

Home Care Program

care, in your own home



Care & Support, Direct to Your Door

Royal Freemasons mission is to support a person's health and well-being, through innovative, respectful and tailored in-home care solutions. We help people to live independently in the community, offering choice, flexibility and control to maintain their quality of life.

We promote a model of care that is centred around dignity and respect. Drawing on a diverse and experienced team of healthcare professionals including registered nurses, allied health and home care workers, we offer services that are inclusive to all backgrounds, cultures and special needs group. We use our staff, trained to our expectations for service and care delivery, to provide with peace of mind for quality and continuity of care.

Our Home Care programs are individually tailored to each customer's needs depending on their circumstances and preferences, providing help and assistance with a wide range of personal and household tasks as well as on-going review of care. We encourage feedback to assist our provision of the most appropriate range of services while ensuring choice and control in decision-making.

We deliver a full range of services from half-hour to 24 hour live in services. Services are available 24 hours a day, 7 days per week, 365 days a year.

Royal Freemasons offers reassurance by providing after hours support through an 'oncall after hours' phone number to handle any emergencies outside of our business hours of 7am-6pm.

Subsidised and Funded Services

We deliver various services that are Government funded and subsidised. Customer contributions where applicable are affordable and can be negotiated for those experiencing hardship. Other services can be funded through health insurance agencies or privately.

There are four levels of Home Care Packages:

- **Home Care Level 1:** to support people with basic care needs.
- **Home Care Level 2:** to support people with low level care needs.
- **Home Care Level 3:** to support people with intermediate care needs.
- **Home Care Level 4:** to support people with high care needs.

for you for life

Home Care Program



Private Services

For those waiting for, or perhaps not eligible for a government funded program, Royal Freemasons offers fee for service private care. With our private home care services, we can deliver a range of single services or a tailored package of support. Private care services offer flexible hours available from 30 minutes to 24 hour live-in care, 7 days a week.

Our Services

• Personal care

- Personal care and hygiene
- Grooming
- Dressing (incl TED Stockings)
- Continence support
- Medication prompts

• Domestic Assistance

- House keeping
- Shopping
- Laundry/Ironing

• Nutrition

- Meal preparation
- Pre Prepared Meal Arrangements
- Menu planning (dietician)

• Nursing and Allied Health Services

- Specialised clinical services
- Dementia care & support
- Continence management
- Diabetes Management
- Medication management
- Palliative care
- Stomal therapy
- Complex wound management

• Case Management

- Care and Support Guidance
- Program management

• Social Support and Respite

- Respite for carers or family, in-home day, evening or overnight
- Bill paying
- Companionship
- Shopping

• Transportation

- Accompany to personal, community access or medical appointments
- General Transport

• Wellness Services

- Access to Day Therapy and allied Health Services in a purpose built and operated Therapy rooms located in our central location of Prahran.

How can we help?

Royal Freemasons offers a range of home care for those:

- experiencing short or long term health problems
- needing assistance at home
- have a disability
- carers and families who may need support or respite

Working together with you, support that is focused on YOUR needs, offering choice and a personalised service.

Home Care

Level 7 580 St Kilda Road
Melbourne Victoria 3004
homecareaccess@royalfreemasons.org.au
Telephone: 1800 75 60 91

Wellness Services

Day Therapy, Melbourne:
Telephone: (03) 9452 2307



Disclaimer

This document is accurate to the date of publication. However, as it is written in an "easy-to-read" format, detail terms & conditions are not included.