

## Your responsibilities

### You have the responsibility to:

- Respect the privacy and confidentiality of other patients. It is illegal to disclose any information about another patient's presence in the hospital or their treatment. This includes verbal and digital communication as well as the use of photographs, videos, etc. and information published online and/or via any social media platform. Violations will be taken seriously and may lead to the discharge of the offending patient and their exclusion from Healthscope hospitals in the future. Civil and/or criminal proceedings may also result.
- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report unexpected changes in your condition to the responsible practitioner.
- Report if you do not comprehend a contemplated course of action or what is expected of you.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Keep appointments and, when unable to do so for any reason, to notify the responsible practitioner or the health care facility.
- Provide information concerning your ability to pay for services.
- Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions.
- Be considerate of the rights of other patients and health care facility personnel and for assistance in the control of noise, smoking and numbers of visitors.
- Be respectful of the property of other persons and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.

## Comments and complaints

You may make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise this immediately with a staff member.

If after discussions with this staff member you are dissatisfied you may ask to speak to the nurse in charge. If still dissatisfied we ask that you put the issue in writing and address it to our Hospital General Manager.

Our hospital General Manager will ensure that the issue is dealt with as discreetly as possible and will take reasonable steps to ensure that you are not adversely affected. If you wish to raise an issue anonymously, a report on the outcome may not be possible. All correspondence will be followed up within seven working days.

Alternatively, all Healthscope hospitals have Consumer Consultants who attend meetings where complaints or issues may be raised.

If you are still dissatisfied, you can contact the Healthscope Corporate Office on 03 9926 7500, or you can contact your state health complaints authority.

### Private Health Insurance Ombudsman

(for complaints about private health insurance)

Toll Free: 1800 640 695

Lodge via web:

<http://www.phio.org.au/lodgecomplaint.php>

## Healthscope Privacy Policy



The Australian division of the Healthscope Group (Healthscope) is required to comply with the Privacy Act 1988 (Cth) (Privacy Act), and handles the personal information (including health information) that it collects and holds in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act. Healthscope must also handle health information it collects and holds in compliance with applicable State and Territory based health records laws.

Healthscope is committed to the protection of personal and health information in accordance with these privacy laws in the provision of its integrated health services through the private hospitals, medical centres and pathology services it operates and manages.

### About Healthscope's privacy policy

This privacy policy explains how we collect, hold, use, disclose, secure and otherwise manage the personal information, including the health information of patients who use our services. It describes the types of information we collect and hold and why, how to access and correct the information and how to make a privacy complaint.

### What is personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether that information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Sensitive information is a type of personal information that is afforded a higher level of protection by privacy laws. It includes health, genetic and biometric information as well as information about race or ethnic origin, political opinions, membership of political, professional or trade associations or trade unions, religious beliefs, sexual orientation or practices and criminal record.

References in this policy to personal information include sensitive information.

### Can you deal with us anonymously?

Where it is lawful and practicable to do so, individuals may deal with us anonymously or use a pseudonym (e.g. when enquiring about our services generally). However, in many instances we need to identify you when you deal with us, including to provide our services and to respond to complaints. If we do not receive all of the personal information we request, we may not be able to do these things.

### What personal information do we collect and hold?

The information we collect will depend on who the individual is, such as a patient admitted to one of our hospitals, or attending one of our medical centres or pathology services, a health service provider, a next of kin, a guardian or other responsible person, an emergency contact or person responsible for paying an account, and may include an individual's:

- name, address (postal and email) and telephone numbers
- gender
- date of birth
- marital status
- occupation
- religion
- country of birth
- indigenous status
- next of kin
- payment information such as credit card details
- health fund and health insurance cover details
- workers compensation or other insurance claim details
- Medicare details
- concession card details
- medical history and other health information we are provided with or we collect in the course of providing our services
- other details an individual provides for admission to or discharge from one of our hospitals
- practice details if the individual is a general practitioner; and
- other information we need to provide our services.

In certain circumstances, we are required by Australian law to collect some of this information, such as Medicare details.

## How do we collect personal information?

We will collect personal information directly from the individual concerned where it is reasonably practicable to do so. This may take place when the individual completes documents such as an admission, health insurance claim or other form, provides information over the telephone, is treated at a Healthscope hospital, or attends a Healthscope medical centre or pathology service, or applies for a job with us.

