

What is Residential Care?

Residential Care services provide accommodation and support for people who can no longer live at home.

Our commitment is to:

- Provide you with a safe, secure home like environment.
- Provide high quality care by qualified staff to meet your needs.
- Assist you to be as well, physically and mentally as you possibly can be.
- Acknowledge the importance of continued community involvement.
- Focus on your individual needs and promote person centered care.
- Actively involve and support you in making decisions about your care.

Am I eligible for Residential Care?

- You must be assessed by the Aged Care Assessment Team (ACAT) who will determine your eligibility and the level of care required before you can be accepted into Residential Care.

Admission process:

If you think one of the EWHS Residential Care Homes might suit you or a member of your family, the first step is to contact the Campus Manager or Nurse Unit Manager of the Health Service Campus. An appointment can be made for you to meet to obtain information about the care and services offered and to have a tour of the “Home”.

You may need to speak to the EWHS Accountant to discuss fees and charges. This can be organised for you.

Respite Care:

Respite care is offered with the primary purpose of giving you and your carer a break from the usual care arrangements.

You must be assessed as eligible for respite by ACAT. You may receive up to 63 days of respite care per financial year. There is a daily charge for respite.

Services available:

- General Practitioner
- Specialist referral
- Aged Care Assessment Service
- Physiotherapist
- Occupational Therapist
- Podiatrist
- Dietician
- Hairdresser
- Laundry
- Social Leave – up to 52 days /year away from the “Home” (ongoing fees and charges apply)

Lifestyle Support:

All “Homes” have an Activities and Lifestyle Coordinator who oversees the Activities Program which may include:

- Clergy and church services
- Community events
- Outings
- Cooking
- Board games
- Bingo
- Craft



Our Mission: To provide health services that support healthy communities.

Our Vision: To be one of the healthiest communities in rural Victoria.

Our **Compliments, Concerns or Complaints (CCC)** system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person
- Obtain a CCC feedback form from any campus reception
- Download a complaints form from our website www.ewhs.org.au

The Aged Care Complaints Scheme:

The “Scheme” provides a free service for people to raise a concern about the quality of care or service delivered to people who receive Australian Government subsidised residential care. Ph: 1800 550 552

Culture, Communication and Language:

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

Privacy and Confidentiality:

We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected.
- Share it with only those that you give consent to.

**Campuses
are located at:**

Birchip Campus
28 Duncan Street
Birchip 3483
Ph: 5477 7100

Charlton Campus
94 High Street
Charlton 3525
Ph: 5477 6800

Donald Campus
1A Aitkin Avenue
Donald 3480
Ph: 5478 6200

St. Arnaud Campus
52 North-Western Road
St. Arnaud 3478
Ph: 5477 2100

Wycheproof Campus
19 Grandview Street
Wycheproof 3527
Ph: 5478 0700



East
Wimmera
Health
Service

Cultivating Healthy Communities

**Residential
Care**

