

# Frankston Hospital

## Patient and Visitor Information Guide



**Peninsula  
Health**



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# Behavioural Contracts at Peninsula Health

Peninsula Health is committed to working in partnership with patients, clients, families and carers to ensure the best possible care. A patient's healthcare is a shared responsibility, so it is important that everyone understands and acts on their responsibilities.

In some cases, a patient may be required to agree to a Behavioural Contract to continue receiving care in the hospital. The contract will ensure that the patient agrees to be respectful in all dealings with both their healthcare team and with other patients in the hospital. It also states that any violence or aggression, physical or verbal, will not be tolerated by Peninsula Health staff.

A breach of a Behavioural Contract may see a patient's care terminated by Peninsula Health.

If you have any questions or concerns, please speak to the Nurse in Charge.

## Interpreter Service

### 传译服务



我们可为患者提供传译服务。传译员可在医院现场或者通过电话提供服务。我们还可提供澳洲手语传译服务。

如果您需要传译服务或澳洲手语传译服务，请向我们提出要求。

### Услуги переводчиков



У нас есть доступ к услугам переводчиков для наших пациентов. Переводчик может переводить для вас в больнице или по телефону. Мы также можем пользоваться услугами переводчиков жестового языка Auslan.

Если вам нужен обычный переводчик или переводчик жестового языка Auslan, просим сообщить об этом нам.

### Servizio Interpreti



Siamo in grado di fornire un Servizio Interpreti ai nostri pazienti. Un interprete può esservi di aiuto sia in ospedale che al telefono. Possiamo anche fornire servizi Auslan (linguaggio dei segni), chiedetecelo.

Se avete bisogno di un interprete o di servizi Auslan, ditecelo.

### Υπηρεσία Διερμηνέων



Έχουμε πρόσβαση σε Υπηρεσία Διερμηνέων για τους ασθενείς μας. Ο διερμηνέας μπορεί να σας βοηθήσει είτε στο νοσοκομείο ή τηλεφωνικά. Έχουμε επίσης πρόσβαση σε διερμηνείες νοηματικής γλώσσας Auslan.

Αν χρειάζεστε διερμηνέα ή υπηρεσίες νοηματικής γλώσσας Auslan, σας παρακαλούμε να μας ενημερώσετε.

### خدمة الترجمة الشفهية



يتمكننا الوصول إلى خدمة الترجمة الشفهية من أجل مرضانا. ويمكننا للمترجم في المستشفى أو عبر الهاتف. يمكننا أيضًا استخدام خدمات الشفهية مساعديكم إما ن لدينا مصاعب في السمع (مأوّلان) الترجمة ل

مشفهية أو لخدمات أوّلان، الرجاء أن تطلب منا ذلك. إذا كنّت بحاجة إلى مترج

# Welcome to Frankston Hospital

This guide will provide you with some information regarding your stay with us. If you have any questions, please do not hesitate to ask our friendly staff.

Frankston Hospital is part of Peninsula Health – the major provider of health care services on the Mornington Peninsula.

We are committed to providing safe, personal, effective and connected care for you; for every person, every time. We recognise you as an essential member of the health care team and aim to actively involve you and your family in care planning and decision making during your stay.

We welcome feedback and encourage you to let us know anything we can do to improve your care or experience.

**Brendon Gardner**

**Executive Director, Operations**

**Peninsula Health**



## About Peninsula Health

Peninsula Health is accredited to provide care across a range of sites. We serve the Frankston and Mornington Peninsula community offering comprehensive care including:

- Emergency Services;
- Intensive Care Services;
- Surgical Services;
- Medical Services;
- Mental Health;
- Maternity Care;
- Women's and Children's Services;
- Chemotherapy;
- Dialysis;
- Hospital in the Home;
- Rehabilitation;
- Community Health Services;
- Aged Care; and
- Palliative Care.

Peninsula Health employs over 5,800 people and is supported by more than 750 volunteers and community members.

## Teaching Centre

Frankston Hospital works closely with universities and specialist training colleges to train the next generation of health professionals. During your stay with us, we may ask if a medical student can participate in your care, under the supervision of our trained staff. We also have many doctors who are in specialist training programs, and who may take part in procedures or operations, under the supervision of a specialist. Doctors working at Peninsula Health can be trained through to specialist level, meeting the requirements of many professional colleges (such as the College of Surgeons, the College of Physicians, the College of Anaesthetists, the College of Obstetrics and Gynaecology, and others). You should feel comfortable to ask what level of doctor is providing your treatment, and what contribution they will be having to any surgical procedure.





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## Aboriginal and Torres Strait Islander Health

We provide a range of culturally appropriate services for Aboriginal and Torres Strait Islander people across Frankston and the Mornington Peninsula. Our response to Aboriginal and Torres Strait Islander health is sensitive, inclusive and integrated across all of our sites. For more information about these services, please contact our ACCESS workers on 1300 665 781.

The Aboriginal and Torres Strait Islander Hospital Liaison Officer (AHLO) provides support and advocacy to Aboriginal and Torres Strait Islander patients during their stay in hospital. The AHLO will work in partnership with Peninsula Health staff and other primary healthcare providers to support Aboriginal and Torres Strait Islander clients and their families. Please call 0417 542 569 to speak with our AHLO.

## Alcohol and Other Drugs

In the interest of safety of patients, staff and visitors, we ask that you do not drink alcohol on any Peninsula Health premises or take drugs that have not been prescribed by your treating doctor.

Visitors are asked not to bring alcohol or drugs onto any hospital premises.

## Allergies

If you are allergic to any food, medicine and tapes, please make sure you tell medical and nursing staff about your allergies and the kind of reaction you have.

If you have a known allergy, please make sure you have a red alert identification band around your wrist or ankle.

## Antibiotics and the Antimicrobial Stewardship Team

Antibiotics are a precious resource. Overuse leads to antibiotic resistance, and some antibiotics are beginning to lose their power to fight infection.