However, depending on who the individual is, we may also collect their personal information from third parties such as:

- a responsible person or representative (e.g. guardian)
- an individual's health service provider including specialists
- a health professional who has treated the individual
- an individual's health insurer or other insurer
- an individual's family
- an individual who we are admitting (e.g. we ask them to provide emergency contact details)
- job referees
- other sources where necessary to provide our services (e.g. pathology labs) or to assess job applicants (e.g. police checks).

We collect sensitive information about an individual, either directly or from a third party, with the individual's consent (which may be implied or express, depending on the circumstances).

## For what purposes do we use and disclose personal information?

Healthscope uses the personal information it collects and holds to:

- assess and understand the health and other needs of individuals to provide them with the appropriate services and advice including for admission and discharge from our hospitals, or treatment at any Healthscope facility
- ensure continuity of care of individuals treated in our facilities and provide ongoing treatment options
- contact individuals to respond to enquiries, to follow up, in an emergency, for authorisation in relation to any services
- enable the provision of education and training to students of the health profession
- effectively administer, manage, monitor and improve our services
- funding, planning, evaluation and complaint-handling
- communicate with individuals by various means about our services, events, offers and options available from our hospitals and other facilities
- charging, billing, processing health insurance claims and collecting debts
- assess job applications
- verify an individual's identity
- ensure the health and safety of our staff and individuals who use our services or attend our facilities
- comply with quality assurance or clinical audit activities
- undertake accreditation activities
- provide health insurance funding
- respond to feedback
- address liability indemnity arrangements and reporting
- prepare the defence for anticipated or existing legal proceedings
- undertake research and the compilation or analysis of statistics relevant to public health and safety
- conduct patient experience surveys with the aim of evaluating and improving services; and
- enable our facilities and our service providers to comply with their legal and regulatory obligations.

We may also use personal information in circumstances where we are required or authorised by Australian law to do so or where we otherwise have consent of the individual or their representative.

## How to opt out of direct marketing?

We will only use personal information for direct marketing and promotional activities with the individual's express consent. All direct marketing communications will include the option for an individual to opt out of receiving direct marketing communication. Individuals can opt out at any time.

## To whom do we disclose personal information?

We may disclose an individual's personal information to the following third parties for the above purposes to:

- other health service providers involved in the individual's treatment or diagnostic services
- private health insurers (some of which are located overseas) and other insurers
- students of the health profession undertaking clinical placements, but not when an individual has opted out of student teaching activities
- a responsible person (e.g. parent, guardian, spouse) when the individual is incapable or cannot communicate, unless the individual has requested otherwise

- close family members, in accordance with the recognised customs of medical practice
- our insurers and legal representatives
- service providers engaged to provide services to our hospitals and other facilities including manufacturers and suppliers of medical devices, providers of pathology and radiology services, some of whom may be located overseas or interstate; and
- companies within the Healthscope Group.

## What trans-border disclosures do we make?

We operate and communicate with organisations throughout Australia and overseas.

We may therefore disclose personal information outside the State or Territory in which the individual resides and also in some circumstances to related entities within the Healthscope Group who are located overseas. Countries where overseas recipients are located include Malaysia, Singapore, Canada, the United Arab Emirates, France, USA, Vietnam, Costa Rica, Belgium and New Zealand.

## How do we manage privacy preferences and capacity?

Whether a child has the capacity to make their own privacy decisions is assessed by Healthscope staff on a case-by-case basis having regard to matters such as their age and circumstances. Generally an individual aged 15 years and over will have the capacity to make their own privacy decisions.

For children under 15 years or for individuals who lack capacity to make privacy decisions for themselves, we will refer or deal with requests for access, consents and notices in relation to personal information by reference to the parent and/or guardian or other responsible persons authorised by applicable laws and will treat consent given by them as consent given on behalf of a child or the individual who lacks capacity.

## How do we store and secure personal information?

We store personal and health information in both paper and electronic form. The security of personal and health information is very important to us and we take reasonable steps to protect it from misuse, interference and loss and from unauthorised access, modification or disclosure.

Some of the ways we do this include:

- requiring our staff to maintain confidentiality
- implementing document storage security
- imposing security measures for access to our computer systems
- providing a discreet environment for confidential discussions; and
- allowing access to personal and health information only where the individual seeking access to their own information has satisfied our identification requirements

Personal and health information is retained for the period of time determined by applicable Australian laws after which it is de-identified or disposed of in a secure manner.

