

# MOYNE HEALTH SERVICES RESIDENTIAL AGED CARE

## ADMISSION GUIDE



*Home is where love resides, where memories are made,  
family and friends are always welcome and laughter never ends.*

Acknowledgement:

"Moyné Health Services acknowledges the Traditional Custodians of the land on which we meet today. We pay our respects to their Elders, past, present and emerging."

**Our Purpose:**

**Best Care -  
Every person,  
every time.**

**Our Values:**

**Collaboration  
Accountability  
Respect  
Excellence**

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## WELCOME

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Thank you for considering Moyne Health Services (MHS) as your new home. Our purpose is to provide *best care – every person, every time*. Our Values are defined as Collaboration, Accountability, Respect and Excellence (CARE). We believe that all residents living in their residential aged care facilities are entitled to enjoy the highest standard of care and service provided by a team of competent and concerned professional staff in a safe, happy and comfortable environment.

At MHS all residents are encouraged to participate in decision making and to continue to develop and fulfil their individual personalities and aspirations. All residents should be able to regard the facility in which they live as their home, where they can welcome relatives and friends.

This information booklet explains what services are available at our facility. If you require any further assistance in relation to this information, please contact a member of our team on telephone on (03) 5568 0100.

We look forward to welcoming you to Moyne Health Services.



**Katharina Redford**  
Chief Executive Officer



## Our Purpose

Moyne Health Services' Purpose is defined as, *Best Care – Every person, every time.*

## Our Values

Moyne Health Services' Values are defined as: **C.A.R.E.**

- Collaboration** - Less me, more we
- Accountability** - Own it Do it
- Respect** - Everyone matters
- Excellence** - Better, best, brilliant

Our Values are also supported by symbols depicting specific principles of each value, which are illustrated in the following imagery.



**Collaboration**  
*More we, Less me*



**Accountability**  
*Own it. Do It.*



**Respect**  
*Everyone matters*



**Excellence**  
*Better, best, brilliant*



## Our Community

Port Fairy is a small township, located approximately 290 kilometres west of Melbourne at the point where the Moyne River enters the Southern Ocean at the end of the Great Ocean Road. In 2019 Port Fairy was voted as the 'most liveable community' in Australia.

The township's strength lies in its consolidation of community connections and contrasting place experiences over a compact area; including main street, eateries, shopping and modern and historical landmarks, all within reasonable walking distances.



## OUR HOMES

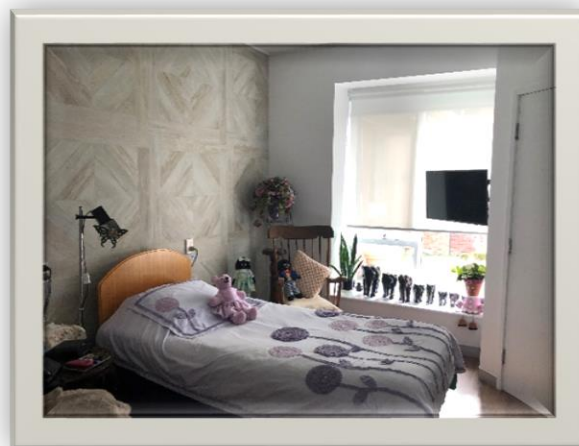
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Whether you prefer quiet surroundings or social living, we have two distinct homes tailored to your needs.

Belfast House is a 30 bed home, surrounded by exquisite home like furnishings, boasting spacious rooms with an abundance of natural light and picturesque gardens.

Moyneyana House is a 52 bed home and regarded as the social hub here at Moyne Health Services. Moyneyana House offers a variety of communal living and meeting areas and is surrounded by country charm gardens. Both homes have unique qualities to suit your individual taste.

Whether you are a resident of Belfast House or Moyneyana House we are committed to ensuring that you continue your independence and spend quality time with your family and friends.



## CARE AND YOUR WELLBEING

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Care and wellbeing is of the utmost importance at MHS - we strive to provide a continuum of holistic care for all aged care and disability conditions. We recognize the importance of providing a range of care services as this is first and foremost for you and your loved ones.

