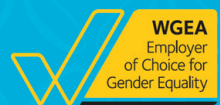


Mercy Health O'Connell Family Centre



Residential and Day Stay Programs



For your own copy of this guide,
please scan the code with your
smartphone camera and a digital
download will begin.





You have a right to a professional interpreter.

Please ask one of our staff or phone:



131450

Contents

Interpreter service	2	Medications	14
Welcome to Mercy Health	5	Allergies	14
O’Connell Family Centre Residential and Day Stay Program	7	Child safety	14
Our objectives	7	Preventing falls	14
Vision and values	7	Immunisations	15
What to expect during your stay	8	Patient identification	15
Group sessions for the Residential Program	8	Understanding and sharing your information	15
Support for dads	8	Respect others	16
Responsive parenting	8	Smoke-free enviroment	16
Breastmilk and formula	9	Family violence	16
Other services	9	Preventing illness	16
Aboriginal and Torres Strait Islander clients	9	Going home	16
Interpreter service	10	We are partners in your care	17
Medical emergencies	10	Respect	17
Other health care services	10	Partnership	17
Your care is coordinated	10	Understanding your care	17
The right people	10	Privacy	17
Communication	10	Your rights and responsibilities	20
General information	10	Right care, right time, right outcome	20
Meals and food	10	Our health services	21
Menu	11	Mercy Hospital for Women	21
Bringing food to the centre	11	Werribee Mercy Hospital	21
Leaving and returning to the centre	11	Mercy Health O’Connell Family Centre	22
After business hours	11	Mercy Mental Health	22
Public telephones	12	Mercy Health Albury	23
Equipment from home	12	Mercy Care Centre Young	23
Valuables	12	Aged Care	24
Lost property	12	Residential Aged Care	24
Mobile phones	13	Home Care	24
Parking	13	Seniors Living	24
Laundry facilities	13	How you can say thank you and help others — donate to the Mercy Health Foundation	25
Visitor restrictions	13	Volunteer	25
You are safe	13	Become a Consumer Advisor	26
Preventing infections	13	We are connected through Mercy	27
Cleaning	14		
Emergency procedures	14		

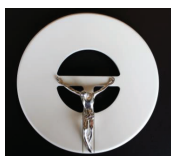
Mercy Health

Health Services

- **Mercy Hospital for Women**
(Heidelberg)
- **Werribee Mercy Hospital**
(Werribee)
- **Mercy Mental Health**
(Werribee, Footscray and Deer Park)
- **Mercy Health O'Connell Family Centre**
(Canterbury)
- **Mercy Palliative Care and Mercy Grief Services**
(Sunshine and Werribee)
- **Mercy Health Albury**
- **Mercy Care Centre Young**

Aged Care

- **Residential Aged Care**
Our highly qualified and compassionate care teams support you to live life well, the way you choose.
Our homes are located in Victoria, New South Wales, Queensland and Western Australia.
- **Home Care**
A coordinated service that includes home care and disability services and community nursing.
Available in Victoria, ACT and Southern NSW
- **Seniors Living**
Our Seniors Living communities include villas, independent living units and apartments.
Located in Victoria, Queensland and Western Australia.



Did you know? The Mercy Health cross, created by Melbourne designer Michael Lindell, is on display at all Mercy Health hospitals and facilities. It represents the circle of life and Jesus Christ, who embodies God's love and mercy for all.

Welcome to Mercy Health

Mercy Health is a Catholic organisation founded by the Sisters of Mercy and grounded in a 2,000-year tradition of caring for others. More than 10,000 people choose to work for us. We employ people from many cultures and backgrounds who, irrespective of their beliefs, share a common bond to care for those in need.

This guide is designed to help make your stay with us as safe and comfortable as possible. At Mercy Health, our motto is 'care first', meaning your wellbeing is our top priority. We want to empower you to make informed decisions about your care and to speak up if something is not right. If you have any questions during your time with us, please do not hesitate to ask.

At Mercy Health, we care for people at every age and stage of life. We provide health services across Victoria and New South Wales, dating back a century to the establishment of our first Victorian hospital in 1920. We also provide residential aged care and home care services across Australia.

We are committed to providing care that meets your physical, spiritual and emotional needs and will do all that we can to make your stay comfortable. We hope you will remember your stay for the compassion shown to you and your family.