## How do we keep personal information accurate and up-to-date?

We take all reasonable steps to ensure that the personal information we collect is accurate, complete and up-to-date, and also when we use or disclose it, that it is relevant.

We will also take reasonable steps to correct the personal information we hold if we are satisfied that it is inaccurate, incomplete and out of date, irrelevant or misleading, or if an individual asks us to correct their personal information for these reasons. A request to correct personal information can be made at any time by contacting us on the details below. However, the accuracy of that information depends largely on the quality of the information provided to us. We therefore suggest that individuals:

- let us know if there are any errors in their personal information; and
- keep us up-to-date with changes to their personal information (e.g. their name and address). Individuals may do this by mail or email using the information provided below.

There may be circumstances in which we may have to refuse a request for correction. If this happens, we will notify the individual in writing of our reasons for the refusal and explain how they can complain if they are not satisfied.

## How can personal information we hold be accessed?

Individuals have a right to access the personal information that Healthscope holds about them by contacting the Director of Nursing of the relevant hospital, the Practice Manager of the relevant medical centre, the Collections Service Manager of the relevant pathology service, or the Privacy Officer at Healthscope Head Office.

If individuals request access to their personal information, we will need to verify their identity and may ask them to complete a request for access form. We will then grant the request within a reasonable period. However, we may refuse a request for access to some or all of the personal information in certain circumstances allowed by the Privacy Act or other applicable laws.

If Healthscope refuses a request for access, we will give written notice of our decision, including our reasons and how to complain if the individual is not satisfied with the decision.

We will endeavour to give access to an individual's personal information in the form they request. However if that is not possible we will provide alternative means of access or discuss how access can be given through a mutually agreed intermediary.

We may charge a fee for collating and providing access to personal and health information.

We will disclose the personal information we give access to, to the individual's authorised representative or legal adviser where we have been given written authority to do so.

## How can complaints be made to us?

Individuals who have any questions about privacy, this policy or the way we manage personal information or who believe that we have breached their privacy rights should contact the Director of Nursing of the relevant hospital, the Practice Manager of the relevant medical centre, the State Collection Services Manager of the relevant pathology service, or the relevant corporate manager at Head Office with their question or complaint.

If the Director of Nursing, Practice Manager, State Collection Services Manager, or Corporate Manager is not able to respond to the individual's question or complaint to their satisfaction, the individual may contact Healthscope's Privacy Officer on the details below.

Complaints should be in writing and addressed to:

**The Privacy Officer**  
**Healthscope Limited**  
**Level 1, 312 St Kilda Road, Melbourne VIC 3004**  
**Email: [Privacy.Officer@healthscope.com.au](mailto:Privacy.Officer@healthscope.com.au)**

Healthscope will endeavour to acknowledge receipt of a written complaint within 7 days and provide a written response to the complaint within a reasonable timeframe. It may be necessary to request further information from the complainant before the matter can be resolved. Any such request will be made in writing.

If the individual is not satisfied that Healthscope has resolved their complaint, they have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). If they wish to make a complaint or to find out any more information about their privacy rights the OAIC can be contacted as follows:

**Website: [www.oaic.gov.au](http://www.oaic.gov.au)**  
**Telephone number: 1300 363 992**

**In writing: Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001**

Individuals may also make a complaint regarding the handling of their health information to the statutory health complaints authority in their State or Territory.

## How can we be contacted?

Individuals should first contact the Director of Nursing of the relevant hospital, the Practice Manager of the relevant medical centre, or the State Collection Services Manager of the relevant pathology service either by phone or in writing.

Contact details can be obtained from the hospital's website or via the Healthscope website: **[www.healthscope.com.au](http://www.healthscope.com.au)**

Individuals can also contact the Privacy Officer at Healthscope Head Office, details below.

**The Privacy Officer**  
**Healthscope Limited**  
**Level 1, 312 St Kilda Road, Melbourne VIC 3004**  
**Email: [Privacy.Officer@healthscope.com.au](mailto:Privacy.Officer@healthscope.com.au)**  
**Telephone: 03 9926 7500**

## Changes to this privacy policy

Healthscope may review, change and update this Privacy Policy from time to time to reflect our current practices and obligations and changes in technology. We will publish our current Privacy Policy on our website at [www.healthscope.com.au](http://www.healthscope.com.au) and the changes will take effect at the time of publishing. You should review this privacy policy regularly and remain familiar with its terms.