At Peninsula Health, we have a dedicated team of antibiotic specialists (the Antimicrobial Stewardship Team) who make sure you are treated with the right antibiotic, at the right dose and for the right amount of time.

This can reduce antibiotic resistance and prevent you from experiencing any unwanted effects. If you have any questions or concerns about your antibiotic treatment, ask your doctor or ward pharmacist for advice. You can also call the Hospital Pharmacy (03) 9784 7602 or 7603.

## Automated Teller Machine (ATM)

There is an ATM in the main foyer of Frankston Hospital near main reception and one in the reception area of the Frankston Integrated Health Centre.

## Baby Change Facilities

There are 11 baby change facilities throughout the Hospital. Please speak to Peninsula Health staff if you require directions to the nearest facility

## Beds

### Mixed Gender Rooms

We try to avoid having men and women admitted into the same room but sometimes this cannot be helped. This might happen if you become very unwell and you need to be close to the nurse's desk for observation or because of the demand on beds throughout the hospital.

### Moving Beds

There may be times when we need to move you from your original bed to another bed or room. We will do our best to keep disruption to a minimum.

If we need to move you and you are registered to use your bedside telephone, it will automatically be connected to your new bed. Your TV will be reconnected as soon as possible. This may be the next morning if the bed move is late in the day or night.

## Bedside Handover

Nursing handover takes place at your bedside at each change of shift. During this handover, you will be introduced to your nurse who will be taking over your care. Nurses will use discretion when discussing sensitive information.

Peninsula Health encourages you, and if you wish, your family, to be involved in handover discussions in order for you to be informed and involved in your care and treatment options.

## Cafes and Kiosks

Visitors can buy refreshments from the following food outlets:

### Pink Ladies Kiosk

The Pink Ladies' Kiosk is in the main foyer of Frankston Hospital.

The kiosk is run by volunteers. It is open Monday to Friday from 8.30am to 5.00pm, and on Saturday from 8.30am to 4.00pm. In addition to food and drinks, they also provide toiletries, newspapers and magazines, books, greeting cards and gifts.

The Pink Ladies visit the wards daily, selling newspapers and magazines.

### Domino's Café

Domino's is located on the ground floor of the Frankston Integrated Health Centre on Hastings Road, next to the main hospital building. It is open from 7.00am to 4.00pm, Monday to Friday.

### Kafé K

The main Kafé K is located on Level 2 of Frankston Hospital. Take the main lift to Level 2 and follow the signs. There is a smaller Kafé K on Level 3 next to the Pharmacy and near the main entrance.

Both Kafé K facilities are open 7.30am to 8.00pm, 7 days a week.

## Call Button

There is a call button beside each bed. We will show you how to use this when you arrive for admission.

Please use this to alert the nursing staff whenever you need assistance.

If another patient needs help, please press your call button straight away to alert the nursing staff.

## Care Call

Patients and families or carers can often recognise when they or their loved one is getting sicker, sometimes before it is recognised by the health professionals caring for them. This is because they know the person better and can pick up on subtle changes a stranger can easily miss. In addition, family members/carers will often spend longer periods of time with the patient than staff providing care to multiple patients are able to do.

This is why, we strongly encourage you to let a staff member know if you have any concerns about your own or your loved one's medical condition with your doctor or nurse. It is their role to investigate your concerns and respond accordingly. If you continue to have concerns or feel like you are not being listened to, we encourage you to speak to the nurse in charge or a more senior doctor.

If your concerns are not resolved, we encourage you to make a *Care Call* by contacting Frankston Hospital switchboard on **(03) 9784 7777** and telling the operator you wish to make a 'Care Call'. The operator will need to know the name of the patient, and the ward and bed number are also helpful if you know them, but these are not essential. The operator will connect your call to a senior staff member, who will listen to your concerns and respond, generally by arranging an urgent medical review.

## Spiritual Care and Sacred Space

Spiritual Care Practitioners, as part of the holistic care team, offer spiritual and emotional support to patients, families and carers during times of uncertainty and personal crisis.

We believe and respect that everyone has their own way of responding to life, whatever their faith, tradition, belief or spiritual identity.

Spiritual Care seeks to acknowledge our common humanity, respecting each person's individual faith and culture.

We also offer religious and sacramental care on request, and can arrange for your faith representative to visit you at any time.

The Sacred Space is located near the main foyer on Level 3. Everyone is welcome to use this space as a place of peace, prayer, meditation and reflection.

Please ask if you would like us to contact the Spiritual Care Team for you or you can phone (03) 9784 7777 and ask to speak with a member of the team.

## Child Safety

Peninsula Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the cultural safety of Aboriginal children, children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

We have zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously.

We have a legal and moral obligation to contact authorities when we are worried about a child's safety.

We are committed to preventing child abuse and identifying risks early and working with parents and carers to reduce these risks.

## Consent and Treatment Decisions

We must obtain consent from you or your guardian before any procedure, operation or treatment. This means that we need to check that you understand what you or your guardian are agreeing to.

When we ask you or your guardian for consent, we will provide information to assist your decision-making. This includes information about the expected benefits, as well as risks and possible side effects and complications. We also explain what alternatives there are to having the procedure, operation or treatment. We need to know if you do not understand. If you speak a language other than English, we will use an interpreter to communicate with you in your own language. If you are unable to provide consent, we will obtain consent with alternative decision makers, as we are obliged to do according to legislation.

We encourage you to ask questions. We will answer as fully as we can. This helps us understand what is important to you. If you need an interpreter because we have wrongly assumed you do not need one, please tell us so we can arrange one.

You have the right to refuse or withdraw consent at any time.

## Discharge, What Happens When I Leave Hospital?

Discharge time is usually 10.00am. Unless you are from a nursing home or hostel, you will arrange your own transport home.

We will discuss plans for your discharge with you and your family soon after your admission. This helps us to plan your care with you.