Yours sincerely,

Adjunct Professor Stephen Cornelissen

Group Chief Executive Officer, Mercy Health



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.





Mercy Health

Care first

REACH out to us

If you are worried, so are we.

We understand you know yourself, your family member or friend better than we do.

If you **Recognise** a worrying change or feel that something is 'not quite right' – let us know.

What to do if you feel worried:

1



Engage and speak with your nurse, midwife or doctor about your concerns.

2



Act: Talk to the person in charge of the ward about your concerns.

3



Call 8416 7800 if the nurses, midwives or doctors could not help.

Help is on its way.

Recognise **E**ngage **A**ct **C**all **H**elp is on its way



O'Connell Family Centre Residential and Day Stay Program

Mercy Health O'Connell Family Centre welcomes you to our services.

You will be offered a two, three or four-night stay for the Residential Program. Our programs run from Monday to Friday. You will be given an individual admission day and time for your arrival and discharge time is by 9am Friday. We will let you know of if there are any changes to our usual program.

The Day Stay program runs on a Monday from 8.30am–3.30pm.

When you are staying with us, you will be responsible for the care of your child/children. While we will guide, support and provide a plan that works for you, we know that you are the expert when it comes to your own child.

Our objectives

- To enhance parenting competency and confidence, enabling families to nurture and protect their children.
- To provide individual and culturally sensitive services that meet family/parenting needs.
- To promote community and professional awareness and education of the care and nurturing needs of young children.
- To empower families to function independently within their own community by linking them to local services and support services.

Vision and values

Drawing on the commitment and talents of our staff, we provide a service that addresses the needs of parents caring for young families in a holistic and coordinated way. We accomplish this by applying the Mercy Health values of compassion, hospitality, respect, innovation, stewardship and teamwork.

What to expect during your stay

O'Connell Family Centre usually admits up to 10 families to the Residential Program each week and six families to the Day Stay Program.

Each family is allocated two bedrooms: one with a double/queen bed for parents and one with a cot or toddler bed for their child. The cots or toddlers beds can be moved to the parent's room depending on the child's age and the wishes of the parents.

You will be given a bathroom just for your family. There are communal dining, lounge and play areas, however strict hygiene practices will be expected at all times. Our staff are committed to keeping everyone safe during their stay.

Day stay families will also have an allocated space for the day.

Because the centre is a communal environment, it can be noisy at times. Staff try to keep this to a minimum as much as possible.

Group sessions for the Residential Program

Each day we run one to two facilitated group sessions, which you are encouraged to attend.

You will be given a schedule of the group sessions when you arrive and attend an orientation session. This schedule is also displayed on notice boards in the dining areas.

During the week staff will provide opportunities for play with small groups of children.

Play activities include:

- songs
- books
- exploration with toys
- bubbles
- outside time
- tummy and floor play.

Support for dads

Specific support groups may be held for dads. Please speak with staff for session times.

Topics that may be discussed include:

- wanting to be a good dad
- different parenting styles between parents
- partner communication, support and couple time
- adjusting to the new role of dad and balancing work and home life
- changes to relationships with mates, in-laws and family
- looking after yourself
- resources and services available for dads.

There is no cost to participate in these sessions.

Responsive parenting

O'Connell Family Centre practices responsive parenting in all our programs as a way to address a range of parenting issues such as settling, feeding and toddler behaviours.

Responsive parenting enables you to recognise your child's needs and respond sensitively to them. We will show you how to observe and recognise your child's cues (e.g. signs of being tired, hungry or bored) and work out a plan of action that will suit your child's age and developmental stage.

During your stay, staff will talk to you about how you and your child are coping with the changes and help you to provide consistent responses to your child's cues.

The following is a list of responsive settling techniques that will become part of your parenting tool kit.