Alternatively, a copy of Healthscope's Privacy Policy is available by visiting the Reception of any Healthscope hospital, medical centre, pathology collection service, or Healthscope Head Office.

For a copy of our current Privacy Policy, please contact us at the contact details above.

Last updated May 2014

## 10 TIPS FOR SAFER HEALTH CARE

This information was produced by the Australian Council for Safety & Quality in Health Care, which was set up by the Commonwealth State and Territory governments to improve the safety of health care in Australia.

These 10 Tips can help you to become more active in your health care.

More questions you may want to ask your health care professional are contained in the “10 Tips for Safer Health Care” booklet.

### 1. Be actively involved in your own health care

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

### 2. Speak up if you have any questions or concerns

Ask questions.

Expect answers that you can understand.

Ask a family member, carer or interpreter to be there with you, if you want.



### 3. Learn more about your condition or treatments

Collect as much reliable information as you can.

Ask your health care professional:

- What should I look out for?
- Please tell me more about my condition, tests and treatment.
- How will the tests or treatments help me and what is involved?
- What are the risks and what is likely to happen if I don't have this treatment?

### 4. Keep a list of all the medicines you are taking

Include:

- Prescriptions, over-the-counter and complementary medicines (e.g. vitamins & herbs).
- Information about drug allergies you may have.

### 5. Make sure you understand the medicines you are taking

Read the label, including the warnings.

Make sure it is what your doctor ordered for you.

Ask about:

- Directions for use.
- Possible side effects or interactions.
- How long you'll need to take it for.

### 6. Get the results of any test or procedure

Call your doctor to find out your results.

Ask what they mean for your care.

## 7. Talk about your options if you need to go into hospital.

Ask:

- How quickly does this need to happen?
- Is there an option to have the surgery/ procedure done as a day patient, or in an alternative hospital?

## 8. Make sure you understand what will happen if you need surgery or a procedure

Ask:

- What will the surgery or procedure involve and are there any risks?
- Are there other possible treatments?
- How much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

## 9. Make sure you, your doctor and your surgeon all agree on exactly what will be done

Confirm which operation will be performed and where, as close as possible to it happening.

## 10. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home.

Make sure you understand your continuing treatment, medicines and follow-up care.

Visit your GP as soon as possible after you are discharged.





# AT YOUR SERVICE

## INDEPENDENCE WITH A HELPING HAND

When the everyday chores at home become a little overwhelming, it's hard to know what the best option is. You might want a bit more help than you would normally receive in a retirement village but you don't need all the services of aged care either.

This is when moving to a Lendlease Serviced Apartment makes a lot of sense. Today, more and more people are choosing to live in a Serviced Apartment enabling you to retain your independent lifestyle with a little extra help.

**With eight locations across Victoria, there's bound to be the perfect Lendlease Serviced Apartment village near you.**

For more information or to arrange a personal tour, please call **1800 550 550** or visit [retirementbylendlease.com.au](https://retirementbylendlease.com.au)

You can enjoy the freedom and independence of your own home with the benefit of having your meals provided and your cleaning and heavy laundry done for you.

A little extra help leaves you with more time and energy to enjoy life and the wide range of activities available to you in a Lendlease retirement community.



lendlease



# PLEGA HEALTHCARE CENTRE

[www.plega.com.au](http://www.plega.com.au)

The **Plega Healthcare Centre** is our National Headquarters and **Showroom**, packed with the latest **Mobility Devices, Daily Living Products, Electric Adjustable Beds** and **Lift Chairs**.

Opening hours: Monday to Friday  
9.00 am - 5.30 pm  
Saturday & Sunday  
by appointment only

Address: **1 Kerr Court  
Rowville, Vic 3178**

Contact details: **Phone: (03) 9763 4844  
Fax: (03) 9763 7544  
Email: [info@plega.com.au](mailto:info@plega.com.au)**

**FREE Call 1800 648 648**



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REGISTERED  
NDIS  
PROVIDER**

National Disability Insurance Scheme

**Call now to arrange your no obligation, free, in-home demonstration or showroom appointment**

## HOME AWAY FROM HOME

The Waverley International Hotel is located in Glen Waverley, 2km (4 minutes' drive) away from the Victorian Rehabilitation and is close to shops, restaurants, entertainment, sporting venues and public transport.