Family or carers picking up patients can use the 10-minute drop-off parking bays at the main entrance of Frankston Hospital, or the 20-minute drop-off parking bays in front of surgical services (Ground Floor, A Block).

If you are going home, we will give you a discharge information sheet and a medical discharge summary of your care with us. We will ask if you give permission for us to send a copy of this summary to your GP and/or your specialist. Before you are discharged, we will arrange any services and equipment that you may need when you go home.

If you are being discharged to a hostel or nursing home, we will send the information they need to continue to your care.

### Discharge Destinations

Most people are discharged to the place where they usually live.

Some patients might need more support before going home. This support can include:

- **Inpatient Rehabilitation Services** – an intensive therapy program to help you recover from illness, operation or injury;
- **Geriatric Evaluation and Management Services (GEMS)** – an inpatient program for complex, chronic or multiple health conditions which provides further assessment and therapy;
- **Transition Care Program (TCP)** – a program that provides extra care and support for you and your family. This program may take place in your home or in a residential setting in the community; and
- **Respite Care in a Residential Care Facility.**

## Hospital in the Home

Your treating doctor might refer you to our Hospital in the Home (HITH) service. This means you can have the same treatment at home that you would receive in hospital.

If you are referred to this service, our Hospital in the Home nurses will see you in the hospital first to explain the service, answer your questions and obtain your consent to treatment at home. As part of the service, the nurses will visit you at home, provide you with care, monitor your condition, and refer any concerns back to the Hospital in the Home doctor. There may be times when you need to attend the Hospital in the Home clinic, private consulting rooms or Outpatients for review of your management and treatment.

## Community Rehabilitation Program

Our Community Rehabilitation Program provides short-term rehabilitation for people recovering from an illness, injury, surgery, and/or hospitalisation. The program offers both home-based services and centre-based services delivered by physiotherapists, occupational therapists, speech pathologists, dietitians and social workers.

Centre-based services are provided at the Frankston Community Rehabilitation Centre (Golf Links Road), Mornington Community Rehabilitation Centre (The Mornington Centre) and Rosebud Community Rehabilitation Centre, located adjacent to Rosebud Hospital.

Clients may receive a combination of home-based and centre-based services.

Referrals to the program can be made by hospital staff, GPs or community services. Queries can be directed to our ACCESS Service on 1300 665 781.

## Outpatients

Many patients require follow-up care through their local doctor, a specialist at their private rooms or in an Outpatients Clinic. If you have been referred to an Outpatients Clinic, the person referring you will send the referral to Outpatients, who will contact you either by phone or in writing with an appointment time after you have been discharged.

We try to make appointment times that will suit you. We ask that you call us if there are any issues with your suggested appointment time.

Some of our Outpatient clinics only run once a week, fortnightly or monthly, usually on the same day of the week, so we ask you to be flexible in terms of your availability to attend. If you decide not to attend, please let us know so that we can offer your place to someone else.

Most of our outpatient clinics are run at Frankston Hospital. We also run clinics at other sites in Frankston, Mornington and Rosebud. We try to run the clinics on time to minimise waiting times for all patients. Sometimes, urgent patients need to be fitted in or patient assessments are more complex than expected. This can result in longer wait times for some clinics on some days.

Please make sure we have your correct contact details. If you are not going home to recover, you will need to give us the contact number for the place where you will be staying.

If you wish to check your Outpatient appointment details, please contact the Outpatient Service on (03) 9784 7650.

## Looking After Your Health in the Community

There are many community-based programs around Frankston and the Mornington Peninsula available to help keep you healthy and remain independent in the community. For information on walking groups, strength training and other physical activity options, phone our ACCESS team on 1300 665 781.

## Other Discharge Services

You might be referred to other services, including those listed below. Please ask us for information on services you are referred to that you need more information about:

- Domiciliary Care;
- Continence Clinic;
- Falls Prevention Clinic;
- Memory Clinic;
- Community Rehabilitation Program: Home and centre based rehabilitation program (Frankston and Rosebud);
- Movement Disorder Clinic; and
- MEPACS (personal alarm and monitoring service.).

For more information about any of these services, phone ACCESS on 1300 665 781.



# Your rights when you use health services in Victoria

health



Easy to read



- Safe and good health services



- Respect



- Good communication



- Privacy



- You can make choices



- You can give feedback



Phone 1800 136 066

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

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

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## Diversity

Peninsula Health recognises, respects and values the diverse needs of our patients, carers and families. Our care is inclusive and respectful of your cultural, linguistic, religious, sexual or gender orientation or ability.

We provide care based on your individual needs that is safe, personal, effective and connected.

Peninsula Health is proud to be the first health service in Australia to demonstrate its commitment to LGBTIQ inclusivity by achieving Rainbow Tick accreditation – to ensure that all Peninsula Health staff provide person-centred, individualised care.

## Enquiries About Patients

Family and friends enquiring about you should phone you directly. If they cannot reach you or if you are too unwell to answer, then they can call our main switchboard. Our switchboard and ward staff are only able to give out general information about patients. We will not give any information about your treatment and condition over the phone.

Where possible, all enquiries will be directed to your bedside phone. If you do not wish to receive phone calls, please advise staff who will arrange this.

Switchboard phone: (03) 9784 7777.

## Falls Prevention

Did you know that many incidents in hospitals are related to falling? Everyone has a role to play in preventing falls.

### Staff Will:

- Help you to settle in, keep your surroundings safe and provide you with falls prevention information; and
- Assess your risk of falling and discuss the results with you to develop and implement a care plan suited to your needs.

### What You Can Do:

- Bring to hospital any equipment you normally use such as glasses, walking frames and hearing aids
- If you are short-sighted, wear your glasses when walking. Take special care when using bifocal and multi-focal glasses;

- Wear comfortable clothing that is not too long or loose. When walking, wear comfortable, low heeled and non-slip shoes that fit you well, rather than slippers;
- Keep your call bell within easy reach and use it when you need help;
- Let staff know if you feel unwell or unsteady on your feet; and
- Familiarise yourself with your room, its furniture and bathroom. Look out for any hazards such as spills and clutter that may cause a fall and let staff know about them.