- **Tired signs and infant cues.** Tired signs tell us that a baby/child is starting to get tired and is ready for sleep. Tired signs can be different for every baby/child and their developmental age.
- **Settling in arms.** This settling method is suitable for all babies but is best for younger babies or when parents are having difficulty separating from their baby.
- **Hands-on settling.** This settling method helps your baby get used to sleeping in their cot. It is suitable for babies of all ages but younger babies may be more responsive to this.
- **Transition settling.** This method involves you gradually moving baby towards more independent settling in their cot. It is suitable for babies/toddlers of all ages.
- **Comfort settling.** This settling method promotes baby's ability to settle to sleep in their cot. Parents provide the opportunity for baby to discover their own way of settling to sleep independently. This method is suitable for babies of all ages.
- **Settling a toddler in a bed.** This settling method promotes the toddlers ability to self-settle in their own bed.(1)

You may use just one technique or several when settling your baby and we encourage you to take a flexible approach. Once you have found the technique that works best, use it consistently and persistently.

(1) Information sourced from: children's.
health.qld.gov.au/ellenbarronfamilycentre

Breastmilk and formula

Your formula or expressed breastmilk are stored in separate fridges in the milk room. Please ensure they are clearly labelled with:

- your baby's name
- identification number
- the date and time the breastmilk was expressed or the formula was made.

To ensure your breastmilk is only fed to your baby, we store it in a locked fridge and check this with you before you feed. This check is signed by you and a staff member on your breastmilk chart.

Formula tins are to be stored in your room after you make up the formula.

All bottles are heated in the milk room using the provided bottle warmers.

Other services

Aboriginal and Torres Strait Islander clients

Aboriginal programs provide culturally sensitive support and advocacy to Aboriginal and Torres Strait Islander clients and their families.

You can access this service by:

- talking to the people providing your care at Mercy Health
- contacting us directly
- external referral.

The office for Aboriginal Programs is located at the Mercy Hospital for Women and open Monday to Friday, 8.30am–5pm.

Phone: 03 8458 4393 or 03 8458 4392.

Interpreter service

Interpreters are available to clients and their families who speak a language other than English. Please tell our staff if you or your family member need an interpreter.

Medical emergencies

At any time, if you notice a worrying change or feel that something is 'not quite right', please let us know. If you or your family become unwell, you will be discharged and may need to go to your doctor. If you or your family become very unwell during your stay, an ambulance may be called.

See page six for more information on how to REACH out to us.

Other health care services

If required, a psychologist and a psychiatrist are available for consultation during the Residential Program. If needed, you may also be referred to other specialty health care providers following your stay at O'Connell Family Centre. Staff will discuss this with you first.

Your care is coordinated

The right people

At O'Connell Family Centre, there are many people who may care for you during your stay, including:

- maternal and child health nurses
- nurses and midwives
- enrolled nurses (mothercraft nurses)
- early childhood workers
- a psychologist
- a psychiatrist
- administration team.

We will assess your needs and involve the right people in your care. A record of your health and treatment is kept at O'Connell Family Centre. Our team has access to your records and we will make sure the information is correct. If your circumstances change, we ask that you let us know so we can update your health record.

Communication

We will let you know:

- who will be looking after you
- other services you may need
- what to do when you leave.

You should tell us:

- if you or your baby /child are allergic to any medicine or food
- your name, address and date of birth
- if your information is incorrect
- who to call in an emergency and their phone number
- your general practitioner (GP) contact details and other healthcare providers.

General information

Meals and food

We ask that you wash your hands regularly, especially before meals. There is hand sanitiser available for you to use frequently throughout the day. Please also clean your child's hands before meals.

Please let us know if you have a food allergy or specific dietary requirements before you come to the centre, so we can be prepared. It is important that you notify our cook about your requirements. You may wish to bring some of your favourite snacks.

O'Connell Family Centre does not stock nuts and avoids serving foods containing nuts where possible, however please be aware that foods served may contain traces of nuts. We ask you not to bring in any nut products.

Please do not give food to children other than your own as they might have an allergy to what you are feeding them.

During the day all food and hot drinks should be eaten in the dining room areas. In the evening, after children have gone to bed, hot drinks can be taken into the lounge areas.

You are responsible for cleaning up after eating in the dining areas, this also includes taking your dishes into the client kitchen, rinsing them and putting them onto the tray provided.

Each child will be allocated their own high chair during your stay and it is your responsibility to clean the high chair after each use.

Menu

A daily menu is on the fridge in the client kitchen.

Breakfast is self-serve with individually packaged cereals, yoghurt, juices and bread provided in the client kitchen. You will be expected to use good hygiene practices when handling food.

Your lunch and evening meals are plated and placed into the fridges labelled with your name and room number for you to remove when you are ready. The evening meal will need to be reheated in the microwave when required.

