliances

All staff must use a portable residual current device (PRCD) whenever they are using an electrical appliance in your home (for example, vacuum cleaners). Our staff carry PRCDs with them. Staff are not permitted to use electrical equipment with frayed or exposed cords, or if they are concerned about the safety of the equipment.

## 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 the PIN (personal identification number) for your ATM or credit card
- witness legal documents, including your will.

## Fire blanket for meal preparation

If our staff 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.

## 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.

## Handling goods and money

A home care worker can help you with paying bills or accompanying you to do your 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 care advisor as part of the care planning process. We will provide receipts.

Staff cannot buy, swap or sell goods on your behalf, nor borrow your items such as keys, DVDs or books.

## 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 to your home care team member.

## Medical emergencies

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

## Medication

Only staff with the appropriate credentials can help you with your medication. If you need help with your medication, please contact a team member at your local office so we can match the right staff member with the right qualifications to meet your individual needs.

## No response to a scheduled visit

Our team will arrange a 'no response to a scheduled visit' plan with 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 the team at your local office.

## Professional relationships

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 clients 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.



# Frequently asked questions

Our team at your local office is happy to answer any questions you may have about your services, at any time. However, here are some frequently asked questions and answers that may help you plan your care and services with us.

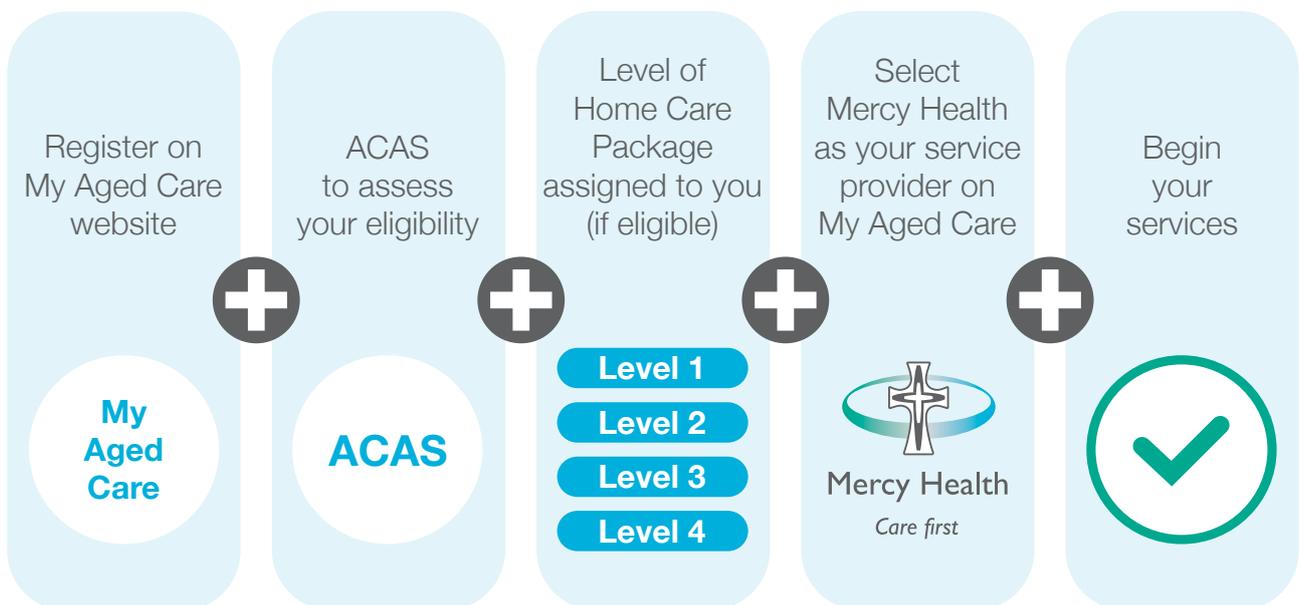
## How do Home Care Packages work?

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.

To determine eligibility for a package you first need to be assessed by the Aged Care Assessment Service (ACAS). You will find details for your nearest ACAS at [myagedcare.gov.au](http://myagedcare.gov.au)

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

The diagram below shows the process of accessing a Home Care Package.



## How much will my services cost?

Our costs vary depending on your needs. You may be eligible for government-subsidised aged care services. Eligibility assessments through the ACAS are free of charge.