## Freedom of Information

Under the Freedom of Information Act 1982, you can ask for access to your medical record and personal information held by Peninsula Health. We will ask you to complete a special application form, and a fee may apply. If there is information in your record which is incorrect, you can ask us to correct it.

If you have any questions about what happens to information about you, please contact our Freedom of Information Officer on (03) 9784 7624.

## Identification Bands

We will ask you to wear an identification band around your wrist or ankle. Your name and other important details are recorded on this band. This band must be worn during your stay in hospital so we can easily identify you so that you receive the right treatment and care.

We will ask to see (or scan) your identification band before giving you any medication or treatment.

If any of your personal information has changed or is incorrect, please tell us immediately.

## Infection Prevention and Control

Hand hygiene and washing your hands is the best way to prevent infection both in and out of hospital. Even when our hands look clean there can be many germs living on them. Germs can easily pass to others and be left on surfaces to spread infection.

All staff and visitors must wash their hands or use antiseptic hand rub before and after touching a patient. There are containers of antiseptic rub at bedsides and throughout the hospital for everyone to use.



If you are not sure if a health care worker has cleaned their hands, it is ok to ask them to do so – because we care about your health.

Please ask any family or friends not to visit you if they are unwell. It is important for your family and friends not to visit you if they have a cold, flu, diarrhoea and vomiting or fever and rashes, as these could spread to our patients and make them sicker.

## Interpreter Service

All patients can access our Interpreter Service. An interpreter may help you either at the hospital or by phone. We also have access to Auslan Signbank services.

If you need an interpreter or Auslan services, please tell us.



## Mail

Mail is delivered to the wards Monday to Friday. If your family or friends would like to send you a card or letter, please ask them to address it to you with your name, ward, and our address:

C/- Frankston Hospital  
P O Box 52  
FRANKSTON VIC 3199

## Meals

Meals for patients are prepared each day in our hospital kitchens by trained chefs. We use quality ingredients to make sure your meals are nutritious and tasty. There is a daily menu to select from that accommodates dietary requirements as well as cultural and spiritual needs.

Please tell us if you have any dietary allergies or intolerances so we can make sure you receive food and drinks that are safe for you. Even after you tell us, we will check often to make sure we do not make you sicker.

Someone from our food services department will visit you each day to take your menu selection. Please tell them if you have any specific dietary needs. If there is a sign above your bed that relates to your diet that is wrong, please tell us.



## Meal Times

Meal times vary across the units and wards at Frankston Hospital. Please ask your nurse for information. Please tell us if you need help with your meals or if you would like your loved one/family to be with you during meal times.

## Special Diets

If you have special dietary requirements, our staff, including dietitians and speech pathologists, can assist you with menu selection and meal provision so we meet your needs. Please ask if you would like to be referred to a dietitian or speech pathologist.

## Bringing Food to Hospital

It is important to check that all food brought into the hospital is both suitable and safe.

Peninsula Health does not accept responsibility for food prepared outside the hospital and brought in for patients by relatives and visitors. This includes food from onsite cafeterias.

Any food brought into the hospital should be suited to your dietary needs and meet food safety standards.

Please advise us if visitors have brought food for you to eat.

Perishable food brought into our facilities must be covered, dated and labelled with the patient's name and placed in the refrigerator within 15 minutes of arrival. All high-risk food must be consumed within 24 hours or it will be discarded. Transporting food long distances is not recommended as temperatures cannot be maintained.

Potentially hazardous foods include raw and cooked meats, poultry, seafood and fish, rice and pasta, dairy products, soft cheeses, deli meats and pâtés, soups and sauces.

Food intended for reheating must be reheated to a core temperature of 75°C or according to manufacturer's instruction. Food cannot be reheated twice and must be discarded. Reheating of food will be undertaken by our trained ward staff to ensure compliance with food safety standards.

Please ask for our Food Safety Guidelines brochure for more information about bringing food into the hospital.

## Medical Certificates

If you or your carer need a certificate for work, Centrelink or insurance, please ask your treating doctor or nurse as early as possible so that we do not delay your discharge.

## Medications

### Bringing Your Own Medications to Hospital

Please bring all your usual medications with you when you are admitted, including any prescribed and over-the-counter medicines that you may be taking. We will need to check them. They will be stored safely while you are with us and returned to you when you leave. This is because we have procedures we must follow that help us to keep you safe.

### Medications Supplied by the Hospital

Peninsula Health will supply your medications during your stay. We may use your eye/ear drops, nasal sprays, inhalers or specialised medications.

### Taking Your Medication Safely

Our pharmacist will work with you and your treating doctor to make sure your medications are prescribed and taken appropriately.

Our pharmacist will discuss with you:

- What your medication is for;
- How and when to take your medication;
- Possible side effects of your medication;
- Any other important information you may need to know; and
- Any questions or concerns you may have about your medication.



## What You Can Do To Help

Before you are given your medications, make sure the doctor or nurse has checked your identification band and has asked your name. Peninsula Health has an electronic medication management system, which includes an additional safety feature, which enables us to scan your identification band against the medication order.

- Don't be afraid to tell your nurse or doctor if you think you are about to get the wrong medication;
- Ask your nurse, doctor or pharmacist to explain how you should use each medication and any possible side effects;
- Know what time you usually get your medication. If you don't get it, tell your nurse or doctor;
- If you do not feel well after taking your medication, tell your nurse or doctor;
- If you think you are having a reaction to the medication, ask for help immediately; and
- If it is hard for you to ask questions about your medications, a family member or friend can ask questions for you.

## Discharge and Outpatient Prescriptions

Before you go home we may give you a doctor's prescription for medications.