Please follow the chart for reheating guidelines on the microwave to make sure your food and your child's food is heated according to specified temperature guidelines for safe eating.

Note: It is your responsibility to heat your food to the correct temperature for any meals that require reheating.

Gloves are available to remove hot food from the microwave.

Uneaten food is disposed of and cannot be kept for other meals.

Bringing food to the centre

O'Connell Family Centre does not take responsibility for food you or your relatives bring in to the centre. We ask you not to bring in any nut products.

Any food bought to the centre must be stored in the fridge in the client kitchen and labelled with your name. Staff will give you a name label.

Leaving and returning to the centre

If you leave the centre, please let a staff member know and sign out in the Clients Folder at reception. On your return, you must also sign in and let staff know you have returned.

There will be restrictions to the numbers of visitors and support people in the centre at once. Any visitors will need to sign the clients/boarders folder on their arrival and departure. This information is vital if there is an emergency.

After business hours

Reception closes at 5pm each night. After this time, staff will open the front door to let people in. Please do not open the door to any visitors. This keeps everyone safe.

The front entrance is under constant camera surveillance and exterior doors are alarmed in the evening after 10.30pm.

Please advise staff if you wish to go outside after this time.

Public telephones

A coin-operated public phone is available for use and change is available from Reception during business hours.

Equipment from home

Please do not share any equipment, toys or books with other families during your stay.

All electrical appliances brought to the centre must be checked to make sure they can be used safely. This includes hairdryers and mobile phone chargers. Ask staff about having electrical equipment checked.

Please check with staff if you wish to use a laptop in your room. Wi-Fi is not available if you bring your personal computer equipment. O'Connell Family Centre computers are not available for your use.

Please keep your property secure. We cannot accept responsibility for any losses or damages.

Valuables

O'Connell Family Centre does not take responsibility for any of your valuables.

Small items of value can be stored in the medication cupboard in your wardrobe and locked with the combination lock provided.

Lost property

O'Connell Family Centre disposes of uncollected goods in accordance with Part 4.2 of the Australian Consumer Law and Fair Trading Act 2012 (Vic).

Where it is known who the property belongs to, we will let that client know. It is the client's responsibility to collect the lost property.

Low-value uncollected goods (worth less than \$200)

- O'Connell Family Centre will give written notice of intention to dispose of uncollected goods to the person who left them.
- If you do not collect or give delivery instructions within 28 days of the giving of the notice, the goods may be disposed of.
- If O'Connell Family Centre is unable to locate or communicate with you in order to provide written notice, the goods may be disposed of after 60 days.

Medium-value uncollected goods (having a value of \$200 or greater but less than \$5,000)

- O'Connell Family Centre will give written notice of intention to dispose of uncollected goods to the person who left them and the owner (if you know this is not the person who left the goods).
- If you do not collect or give delivery instructions within 28 days of the giving of the notice, the goods may be disposed of.
- If O'Connell Family Centre is unable to locate or communicate with the person who left the goods or the owner in order to provide written notice, the goods may be disposed of after 90 days.

High value uncollected goods (worth \$5000 or more)

O'Connell Family Centre must give written notice of intention to dispose of uncollected goods to:

- the person who left them
- anyone who has a publicly registered interest in the goods (i.e. on the Personal Properties Security Register)

- anyone else who has (or claims to have) a proprietary or security interest in the goods (if aware)
- the owner or registered operator of the goods (if you know this is not the person who left the goods).

If person who left the goods or the owner does not collect or give delivery instructions within 28 days of the giving of the notice, the goods may be disposed of.

If unable to locate or communicate with the person who left the goods or the owner in order to provide written notice, the goods may be disposed of after 180 days.

Mobile phones

We do ask that you turn your personal mobile phones to silent so sleeping babies do not wake up and other families are not disturbed. Please do not take photos of staff or other families without their permission.

Parking

Our car park situated at the front of the centre and entry is from Parlington Street. The car park is for clients, visitors and staff and is free of charge.

Laundry facilities

A washing machine (including soap powder), dryer and iron are available for your use. The machine will be cleaned between use. Please ask staff for assistance.