In this spacious complex 66 accommodation rooms are available with all the comforts of a luxury hotel plus 7 brand new two bedroom apartments (Orange Serviced Apartments just 5 minutes walking distance from the hotel) all with the personal attention that only a small establishment can offer.

The Waverley International Hotel is fully licensed and caters for local and international cuisine from our A la Carte menu, served in our warm and graceful dining area. No 301 Restaurant is open 7 days for breakfast and serves dinner from Monday – Saturday.

Please ask for the special rate that we have for Victorian Rehabilitation when you make a booking.

Our friendly staff will ensure that your stay at The Waverley International Hotel will be a pleasant one.

03 9560 3311

301 Springvale Road,  
Glen Waverley, VIC 3150  
[reservation@thewaverley.com](mailto:reservation@thewaverley.com)  
[www.thewaverley.com](http://www.thewaverley.com)



## PROPERTY FEATURES

- **Onsite restaurant (No 301 Restaurant)**
- **Free onsite Parking**
- **Free Wifi**
- **Wheelchair access**
- **Walking distance to Train station/Bus stop, shops, cinemas, restaurants**
- **24 hour reception**
- **Daily room service**



**CARE AS I  
WOULD LIKE IT**

# EXCEPTIONAL CARE, LIFESTYLE AND SURROUNDINGS

Sapphire Care enjoys a reputation as one of Victoria's leading Aged Care providers. We provide outstanding permanent, respite, palliative, rehabilitation and short-stay care. Our residences cover a wide area of Melbourne, offering a complete range of care needs. Our residences offer a relaxing and caring environment, with lounge areas, pleasant day rooms, secluded courtyards and landscaped gardens.

In-house chefs prepare a variety of meal choices and the daily activities schedule offers something for everyone. Management and staff are highly trained and experienced professionals, passionate about helping residents enjoy a new stage of life. Our promise is to listen and put residents first.

**Find out more by booking a tour with one of our friendly client service managers.**

- Physiotherapists, Podiatrists and Occupational Therapists at all locations
- Restaurant style service including full hot breakfasts
- Dedicated Respite Rooms
- Lifestyle programs 7 days
- Spacious Double Suites for couples
- Large Suites some with Kitchenettes
- Al Fresco Cafes
- Wellbeing and Sapphire Spa program

**CONTACT US TO FIND OUT MORE!**

**1300 654 368**

To see our residences, please visit us at: [www.sapphirecare.com.au](http://www.sapphirecare.com.au)



**SapphireCare**  
'Care as I would like it'

# Your 5 moments for HAND HYGIENE



<b>1 BEFORE PATIENT CONTACT</b>	<b>WHEN?</b> Clean your hands before touching a patient when approaching him or her <b>WHY?</b> To protect the patient against harmful germs carried on your hands
<b>2 BEFORE AN ASEPTIC TASK</b>	<b>WHEN?</b> Clean your hands immediately before any aseptic task <b>WHY?</b> To protect the patient against harmful germs, including the patient's own germs, entering his or her body
<b>3 AFTER BODY FLUID EXPOSURE RISK</b>	<b>WHEN?</b> Clean your hands immediately after an exposure risk to body fluids (and after glove removal) <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs
<b>4 AFTER PATIENT CONTACT</b>	<b>WHEN?</b> Clean your hands after touching a patient and his or her immediate surroundings when leaving <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs
<b>5 AFTER CONTACT WITH PATIENT SURROUNDINGS</b>	<b>WHEN?</b> Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even without touching the patient <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs

# Move move move!

## Preventing Pressure Ulcers

### What is a pressure ulcer?

- A pressure ulcer (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure.
- Pressure ulcers may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

### Where are they found on the body?

- Pressure ulcers usually occur over bony areas – especially heels, buttocks and toes.



### Who gets pressure ulcers?

- Anyone confined to bed or a chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of getting a pressure ulcer.

### What can you do?

#### ✓ Move, move, move

- The best thing you can do is **relieve the pressure** by keeping active, and **changing your position frequently**, whether you are lying in bed or sitting in a chair.
- If you are unable to move yourself, the staff will help to change your position regularly.
- **Special equipment** such as air mattresses, cushions and booties may be used to reduce the pressure in particular places.