Peninsula Health provides pharmacy services for patients being discharged during business hours. Alternatively, the prescription may be taken to your local pharmacy on the day of discharge; this is to make sure you receive the medications you need to take on that day. You will need to pay for these.

If you are discharged to a residential care facility, our hospital pharmacy will contact the facility and arrange your medications with them.

Please refer to your ward pharmacist if you have any medication related enquiries.

## Parking

Parking is available onsite at Frankston Hospital. Parking fees apply 24 hours a day.

Accessible parking is located on the ground floor of the multi-deck car park and outside the Emergency Department.

Concession or Healthcare Card Holders are eligible to receive a 50% reduction on car parking fees on presentation of a valid card to main reception (Level 3) or Emergency Department Triage (Level 1).

There are free taxi phones inside the main entrance of the hospital (Level 3) and in the waiting area of the Emergency Department.

## Partnering with You – Safe, Personal, Effective, Connected Care for Every Person Every Time

We will partner with you, your family and carers in all aspects of your care. We recognise you as a key member of the health care team and will actively involve you in the planning and decision making that occurs during your inpatient stay.

Please do not hesitate to talk to your doctor, nurse or members of your health care team if you have any questions or concerns regarding your care or changes in your condition.

## Get Involved

You can also help us provide the best care for our community by getting involved in the way we plan and deliver care and services. You can join one of our Committees, Community Advisory Groups, or our extensive volunteer programs that offer an exciting range of ways for you to be involved in your local health service.

For more information, please contact the Consumer Participation Program Manager.

Phone: (03) 9784 2665

Email: [consumerparticipation@phcn.vic.gov.au](mailto:consumerparticipation@phcn.vic.gov.au)

# Patient Eligibility

## Things We Will Ask You During Your Admission

We will ask you if you identify as Aboriginal or Torres Strait Islander so that we can contact support for you, and so that we can monitor how responsive we are to the needs of Aboriginal and Torres Strait Islander's who come to us for help.

We will ask you if you prefer to identify as other than male or female, so that we can provide the appropriate support services for you, and so that we can monitor how responsive we are to the needs of members of the Rainbow Community who come to us for help. If you do not want your gender identity to be shared with other services, such as your GP, please tell us so that we can communicate the way you want us to (for example when we send a discharge summary to your GP).

When you are admitted to a public hospital in Australia, you (or your carer) need to tell the hospital if you want to be treated as:

- A private patient (details below); or
- A public patient.

We also need to know if you are an eligible:

- Veterans' Affairs patient (DVA card holder);
- WorkCover or Transport Accident Commission (TAC) patient;
- Member of the Department of Defence (Armed Services); or
- Overseas patient.

When you are admitted to hospital, please bring your Medicare card and any other health fund cards, pension or Veterans' Affairs cards you may have.

## Private and Public Patients

You can choose to be treated as a private or public patient.

### Public Patients

Do not have to pay anything for your inpatient care. If you are a public patient you will be treated by a team of doctors nominated by Peninsula Health.

### Private Patients

Using your private health insurance while being admitted at Frankston Hospital assists with much needed funding so we can continue to offer high quality services to our community.

Being treated as a private patient costs nothing to you, you will have no out-of-pocket medical expenses and your health fund gap or excess (applicable to your admission) will be paid on your behalf. All hospital accounts and paperwork will be completed by our Private Patient Liaison Officers.

Please ask us if you have any questions about your private health insurance coverage, or call the Private Patient Liaison Service on (03) 9784 8056.

## Veterans' Affairs Patients

Eligible Veterans' Affairs (DVA) Health Card holders are entitled to services and benefits designed to make your hospital stay easier. The benefits include: complimentary television connection, telephone credit and a daily newspaper. Your hospital expenses are covered by the Department of Veterans' Affairs. The Private Patient Services Officer can assist you with determining your level of cover.

The Frankston Veterans' Centre can arrange a friendly visit by a member of the Frankston RSL Visitation Team or a Welfare Officer. For further information and assistance, please contact the Frankston RSL on (03) 9783 2288.

## WorkCover and Transport Accident Commission Patients

WorkCover and TAC patients have their hospital expenses covered by these third party providers once a claim has been lodged and accepted. Please ask us if you have any questions about making a WorkCover or TAC claim, or call the Private Patient Liaison Service on (03) 9784 8056.

## Overseas Patients

Overseas patients from countries that Australia does not have a Reciprocal Health Care Agreement with will be treated as Medicare Ineligible patients, and will be required to pay the hospital for all medical care and treatment. This includes outpatient visits as well as inpatient (admitted) care and accommodation.

As an overseas visitor, it is your responsibility to ensure you have health insurance or adequate money to cover the cost of your health care. Subject to the terms and conditions of your policy, you may be able to claim these costs back from your health/travel insurer. The hospital will lodge your claim on your behalf, and will advise if any balances remain outstanding.

The Private Patient Liaison Officer will visit you to complete the necessary documentation and discuss payment arrangements. Please ensure you have your passport, visa and health or travel insurance policy documents. For more information about your classification and reciprocal rights, please contact a Patient Liaison Officer on (03) 9784 8056.

## Public Transport

Peninsula Bus Line services run from Frankston Station in Young Street (Bus 775, 776, 782 and 783) stop, opposite Frankston Hospital on Hastings Road.

Buses to Frankston Station (772, 774, 775, 776, 782 and 783) stop directly outside the hospital.

For up-to-date public transport information, call 1800 800 007 6.00am - midnight daily or visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

There are free taxi phones inside the main entrance (Level 3) of the hospital and in the waiting area of the Emergency Department.

## Safety for Patients, Visitors and Staff

### Behaviour

All patients, visitors and staff have the right to feel emotionally and physically safe, and to be treated with respect and dignity. Therefore, we do not tolerate aggressive or threatening behaviour, physical violence or obscene language. Any person – including patients or visitors – displaying these behaviours may be asked to leave the building.