We provide 24/7 nursing care, in house access to Allied Health, which includes Physiotherapy, Occupational Therapy, Dietician, Podiatry services, Pathology, X-Ray, urgent and acute care in our hospital, which is available within the one facility. Our local Doctors are co-located and available to provide 24/7 access to care as required.

We understand that the need to enter into aged care or respite can be life changing and an emotional time for all concerned. To support you and your family through this transition, our Placement Services Manager is available to help guide and support you from the initial enquiry right through to settling into your new home. We can assist you throughout the process from your initial enquiry through to your entry into respite care or permanent placement. Our extensive knowledge and experienced staff are here to help and alleviate what can be a stressful time for all concerned. Our goal is to provide personalized one to one service to ease the process into your new home.

If you require care within our homes, you will be required to undergo an assessment by the Aged Care Assessment team (ACAS). Our Placement Services Manager is available to assist you with this process. Alternatively, you are welcome to contact My Aged Care on phone: 1800 200 244 who can assist you with the assessment process.

**A MOVE TO A MOYNE HEALTH SERVICES' HOME  
IS A CHANGE OF ADDRESS, NOT A CHANGE OF  
LIFESTYLE.**



## LEISURE and LIFESTYLE

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Belfast and Moyneyana House offer a diverse and wide range of leisure and lifestyle activities. Our dynamic lifestyle team are committed to providing recreational and social activities for all walks of life ranging from in house baking sessions, exercise and balance classes, arts and crafts, bingo and trivia just to name a few. You will have access to the MHS Bus for outings which include local and regional trips.

Complimentary services are also offered in both our homes such a happy hour, aromatherapy and gentle massage. Our staff comprise of trained aromatherapy specialists who can provide alternative therapy for relaxation, sleep or general wellbeing in consultation with you and your Doctor.

Special occasions are also celebrated within our homes where family and friends are encouraged to join us and their loved ones. Families/friends are encouraged to take residents out for outings and overnight stay Hairdressing is available onsite for both homes and the staff can assist with making your appointments.

Smart televisions and complimentary Wi-Fi is available in both homes, which will allow you to continue with social networking, accessing your emails and information.



Additional information is available by contacting our Placement Services Manager on telephone (03) 5568 0179.

## DINING

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We offer a vast range of nutritious seasonal meals which are prepared daily on site. Our menu is a four week rotating menu and provides a variety of meal choices. Your dietary requirements, likes, dislikes, allergies and cultural preferences are also fully catered for. We have designated regular meal times, however these are flexible and can be tailored to suit individual needs. Setting up a room for family celebrations such as a birthday is also welcomed. We encourage you to speak with our friendly staff for assistance if you wish to arrange a get together. Family and friends are welcome to share a meal with you and your loved one. Meals can be ordered in advance through our catering staff.

If you have a favourite meal or recipe, we'd love for you to share that with us. We may be able to prepare it for everyone!





## CLOTHING and LAUNDRY SERVICES

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A recommended clothing list is provided to you prior to entry, which will assist with organizing your wardrobe. A complimentary full laundry service is available daily and provided from our dedicated friendly staff. Clothing that is required to be hand washed or dry-cleaned is the responsibility of you or your family/representative.

## CULTURAL and SPIRITUALITY

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On admission to the home, we will ask you about your wishes regarding pastoral care. Clergy visit on a regular basis with private arrangements made for the receiving of communion. In a specific time of need, the care staff can arrange for a minister of religion to visit if requested by you or your family. An Anglican Communion Service is held weekly. A Catholic Mass is held monthly. Pastoral Care Workers visit regularly. Any cultural requirements are discussed with the care staff.

We will also work with you and your family to recognise culturally important celebrations and customs. We have access to interpreter services as required

## FEEDBACK

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We welcome all feedback as this is very important to us and an opportunity for improvement. We value your participation and are interested in your suggestions, complaints or compliments. Residents and representative meetings are held monthly in both our homes. This is an ideal way to meet the other residents and their representatives and to be involved with matters relating to the residents home services.