#### ✓ Look after your skin

- **Keep your skin and bedding dry.** Let staff know if your clothes or bedding are damp.
- Tell staff if you have any **tenderness or soreness over a bony area** or if you notice any **reddened, blistered or broken skin.**
- **Avoid massaging your skin** over bony parts of the body.
- Use a mild soap and moisturise dry skin.

#### ✓ Eat a balanced diet

### Want to know more?

- Ask your nurse or healthcare professional.

Disclaimer: This health information is for general education purposes only. Please consult with your health professional to make sure the information is right for you.

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Website: [www.health.vic.gov.au/qualitycouncil](http://www.health.vic.gov.au/qualitycouncil)

# Don't wait.



- 24/7 Cardiac Services
- Acute Sports Trauma Clinic
- Consultant Medical Staff
- Short Stay Admission
- Rapid Referral to Specialist Consultation



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**Knox Private Hospital  
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Thoughtful in-home care when  
you need it the most



Whether it's an extra pair of hands whilst  
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there. Whenever you need us.

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[absolutecarehealth.com.au](http://absolutecarehealth.com.au)

  
**ABSOLUTE**  
— CARE & HEALTH —



The Victorian  
Rehabilitation Centre



## Restoring independence

Providing a tailored rehabilitation program to meet your needs and to reach your goals.

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499 Springvale Road, Glen Waverley VIC 3150 | Phone: 03 9566 2777 | Fax: 03 9566 2913  
[www.vicrehab.com.au](http://www.vicrehab.com.au)

A Healthscope hospital. | ABN 61 069 962 698



# AchieveHealth

[achievehealth.com.au](http://achievehealth.com.au)

Our team of health professionals are committed to working with you to restore your physical ability and potential.

We offer individualised treatments to suit your needs:

- ✓ **Physiotherapy** – managing aches, pains and helping recovery after injury or surgery
- ✓ **Hand Therapy** – improving hand and arm function
- ✓ **Occupational Therapy** – helping to manage at home
- ✓ **Dietetics** – developing a personal nutrition plan
- ✓ **Diabetes Education** – supporting the self-management of diabetes and associated complications
- ✓ **Exercise Physiology** – providing expert exercise conditioning
- ✓ **Psychology** – supporting your recovery
- ✓ **Home Rehabilitation** – providing home-based Physiotherapy and Occupational Therapy



Appointments or Enquiries:

📞 **1300 335 115**

## GLEN WAVERLEY

The Victorian  
Rehabilitation Centre  
499 Springvale Rd  
Glen Waverley VIC 3150

## WANTIRNA

Knox Private Hospital  
262 Mountain Hwy  
Wantirna VIC 3152

## DONCASTER EAST

Blackburn Road  
Medical Centre  
278-280 Blackburn Rd  
Doncaster East VIC 3109





## Dedicated to providing High Quality Health Care to the Community

198 Canterbury Road, Blackburn VIC 3130 | Phone: 03 9845 2333 | Fax: 03 9878 0855

[www.bellbirdprivatehospital.com.au](http://www.bellbirdprivatehospital.com.au)

A Healthscope hospital. | ABN 85 006 405 152

# A helping hand

Need some **extra support** at home while you are receiving **rehabilitation care**? We can assist with a range of home support services to help you get back to your best. We are there for you 24 hours a day, 7 days a week.



**Call us today to see how we can help!**

Phone **1300 4 SUPPORT**  
(1300 478 776)



[www.sccv.org.au](http://www.sccv.org.au)

## PARK AVENUE

ACCOMMODATION GROUP



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PROMOCODE  
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for 10% off Best  
Available Rate\*

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A stone's throw away from Victorian Rehabilitation Centre, Park Avenue is just a short drive down Springvale Road.

We provide quality accommodation at competitive rates with all the comforts of home, well suited for overnight stays and long term stays.

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Discounted rate available for VRC patients, visiting family and friends.

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\*Strictly based on availability

Access 24 hours / 7 days  
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## Ringwood Cancer Centre

Together, step by step

36-38 Mt Dandenong Road, Ringwood East, VIC 3135 | Phone: 03 8804 4000 | Fax: 03 8804 4111  
[www.ringwoodprivate.com.au](http://www.ringwoodprivate.com.au)

A Healthscope hospital. | ABN 88 042 707 542

Because everyone deserves

# the best of care

For more than 70 years, Baptcare has provided care and support for people in our community. Today, that includes in-home services to help people recuperate after a hospital stay. With our support, you can achieve your goals and stay as independent as possible.