CCTV cameras are located throughout the hospital and security staff also wear video and audio equipment.

### Fire, Evacuation or Emergencies

In case of an internal emergency, our staff are trained to take care of you and your visitors and may move you to a safe area. Please cooperate with staff promptly to help make sure everyone is safe.

### No Lift Policy

Our no lift policy aims to keep staff and patients safe from injury.

If you need help moving on or off your bed or going to the toilet, we will use slide sheets or lifting devices to ensure you are moved comfortably and safely.

If you have family or carers who help you at home, we can advise them on the best and safest ways to provide home care. This includes dressing, showering, toileting and bathing.

Please ask us if you have any questions about lifting or moving.

### No Rubber Balloons Please

Latex (rubber) balloons are not permitted at any Peninsula Health site. Many people are allergic to latex and may experience severe symptoms if they come into contact with it. If your visitors or family wish to give balloons as a gift, please ask them to bring foil balloons.

### Staff Identification

All Peninsula Health staff and volunteers wear identity cards showing their name, job title and photograph.

## Smoking

Smoking is not allowed anywhere on Peninsula Health sites – including buildings, outside areas and car parks. We ask everyone not to smoke including staff, patients, visitors and carers. Whilst in hospital you may like to ask your nurse, doctor or pharmacist for nicotine replacement therapy.

If you decide to give up smoking during your stay with Peninsula Health, your nurse or doctor can give you information about our Quit Smoking programs or you can call Quitline on 13 78 48.

## Telephones

### Bedside Phones

The bedside telephone system is provided by a specialist company. When you are admitted, we will give you a leaflet explaining costs and instructions on how to register for the telephone system. If you need help with this, please ask the company representative who visits the wards.

### Mobile Phones

For the comfort of patients, we ask that mobile phones are on silent or a low volume while you are in the hospital. We do not accept responsibility for lost mobile phones. We do not have charging facilities.

### Public Pay Phones

A public telephone is available in the main foyer (Level 3).

## Television and Radio

TVs are provided by a specialist company that offers specifically adapted TVs for hospitals. To arrange TV hire, you register using your bedside phone and calling Extension 7999. A variety of programming and payment options are available. Discounts are available for some patients and pensioners.

Specific instructions will be available at the bedside to assist you, and a company representative will be available to provide additional support during business hours if required.

It is OK to use a personal radio, MP3 player, tablet or laptop while staying in hospital. Please use them with earphones so that you do not disturb other patients. If you are disturbing other patients you will be asked to use earphones.

## Valuables and Personal Belongings

Peninsula Health does not accept liability for loss of property belonging to patients, visitors or staff.

Patients are encouraged not to bring valuables into the hospital during their stay.

If you lose a personal item during your stay, please report the loss to the ward staff immediately.

If you leave any personal belongings behind when you are discharged, please telephone the ward where you stayed.

Patients and visitors are advised not to leave personal property unattended, particularly handbags, wallets and mobile phones.

Personal belongings should be clearly labelled with your name.

We recommend that you do not bring:

- Jewellery or amounts of money more than \$20; or
- Electrical appliances that need to be plugged in (battery operated and electric shavers are fine).

We recommend mobile phones, tablets and laptops are kept safe with your family/carer during your stay.

## Visitors

Family members and visitors are important in recovery and are welcome. We have scheduled visiting hours but we understand that you might need your loved one/family with you. We will try to accommodate any requests about visiting so long as it does not interrupt other patients.

Please be aware that some patients may tire easily and need rest.

Visiting hours vary from ward to ward. We will advise you and your carers about the visiting hours for your ward when you are admitted. We ask family members and visitors to respect the privacy and individual needs of other patients.

Children who are visiting must be supervised at all times. If you are unwell and in hospital with a child who is dependent on you and you have no family support, please tell us so that we can make suitable arrangements for your child. If you are too sick to look after your child, he or she cannot remain with you without another adult who can care for the child.

Current information about visiting hours is published on our website at [www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)

## Volunteers

Over 800 volunteers and Auxiliary members generously give their time and energy to support Peninsula Health across all our sites.



They work directly with staff to support programs and activities for patients in hospital or residential care, and to raise funds for wards or services and equipment.

Our volunteers make a big difference to the care and comfort we provide to our community. To become a volunteer, please contact our Volunteer Program Manager.

Phone: (03) 9784 2674

Email: [Volunteers@phcn.vic.gov.au](mailto:Volunteers@phcn.vic.gov.au)

## Your Feedback

We welcome your feedback about the care or service you receive as it helps us to improve our services. As someone using our services you know first-hand about the areas that work smoothly and those that could be improved.

### Your Feedback May Be A Suggestion, Compliment or Complaint

If you have concerns or problems about any aspect of your care, please discuss them with the Nurse in Charge. If you feel more comfortable speaking with someone else, please contact:

Peninsula Health

Attn: Customer Relations

P O Box 52

FRANKSTON VIC 3199

Phone: (03) 9784 7298

Email: [customer.relations@phcn.vic.gov.au](mailto:customer.relations@phcn.vic.gov.au)

Any issues you raise will be dealt with confidentially and will be fully investigated. Please be assured that your care will not be affected in any way if you tell us about your complaints or concerns.

### Patient Feedback

We will ask for your feedback while you are receiving care. Your feedback helps us better understand the needs of our patients and improve our services. We also welcome feedback from carers and families.

### Victorian Hospital Experience Survey

After you have left hospital, you may be asked by the Victorian Government Department of Health and Human Services to complete a survey about your stay in hospital. We encourage you to provide feedback through this survey.



## Support Your Hospital

### Did you know you can make a tax deductible donation to Frankston Hospital?

You can help provide the best possible care and comfort for patients and their families. Your generous support will help to purchase new equipment, upgrade facilities and the excellent care for patients and their families.

Many patients and their families choose to show their appreciation for the care they have received by making a *Thank You Gift*. A *Thank You Gift* can go to a specific ward or department, with funds helping to bring care and comfort to all our patients.