Visitor restrictions

For up-to-date information on visitor restrictions relating to coronavirus, please visit: health-services.mercyhealth.com.au/alert/important-information-about-coronavirus

You are safe

Preventing infections

It is important we all do our best to stop the spread of germs by taking the following precautions.

- O'Connell Family Centre has a wellness policy, so we ask you to let us know if you or your family are unwell in the seven days prior to admission. If you or a family member becomes unwell during your stay, you will be discharged and your booking rescheduled.
- Wash your hands with soap and water before feeding your child, before your own meal times, after changing your child's nappy and after you go to the toilet. Alcohol-based hand rub is available throughout the centre — use as much as you like. Staff will also use these to prevent spreading infection between families.
- Ask staff to wash and use hand rub before coming into contact with you.
- Tell your visitors they must not come to the centre if they are unwell. Unwell visitors should wait for at least two days after they feel better and are free of any symptoms before they visit you.
- Ask visitors to use the alcohol-based hand rub when they first come in and when they leave. Tell your visitors about any special precautions that are in place when visiting the centre.

Cleaning

Extra cleaning precautions have been taken in response to the coronavirus. To prevent infections spreading between the babies and toddlers staying at O'Connell Family Centre, you will be given your own bathroom for your family.

All baths and showers at the O'Connell Family Centre are cleaned each day.

Emergency procedures

In an emergency, you must follow the directions of staff, who will lead you outside, through the closest door, to the Emergency Assembly Area in the car park.

Medications

Administering your own and your child's medication remains your responsibility during your stay at O'Connell Family Centre. Staff will check and record your medications at admission and during your stay.

You must keep your medications in a special cabinet in the wardrobe in your room. We will give you a lock and combination code for the cabinet on admission. Please return the combination lock to the staff at when you are discharged on Friday.

Medications requiring refrigeration are to be stored in the locked medication fridge in the Milk Room. The staff will collect this for you when you require it.

Some medication may need to be stored in the locked cupboard in the Nurses Station. Staff will let you know if this is required.

Note: O'Connell Family Centre does not keep any medications on site.

Allergies

Please let us know if you have a food allergy or specific dietary requirements before you come to the centre, so we can be prepared.

O'Connell Family Centre does not stock nuts and avoids serving foods containing nuts where possible, however please be aware that foods served may contain traces of nuts. We ask you not to bring in any nut products.

Please do not give food to children other than your own as they might have an allergy to what you are feeding them.

Child safety

Mercy Health is committed to the safety of all children across our services. We recognise listening to the voice of children and have zero tolerance for any form of child abuse. O'Connell Family Centre adheres to the Child Safety Standards.

To ensure the complete safety of your child, we ask that you provide supervision to them at all times while you are in the centre.

Preventing falls

You will be asked to complete a Falls Risk Assessment tool for your child when you come to the centre and staff will talk to you about general safety and preventing falls during your stay and also for home.

Falls are the most common single cause of hospital-treated injury in all age groups. From the time your child starts to roll, crawl and climb there is the ever-present risk of falls.

There are three important factors that influence the seriousness of a fall:

- 1) the height the child falls from
- 2) the surface the child falls on to
- 3) objects the child may hit as they fall.

Information sourced from: rch.org.au/kidsinfo/fact_sheets/Safety_Preventing_falls/

Please make sure you always use the harness on the high chair and take care not to place your child on any bed or couch.

Please also supervise your child in the playground area.

When using the change table, please keep a close eye on your child so that they do not roll over and fall. For safety, you may wish to place the change mat on the floor.

Make sure you pull up the side of the cot before you leave your child's room. If you require assistance to ensure your child's safety please ask staff.

Night duty staff will check on all children at least hourly during the night, including children in a parent's room.

Children are not allowed in the kitchen or the Milk Room to ensure their safety

Parents are requested to pick up and put away children's toys to keep the environment safe for everyone.

Immunisations

For your health, and the health of others, we recommend that you and your visitors keep up to date with your immunisations.

Patient identification

To make sure you are safe, we will ask you to identify yourself several times. We have not forgotten who you are but we need to check and double-check your identity to ensure you are getting the right treatment and/or medicine.

We will ask you for:

- your full name
- your address
- your date of birth.

We will then double-check this information against your:

- medical record.
- wrist band (if you are wearing one).
- prescription or medication chart.
- Tell us if any of your personal details are wrong or have changed.
- If something does not look right, let a staff member know straight away.

