

How we care for you

Our fully qualified carers and registered nurses are trained to deliver the highest levels of care.

All of our employees undergo a thorough recruitment process which includes reference, qualification and ongoing police checks. Careful screening enables us to match the right person with your individual needs.

Many of our employees are trained through Mercy Health Training Institute, our registered training organisation.

Rest assured that your needs will be met by a friendly, skilled and reliable care team member.



Our services

Available around the clock, seven days a week, every day of the year. Services can be provided for as little as one hour through to 24 hour care on a short or long term basis.

Home care	Help with tasks around the house including meal preparation, washing, ironing and cleaning.
Personal care	Assistance with daily care activities including showering, dressing, grooming and supervision of medication.
Home nursing	Nursing support and care including wound care, catheter and bowel care, medication management, diabetes management, palliative care and other nursing needs.
Shopping and transport	Escorted trips to the shops, bank, medical and other appointments.
Socialising and companionship	Friends, companionship and social outings are important to quality of life. We offer support so you can continue to live an active social life inside and outside your home.
Overnight care	We offer active (our carer is awake most of the night) and inactive overnight care.
Respite care	Support for your family or primary carer who may need additional assistance or simply enjoy a short break.
24 hour live-in care	We offer short and long term live-in care, designed by you and your family to suit your needs.

Arranging your care

Services can be arranged by simply calling your local office and speaking with our friendly care team. They will arrange a consultation (free of charge and obligation) in your home to assess your needs and develop a care plan with you.

We support you

Mercy Home & Community Care provides a wide range of care and nursing services to assist people to live a safe and independent life in their home and community.

We support older people, people with a disability, people recovering from surgery or illness, and their carers.

Our team of qualified staff are committed to helping you enjoy an active and fulfilling lifestyle.

Our services are affordable and in most cases can be provided within 24 hours. We are an approved provider of the Australian Government's **Community Aged Care Packages (CACP)**, **Extended Aged Care at Home (EACH)**, **Extended Aged Care at Home Dementia (EACH-D)** and the **Department of Veteran Affairs (DVA)** home nursing service. You can talk to us about your eligibility.

Mercy Home & Community Care is part of Mercy Health, a Catholic provider of health, community and aged care services. We believe in the sacredness and dignity of each person at every stage of life and are committed to providing compassionate care to all people, regardless of culture or religion. The professional, holistic care we give is guided by our values of compassion, hospitality and respect. Our priority is always to care first.

Call our friendly team today

Metropolitan

Eastern Office
152 Springfield Road
Blackburn Vic 3130
Phone: 9894 7666
Fax: 9894 8489

North West Office
67 Cade Way
Parkville Vic 3052
Phone: 9385 9444
Fax: 9380 2692

Southern Office
259 Jasper Road
McKinnon Vic 3204
Phone: 9557 0811
Fax: 9557 0822

Regional

Mercy Health Best of Care
9 Fairlie Street
Hamlyn Heights Vic 3215
Phone: 5272 3133
Fax: 5272 3111

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Mercy Health

Care first



Mercy Health
Care first

Mercy Health Home and Community Care

Supporting your
independence



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