There are four easy ways to make your donation:

1. **Online** – simply visit [peninsulahealth.org.au/donate](https://peninsulahealth.org.au/donate) and complete the secure online form;
2. **Over the phone** – call our friendly supporter team on (03) 9788 1284;
3. **Text to Donate** – Text “DONATE” to 0498 555 999 to make a secure donation on your mobile phone; or
4. **Post your cheque or money order to:**

Peninsula Health  
Attn: Fundraising Team  
P O Box 52  
FRANKSTON VIC 3199

### Leave a lasting legacy

Each year thousands of Australians leave a gift in their Will to causes they care about. Many of these people are just like you — they want to make a long-term investment in the future of their community.

Once you have provided for your loved ones, a gift to Peninsula Health in your Will can make a big impact. For more information, talk to your solicitor or call our friendly supporter team on (03) 9788 1284.

All donations over \$2 are tax deductible. Peninsula Health respects your privacy and observes the provisions of the Privacy Act 2001. Your details remain confidential.

ABN 52 892 860 159





MePACS is a fast response personal alarm service that keeps you safer and independent, **Home & away.**

- ✓ **24/7** response by **real people**
- ✓ **Home & Mobile** Alarms
- ✓ **Guaranteed fast response**

**1800 685 329**  
**[www.mepacs.com.au](http://www.mepacs.com.au)**

Unlike auto dialer alarms, you'll always speak to a **real person** with MePACS.

Our operators are trained to identify what assistance you need, and will keep in contact with you until help arrives.

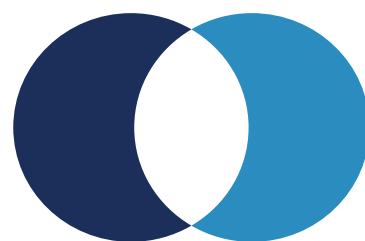
If it's an emergency, we share the details with 000 who can then prioritise your call.



MePacs Mobile Unit  
uses the Telstra network.  
See [mepacs.com.au](http://mepacs.com.au) for  
more info.



*Home & away,  
you're safer with*



**MePACS**



# Medical & Aged Care Group

## Medical Division

## The Heart of Family Medicine®

### Metro Region

#### cg Chapel Gate Medical Centre

6-10 Chapel Street Windsor 3181  
P: 9510 7888  
[www.chapelgate.com.au](http://www.chapelgate.com.au)

#### pd Parkdale Medical Surgery

135 Parkers Road Parkdale 3195  
P: 9580 1912  
[www.parkdalemedical.com.au](http://www.parkdalemedical.com.au)

#### bp Belvedere Park Medical Centre

266 Seaford Road Seaford 3198  
P: 9786 4866  
[www.bpmc.com.au](http://www.bpmc.com.au)

#### rh Red Hill Medical Centre

129 Shoreham Road,  
Red Hill South 3937  
P: 5989 2077  
[www.rhmc.net.au](http://www.rhmc.net.au)

#### hr Humphries Road Medical Centre

265 Humphries Road  
Frankston South 3199  
P: 9787 4266  
[www.humphriesroadmc.com.au](http://www.humphriesroadmc.com.au)

#### th Tower Hill Medical Centre

143 Frankston Flinders Road  
Frankston 3199  
P: 9781 4477  
[www.towermed.com.au](http://www.towermed.com.au)

#### ll Lang Lang Community Family Medicine

5 Whitstable Street Lang Lang 3984  
P: 5997 5799  
[www.langlangcfm.com.au](http://www.langlangcfm.com.au)

#### cp Cranbourne Park Family Care Clinic

Cranbourne Park Shopping Centre  
High Street Cranbourne 3977  
P: 5995 3700  
[www.cranbourneparkmc.com.au](http://www.cranbourneparkmc.com.au)

#### mc Medical Centre

54-56 Cranbourne Road  
Frankston 3199  
P: 9783 2445  
[www.medicalcentrefrankston.com.au](http://www.medicalcentrefrankston.com.au)

### Bass Coast and Latrobe Valley Region

#### gv Grandview Family Clinic

3 Grandview Grove  
Cowes 3922  
P: 5951 1860  
[www.grandviewfamilyclinic.com.au](http://www.grandviewfamilyclinic.com.au)

#### mv Mid Valley Family Medicine

Shop 59, Mid Valley S/Centre  
Morwell 3840  
P: 5134 3888  
[www.midvalleyfm.com.au](http://www.midvalleyfm.com.au)

#### hh Hazelwood Health Centre

9a Georgina Place  
Churchill 3842  
P: 5122 2555  
[www.hazelwoodhealthcentre.com.au](http://www.hazelwoodhealthcentre.com.au)

#### sr San Remo Medical Clinic

123 Marine Parade San Remo 3925  
P: 5678 5402  
[www.sanremomedicalclinic.com.au](http://www.sanremomedicalclinic.com.au)

#### hc Hillcrest Family Medicine

26 Seymour Street Traralgon 3844  
P: 5174 2345  
[www.hillcrestfm.com.au](http://www.hillcrestfm.com.au)

#### sg South Gippsland Family Medicine

Shop 4-6, 1 Billson Street  
Wonthaggi 3995  
P: 5672 4111  
[www.southgippslandfm.com.au](http://www.southgippslandfm.com.au)

#### hd Hollie Drive Medical Centre

5 Hollie Drive Morwell 3840  
P: 5135 3555  
[www.holliedrivemc.com.au](http://www.holliedrivemc.com.au)

#### cm Cowes Medical Centre

164 Thompson Avenue Cowes 3922  
P: 5951 1800  
[www.cowesmedicalcentre.com.au](http://www.cowesmedicalcentre.com.au)

#### ls Long Street Family Medicine

1 Long Street Leongatha 3953  
P: 5662 4455  
[www.longstreetfm.com.au](http://www.longstreetfm.com.au)

**OPEN 7 DAYS  
AFTER HOURS:**  
UNTIL 10pm every day & Public Holidays  
Visit website for further information  
Cowes After Hours funded by  
Commonwealth & State Governments  
in conjunction with Medical & Aged  
Care Group Pty Ltd



### SERVICES INCLUDE:

- Injury Assessment
- Clinic Nurses
- Medication Reviews
- Mental Health
- Family Medicine
- Asthma Management
- Immunisations
- SMS Reminders
- Self Check-In Kiosks

- Book online and you will receive SMS reminders
  - Download our MAACG App
- [www.maacg.com.au](http://www.maacg.com.au)

To speak with a Medical & Aged Care Group After Hours Triage Doctor, call your clinic.