Understanding and sharing your information

You understanding your health is very important to us. We know that sometimes asking questions can make you feel uncomfortable but you have the right to know everything about your health.

Sometimes, when discussing your care with the staff, you may hear something that is wrong. If this happens, we would like you to tell us so we can fix it. At times, instructions may be unclear or confusing. If you are not sure, please ask:

- to have the information written down for you
- to have the information repeated when a family member or carer is present
- your family members or carer to ask questions for you
- to have an interpreter present if English is your second language.

Mercy Health staff will provide information about your care plan to the incoming shift. We encourage you to participate in this and speak up if you are unsure of what is being said or hear something that is incorrect. If you do not wish to participate in this process, please inform your nurse. A family member is welcome to be part of this discussion. Please check with staff as to when this discussion is likely to occur.

Your care plan is designed to meet your needs for when you are in and out of hospital.

To continue your care after you leave us, we need to work closely with your maternal and child health nurse or general practitioner (GP) and other healthcare providers. For this reason, it is important that you give us the correct contact details of your healthcare providers.

Respect others

All clients, visitors and staff have the right to feel safe. Aggressive and violent behaviour is not accepted at Mercy Health. Please inform a staff member if you feel uncomfortable or threatened by anyone's behaviour.

O'Connell Family Centre has a Code of Conduct declaration for staff, clients and visitors, which needs to be signed by the relevant person. If you are in breach of the code you will be asked to leave the centre.

Smoke-free environment

The O'Connell Family Centre is a smoke-free environment. Patients, visitors and staff are not permitted to smoke inside the centre or on the grounds. Speak to your doctor or nurse if you need help to quit smoking.

Family violence

Family violence is a health issue. It can take many forms including physical, emotional, sexual, financial and controlling behaviours.

If you are experiencing any form of family violence, our staff can help. You can also call 1800 RESPECT.

Preventing illness

O'Connell Family Centre staff follow guidelines to reduce the risk of passing on infections. For the safety of everyone, you are also expected to follow these guidelines. Staff will assist you with this during your stay.

Going home

Discharge from the Residential Program time is usually by 9am on Fridays.

Discharge from the Day Stay program is between 3–3.30pm.

Before leaving O'Connell Family Centre, please check your drawers, wardrobe and bathroom to make sure you have all of your belongings, including your medicines.

We will give you information to help you manage your health and care at home.

With your signed consent, a discharge letter will be sent to your maternal and child health nurse (MCHN), general practitioner and/or the health professional/agency who referred you to O'Connell Family Centre.

If required, we may contact your MCHN or health professional to ensure supports are in place for you following your discharge from O'Connell Family Centre. Make sure you ask if there is anything you don't understand or anything you need to help you after your stay at the centre.

After discharge, your MCHN and other professional supports will resume the care of your family.

Please contact your MCHN for further assistance as O'Connell Family Centre is unable to provide ongoing support for families after you have left the centre.

We are partners in your care

Respect

Mercy Health respects and values all people. Our goal is to deliver care that meets your needs.

We want you to feel comfortable during your stay. We will listen to you, encourage and support you. We respect differences and treat everyone with understanding.

Partnership

We encourage you to be a partner in your care.

To achieve the best health outcome, please:

- ask questions
- listen to our advice, particularly regarding your baby/child
- follow a healthy diet
- avoid smoking
- exercise for physical and emotional wellbeing.

Understanding your care

It is important that you understand your options, so we will discuss your care in a way that makes sense to you. Let us know if there is something you do not understand. We can also arrange for an interpreter who speaks your language to assist you.

Privacy

We respect your privacy. Only general information (not personal or health details) is given to your family or friends. We will discuss your care with a family member or carer only if you tell us to do so. In an emergency, we will contact your closest relative (next of kin) or nominated person. You can read more in the *Privacy at Mercy Health* brochure.

Your medical record contains health information collected during your visits. You can access this health information under the *Freedom of Information Act 1982* by filling out a request in writing to Mercy Health. There is a small fee to cover the costs of this service. You can access the *Freedom of Information Access Request Form* on the Mercy Health website under 'Additional resources — Access to information' or by Googling 'Mercy Health FOI'.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED MAY 2020

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

Your rights and responsibilities

To help us care for you in a compassionate and respectful way, Mercy Health uses the Australian Charter of Healthcare Rights. These rights outline what you can expect of us and what we expect of you.