## JUST LIKE HOME – your place, your space!

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We want your new home to be 'just like home' so please bring along some personal items and furnishings along to decorate your new room to suit your personal taste. You are welcome to bring small items of furniture for example, armchair and a chest of drawers or side table. You are also welcome to bring your favourite paintings, family photos / ornaments. You may also like to bring along your own quilt or bedspread. Our friendly maintenance team can assist you with arranging your personal paintings and small items of furniture.

## VISITING PETS

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Pets are welcome to visit and continue their loving relationship with you. We ask that you please advise staff if you wish to have regular visits. Pets must be clean, wormed and free from fleas and house trained. We ask that pets are well controlled and on leads when visiting as not all residents are animal lovers.

## RESPIRE

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At MHS we recognize the importance of respite for both you and your carer to have a break. We offer short stays in both Belfast and Moyneyana providing care support to improve your health and wellbeing. Having regular stays with us can help you to remain independent in your home. During your stay you can keep busy by joining in our activity groups or simply relax. Respite also allows you to become familiar with the home and environment and establish relationships with staff and other residents if you are considering permanent stay.



## GENERAL INFORMATION

The following is a summary of general information which may also assist with your transition in your new home:

- We encourage visitors at any time.
- Each home has a small library you are invited to access.
- The local Port Fairy Pharmacy deliver and supply medications to both homes, however, you may wish to access another Pharmacy of choice
- The local Newsagent will deliver your daily newspapers/magazines to your new home at your own cost.
- Mail is delivered to your home Monday to Friday if you wish to continue managing your own mail.
- MHS is a smoke free environment.
- A telephone is supplied and connected in your room.
- A Resident trust/petty cash account is available for your convenience.
- A safety deposit box is available on site if you wish to use for valuables at any stage.
- If you wish to be removed from the electoral role, please arrange this prior to entry or as soon as possible. If you wish to remain voting, visiting officials will visit both homes.
- Accounts are sent on a monthly basis with direct debit arrangements

### Inspections welcome

We invite you or any members of your family to visit Moyne Health Services, meet with our staff and take a tour of our facility. To arrange a tour, please contact our Placement Services Manager on telephone (03) 5568 0179, or email [ross@moynehealth.vic.gov.au](mailto:ross@moynehealth.vic.gov.au). We look forward to meeting with you and your family.

### Additional Information – document references

Document Name	Reference
Charter of Aged Care Rights	<a href="https://www.agedcarequality.gov.au/consumers/consumer-rights">https://www.agedcarequality.gov.au/consumers/consumer-rights</a>
Aged Care Quality Standards	<a href="https://www.agedcarequality.gov.au/providers/standards">https://www.agedcarequality.gov.au/providers/standards</a>
My Aged Care	<a href="https://www.myagedcare.gov.au">https://www.myagedcare.gov.au</a>
Department of Human Services; Residential Aged Care Calculation of your cost of care form	<a href="https://www.humanservices.gov.au/individuals/forms/sa457">https://www.humanservices.gov.au/individuals/forms/sa457</a>

### General notes



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AT MOYNE HEALTH SERVICES OUR STAFF  
WORK AS A TEAM TO ENSURE DAILY LIFE IS AS  
SMOOTH RUNNING AND ENJOYABLE AS  
POSSIBLE.





*I must thank Bec Ross the Placement Officer at Moyneyana for her welcoming smile. Nothing was ever too much trouble. When one's parent is about to enter an Aged Care Facility everyone should have a person such as Bec to help them to understand the intricate ways one must traverse when entering this phase of one's life. On behalf of my siblings, thank you Bec, I think you met more than half of them!*

*And a big thank you to all the staff who helped my mother in her everyday life, I'm afraid I can't remember all your names. One day she arrived back at Moyneyana too late to attend lunch but the cook insisted on making her a delicious sandwich.*

*Thank you to all for allowing my mother, Patricia Theresa Grace to have a beautiful experience during her time with you. Michele Crow*