Baptcare's  
Home Help  
services  
include:

- Nursing care (e.g. wound care, medication management)
- Transportation to appointments
- Personal care (e.g. showering, dressing, meal preparation)
- Home care (e.g. grocery shopping, laundry, cleaning)
- Respite care at home

If you or your loved one could do with some help at home after a hospital stay, we're here for you.



For more information, call  
13 BAPTCARE (13 22 78)

Baptcare

[baptcare.org.au/homehelp](http://baptcare.org.au/homehelp)

HOME HELP

# Become a blood donor



at your nearest  
**Red Cross Blood Bank**

Do you need someone to care for your loved one?

*Waverley Hill & Iris Grange*  
offer Supported Residence  
for Contemporary Living

We offer the highest standards of personal care for high and low care level clients who are looking for:

- Permanent Accommodation
- Respite Care:  
Weekend, Holidays, Day, Night
- Convalescent Care

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**Whealers Hill & Heidelberg**  
*A Place You Can Call Home*



*Waverley Hill*

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admin@waverleyhill.com.au  
www.waverleyhill.com.au



*iris grange*

569 Upper Heidelberg Road,  
Heidelberg VIC 3084  
Tel: (03) 9458 1311  
mail@irisgrange.com.au  
www.irisgrange.com.au

## UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

### WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL  
DEMENCIA HELPLINE**  
**1800 100 500**



**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENCIA.ORG.AU**

**YOUR BRAIN  
MATTERS**  
YOUR BRAIN MATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at [yourbrainmatters.org.au](http://yourbrainmatters.org.au)





# Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

Drink plenty of water.



Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Vegetables and legumes/beans



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Fruit



Use small amounts



Only sometimes and in small amounts



# A Personal Journey to Aged Care Living



**cumberland view**  
aged care living



I'm Lino and I live at Cumberland View Aged Care – Whalley Drive. I'm here because my wife and I were both in hospital and to go back home meant we had no one there to help us. So

we had to sell the home and we came to live here. My daughter couldn't find a better one than this.

When I first came here I noticed the beautiful gardens and parks and the staff were friendly. It was not easy for me for the first 3 or 4 or 5 weeks but the staff are very good and made me feel welcome and part of the community. Every day that I've been here I've got to like it more and more.

It's a clean place, a big place, you've got your car park, you've got your own shower, you've got your own private toilet, you've got your own private apartment, you've got everything you want.

We've got the doctor that comes three times a week, you've got the lady that cuts your hair, the rooms are clean, there's lots of activities, the nurses are terrific and there's plenty of room to walk around.

It's not 'San Remo' but very close to being one of the best spots for elder people. You can not find a better place than this, absolutely not. I'm very happy here, definitely!

**Come and see it for yourself! PH: 9795 9154**

## Need help caring for a loved one?

We provide quality aged care services including permanent accommodation, dementia services and respite.



**At Cumberland View Aged Care Living, we have two homes on the Wheelers Hill site that you can choose from.**

*Features of the Whalley Drive home include:*

- Spacious apartments with ensuite (most with kitchenette and lounge / sitting area)
- Secure, dementia apartments and areas
- Bus outings / entertainment area

*Features of Windmill Court include:*

- Single or shared homely rooms
- Suitable for higher care needs
- Sensory garden / BBQ

Our staff are friendly, highly qualified and experienced. There is a 24 nurse call system in each room for assistance. Fresh and nutritious meals are prepared daily for residents to enjoy. There are visiting doctors and healthcare specialists for convenience. Close by is Monash Medical Centre.

*Cumberland View also offers Home Care and has a Retirement Village on site.*

**We'll look after your loved one!  
Call us for a tour 9795 9154**

123-127 Whalley Drive, Wheelers Hill, VIC  
[www.cumberlandview.com.au](http://www.cumberlandview.com.au)



 1300 225 354  
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 info@able-living.com  
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For over thirty years, Able Living Group has been supplying our valued customers with mobility, daily living, home care and medical aids. Our experienced and knowledgeable Customer Service Team is always ready to assist:

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- Hire to purchase option
- Approved DVA supplier
- In-house repairs and servicing
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Dining Aids



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