The following brochures are also available at the hospital:

Privacy at Mercy Health

We value your feedback

Right care, right time, right outcome

We value your feedback because it helps us understand what we are doing well and how we can improve. If you have feedback you can:

- speak to the staff caring for you
- ask to speak to the person in charge
- submit an online feedback form at: health-services.mercyhealth.com.au/patients-and-visitors/providing-feedback/online-feedback/
- ask staff for a *We value your feedback* form. These are available in languages other than English.

If you are not satisfied with the way your complaint is resolved, you can contact:

- the Health Complaints Commissioner (for Victorian health services) on 1300 582 113
- the Mental Health Complaints Commissioner (for Victorian health services) on 1800 246 054

These services are available to anyone who wishes to complain about a health service in Victoria or New South Wales.

Our health services

Mercy Hospital for Women

Mercy Hospital for Women (Heidelberg) specialises in caring for women and newborn babies.

The hospital has one of only four Neonatal Intensive Care Units for newborn babies in Melbourne, and is one of Victoria's major teaching hospitals.

163 Studley Road
Heidelberg Vic 3084
Phone: 03 8458 4444
Email: mercyhw@mercy.com.au



Werribee Mercy Hospital

Werribee Mercy Hospital provides surgical, medical, emergency, intensive care, maternity, newborn, paediatric (children), mental health, renal dialysis, subacute and palliative care services.

The hospital also provides a range of home-based care supports for the community of Wyndham and surrounding regions.

300 Princes Highway
Werribee Vic 3030
Phone: 03 8754 3000
Email: werribee@mercy.com.au



Mercy Health O'Connell Family Centre

Mercy Health O'Connell Family Centre is an early parenting centre located in Canterbury, Victoria.

It runs community, day and residential programs to assist families in managing complex parenting issues.

It cares for families with children from birth to four years of age.

6 Mont Albert Road
Canterbury Vic 3126
Phone: 03 8416 7600
Email: ofc_reception@mercy.com.au



Mercy Mental Health

Mercy Mental Health supports people in south west metropolitan Melbourne with severe and complex mental illnesses by providing acute and community-based care. Services are available to adults through acute inpatient programs, residential rehabilitation programs and crisis and community recovery-focused treatment programs. It also offers inpatient and community specialist perinatal mental health services to women and infants in western Victoria.

94 Nicholson Street Mall
Footscray Vic 3011
Phone: 03 9928 7444 or 1300 657 259
Email: information@mercy.com.au



Mercy Health Albury

Mercy Health Albury is a publicly funded provider of subacute health services in the Albury Wodonga and surrounding areas, offering:

- palliative care
- geriatric evaluation and management
- transitional aged care
- aged care assessment
- community therapy and inpatient rehabilitation programs.

550 Poole Street

Albury NSW 2640

Phone: 02 6042 1400

Email: information@mercy.com.au



Mercy Care Centre Young

Mercy Care Centre Young is a 26-bed health service providing a range of outpatient, community health and aged care services for the people of Young and surrounding regions.

Mercy Care Centre Young offers:

- rehabilitation
- adult speech pathology
- occupational therapy (including paediatric)
- physiotherapy (including paediatric)
- diversional therapy
- social work
- aged care assessments
- transitional aged care package
- palliative care (community and inpatient)
- community nursing.

69 Demondrille Street

Young NSW 2594

Phone: 02 6382 8444

Email: information@mercy.com.au



Aged Care

Residential Aged Care

With homes located in Victoria, New South Wales, Queensland and Western Australia, our highly qualified and compassionate care teams support you to live life well, the way you choose.

More information:

Call: 1300 479 110

Visit: residential-care.mercyhealth.com.au



Home Care

Mercy Health Home Care offers a coordinated service that includes home care and disability services and community nursing.

We understand that everyone wants to stay at home for as long as possible so we support clients in achieving that goal.

We offer services to suit each client's needs and choices, and can support them as their needs change. Clients may choose to purchase services on a private fee-paying basis or they may be able to apply for government-subsidised aged or disability services.

More information:

Call: 1300 478 776

Email: MHCS@mercy.com.au

Visit: home-care.mercyhealth.com.au



Seniors Living

Our Seniors Living communities include villas, independent living units and apartments.