## Where can I find Mercy Health's fees and charges?

A guide to our fees, charges and government subsidies can be found on our website. Visit [home-care.mercyhealth.com.au/how-we-help-you/home-care/home-care-packages/](http://home-care.mercyhealth.com.au/how-we-help-you/home-care/home-care-packages/)

## **How will my fees be calculated?**

There is a handy calculator on the My Aged Care website. Visit [myagedcare.gov.au/how-much-will-i-pay](http://myagedcare.gov.au/how-much-will-i-pay)

## **Why is my home care worker using their mobile phone while delivering my service?**

Your home care worker may use their mobile phone to access information about your individual goals and the services you have requested. This allows them to communicate with the local office about your care and services, log incidents or feedback, and access tools to help them deliver your service.

# Who to contact

What you need to do	Who to contact	
	Your care team	After-hours service (5pm-9am Monday to Friday, 24-hours on weekends and public holidays)
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	✓	
Give us feedback	✓	



# Our local home care offices

## Australian Capital Territory

### Canberra

Our friendly, local team is available via phone or email.

Phone: 02 6256 9600

Email: HomeCareACT@mercy.com.au

## New South Wales

### Albury

550 Poole Street

Albury NSW 2640

Phone: 02 6024 9508

Email: HomeCareAlbury@mercy.com.au

### Young

7 Rogan Lane

Young NSW 2594

Phone: 02 6384 1010

Email: HomeCareYoung@mercy.com.au

## Queensland

### Cairns

Coral Sea Gardens Retirement Village

258–282 Lyons Street

Westcourt Qld 4870

Phone: 07 4046 1947

Email: HomeCareQLD@mercy.com.au

## Victoria

### North West Hub

#### Parkville

67 Cade Way

Parkville Vic 3052

Phone: 03 9385 9444

Email: HomeCareVICNorthWest@mercy.com.au

#### Reservoir

Mercy Place Keon Park

15 Tunaley Parade

Reservoir Vic 3073

Phone: 03 8414 6050

Email: HomeCareVICNorthWest@mercy.com.au

#### Shepparton

25 Graham Street

Shepparton Vic 3630

Phone: 03 5831 2960

Email: HomeCareVICNorthWest@mercy.com.au

### South West Hub

#### Ballarat

18 Humffray Street North

Bakery Hill Vic 3350

Phone: 03 4372 9800

Email: HomeCareVICSouthWest@mercy.com.au

#### Colac

83–99 Queen Street

Colac Vic 3250

Phone: 03 5233 5603

Email: HomeCareVICSouthWest@mercy.com.au

#### Geelong

Suites 12–15, 240 Pakington Street

Geelong West Vic 3218

Phone: 03 5240 7300

Email: HomeCareVICSouthWest@mercy.com.au

#### Warrnambool

Mercy Place Warrnambool

16 Hopetoun Road

Warrnambool Vic 3280

Phone: 03 5240 7300

Email: HomeCareVICSWWarrnambool@mercy.com.au

## Eastern Hub

### Hughesdale

45–47 Warrigal Road

Hughesdale Vic 3166

Phone: 03 9557 0811

Email: HomeCareVICEast@mercy.com.au

## South East Hub

### Gippsland

241 Princes Drive

Morwell Vic 3840

Phone: 03 5142 9299

Email: HomeCareVICSouthEast@mercy.com.au

### Healthy Ageing Place Mornington (incorporating home care)

91 Main Street

Mornington Vic 3931

Phone: 03 5978 9700

Email: HomeCareVICSouthEast@mercy.com.au

### Lynbrook

Mercy Place Lynbrook

500 Evans Road

Lynbrook Vic 3975

Phone: 03 9797 3900

Email: HomeCareVICSouthEast@mercy.com.au





## **Mercy Health Support Services**

Level 2, 12 Shelley Street

Richmond Vic 3121

Phone: 03 8416 7777

Fax: 03 8416 7888

To speak to an experienced home care team member  
please call 1300 478 776

To speak to the Finance Team  
please call 1300 338 022

### **Approved provider for:**

Department of Health

Department of Social Services

Department of Veterans' Affairs

Department of Family and Community Services – Ageing, Disability and Home Care (NSW)

ACT Government – Health (ACT)

National Disability Insurance Scheme (NDIS)



Mercy Health acknowledges Aboriginal and Torres Strait Islander Peoples as the first Australians. We acknowledge the diversity of Indigenous Australia. We respectfully recognise Elders past, present and emerging. This handbook was produced on Wurundjeri Country.