Located in Victoria, Queensland and Western Australia.

More information:

Visit: retirement-living.mercyhealth.com.au/



How you can say thank you and help others — donate to the Mercy Health Foundation

The Mercy Health Foundation raises money to enable Mercy Health to make a real difference to the lives of those for whom we care and support its many causes that are not funded by the government.

The donations and support we receive enables us to:

- give compassionate care in health, aged care and community services to people at all stages of life
- improve our life-saving treatments and care
- carry out hospital-based research, which leads to new treatments for people with long-term illnesses
- train our staff in the best and latest ways of giving care.

You can help the Mercy Health Foundation by:

- making a donation to support our research programs and improve facilities in our hospitals and aged care homes
- making a donation as a 'thank you' for the special care you or your loved ones have been given
- making a donation in memory or celebration of a loved one
- holding a fundraising event
- leaving a bequest — a positive and enduring gift that extends beyond your lifetime.

To make a tax-deductible donation, please contact the Mercy Health Foundation by calling 03 8416 7766 or visit mercyhealthfoundation.org.au

You can also ask for a donation envelope by calling the foundation on the number listed above.

Volunteer

We are very thankful for our wonderful volunteers who help in many areas of our health services. Some volunteers welcome, help and direct patients and visitors. Others lend a hand by providing support services for patients.

If you would like to become a volunteer, please call the service and ask to speak to a volunteer coordinator. Information about our volunteer program is also available on our website: health-services.mercyhealth.com.au

Become a Consumer Advisor

Mercy Health has a Community Advisory Committee and local Community Advisory Groups. These groups act as voices for the community and speak for patients or clients and their families. Their role is to make sure Mercy Health is aware of the community's needs.

A Community Information Advisors Program began in 2013. Consumer Advisors review patient or client information to make sure it is easy to read. This is a volunteer program and welcomes people from different backgrounds.

If you would like to be involved in a consumer group, please contact us on 03 8416 7872 or email getinvolved@mercy.com.au

The content of this document has been reviewed by consumers. Mercy Health is committed to producing consumer information that is easy to read and understand. Information that has been reviewed by our consumers will have this logo on it:



We are connected through Mercy

Our mission to care is inspired by our Foundress Catherine McAuley who was born in Dublin, Ireland in 1778 and dedicated her life to caring for the poor. In 1831 Catherine created the Order of the Sisters of Mercy, who went on to found convents, schools and hospitals around the world. The Sisters of Mercy arrived in Australia in 1847, led by Mother Ursula Frayne. The Australian congregation established schools and convents around the country and opened their first hospitals in Brisbane and Sydney.

Following a devastating influenza pandemic, the Sisters of Mercy opened their first Victorian hospital — St Benedict's in Malvern — in 1920. They established a reputation for excellence in care and hospitality that has grown in strength to this day.

The success of St Benedict's allowed the Sisters to open Mercy Private Hospital in East Melbourne in 1934, Mercy Maternity Hospital (later renamed Mercy Hospital for Women) in 1971, and Werribee Mercy Hospital in 1994.

To continue the Sisters of Mercy's mission of care, Mercy Health and Aged Care was formed in 1996 to ensure existing services remained and that the organisation could continue to meet society's changing needs. Caring for older people in residential aged care homes was added to our services in 1997, and home and community care in 2007. In 2008, our organisation became Mercy Health to reflect the full range of health services we offer.

The Mercy Health logo features the Institute of Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG) cross surrounded by a blue and green ellipse. It represents that central to our care is the healing ministry of the Sisters of Mercy and the One who inspires them. The ellipse, in the colours of land and sky, represents the connection between people, earth and spirit, and the continuum of care we provide to support people at every stage of life.





Mercy Health

Care first



A safer choice, for you and your family

Mercy Health has been caring for Australians of all ages for more than 100 years. We are a trusted name in seniors living, home care, aged care and public healthcare.

Seniors living

Nine retirement communities across Victoria, north Queensland and WA.

Home care

In-home and community-based care throughout metropolitan Melbourne, regional Victoria, the ACT, and Albury and Young in NSW.

Residential aged care

Thirty-three residential aged care homes across Victoria, north Queensland, NSW and WA.

mercyhealth.com.au