**MAACG**  
Medical & Aged Care Group



# *Caring for You*

NURSING AGENCY

CONTACT US TODAY 1300 369 206  
[www.caringforyou.net.au](http://www.caringforyou.net.au)

Caring for You Nursing Agency is Australia's largest Nurse owned Agency with over 3000 nurses and Carers, providing a wide range of healthcare personnel to Public and Private Hospitals, Aged Care Facilities, Home & Community.

Experienced and qualified Registered Nurses and Carers offering a dedicated service, with compassion, kindness and professional care. All with current police checks and, if required, working with children checks.



## *Medical Escorts*

- Our Medical Escorts will accompany you on your trip and provide support
- Safe, non-emergency transport to attend medical appointments - pick up, wait with, attend the appointment if required, and return home
- Social support, outings, shopping and functions

## *In Home Care*

- Complex Nursing
- Personal Care and Wound Care
- Palliative, Dementia Care and Home Respite
- 3 to 24-hour in home nursing, 365 days a year
- Safe transport to and from medical appointments
- Companionship and social support, outings, shopping, and functions



Founder and CEO, Louise Thomson

# Nurturing Independence

MELBOURNE FRANKSTON GEELONG NIDDRIE GOLD COAST BRISBANE SUNSHINE COAST



# State of the art Aged Care facility on the Mornington Peninsula

**SomerCare on the Mornington Peninsula sets a whole new standard in aged-care nursing. A beautiful yet affordable home.**

Just minutes away from the beautiful beaches, the clean ocean air soothes the senses. The scenic country vistas please the eye. The picturesque gardens and walking paths welcome your every turn. Gracefully situated in these exquisite surrounds is an architectural masterwork that merges resort style living into practical everyday life.

## Our facilities make living easy

International and seasonal cuisine to suit all needs in dining room suitable for private and social entertaining

Newly renovated, state-of-the-art dementia wing & gardens

Craft & activity studio

Theatrette

Personalised doctor

In house commercial laundry

Hairdressing salon and beautician

Camera security systems



**Tel: 03 5977 9922**

22 Graf Road, Somerville, VIC, 3912  
[www.somercare.com.au](http://www.somercare.com.au)



# Helping you at home



The support you need.. 24/7

## OUR SERVICES

Companion care  
Dementia care  
Disability care  
Domestic assistance  
Escorts to appointments/outings  
Personal care  
Respite care  
Shopping  
Gardening  
Home maintenance  
Pet sitting/Dog walking  
Referrals for psychological and counselling support



Helping you at home is what we do. It may be coming home from hospital and requiring help for a period of time, or using our services to just generally help out with busy lives.

Our flexible personalised services are available for ½ hour services to 24 hours, 7 days a week. We work with you to provide the support you want.

Please give us a call to discuss your support needs and options.

Bayside Peninsula	9791 9640
Eastern	} 9735 5348
Greater Eastern	
Inner and South Eastern	9792 3093
North East	9438 1595

Central Highlands and	5341 8046
Djerriwarrh	5261 4808
Geelong & Barwon	9799 4676
Gippsland South & West	5795 1635
Goulburn Valley	5381 2076
South West	

All other areas of Melbourne and regional Victoria	1800 998 866
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Enjoy our services!

Angela Feery-Richards  
Founder of Simply Helping

**simply helping**  
In-home Care & Support Service  
[simplyhelping.com.au](http://simplyhelping.com.au)





live the life *you* value

## Do you need support to remain living at home?

**Consider Brotherhood Aged Care – we do things differently.**

We take the time to get to know you. We will work with you to set up a range of services that ensure you're supported, connected, active and social while enjoying the comforts of your own home.

Let us support you in staying safe, happy and healthy in your own home for longer. Call us today to find out what we can do for you.

---

**'It is great knowing there is someone to support me and is only a phone call away. It makes a tremendous difference.'**

**Maria**, Care at Home Client

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Brotherhood  
of St Laurence

**Aged Care**

 **1300 147 147**

 **[agedcare.bsl.org.au](https://agedcare.bsl.org.au)**

Care at Home | Day and Overnight Respite Care | Social Connection Hubs





# STAY CLOSE TO YOUR LOVED ONES

Quest Frankston on the Bay offers spacious luxury Studio, One & Two Bedroom Apartments all featuring fully equipped kitchenettes and complimentary WiFi. Onsite car parking and guest laundry facilities mean you can feel at home and be close to your family or friends when they need you the most. Special hospital pricing available\*.

## QUEST FRANKSTON ON THE BAY

435 Nepean Highway  
Frankston VIC 3199

Visit [questfrankstononthebay.com.au](http://questfrankstononthebay.com.au)  
or call 03 8765 2500

\*Terms & Conditions apply



# *St. John's* RETIREMENT VILLAGE

## **'The Perfect Place to Live'**

For more than 33 years, St. John's Retirement Village has been providing affordable high quality accommodation for independent retirees. Serviced Apartments are available for those who require a little extra care.

☒ **Emergency onsite care 24/7.**

☒ **Providing peace of mind for you and your family.**

☒ **Full range of affordable Independent Living Units.**

☒ **Single and Double Serviced Apartments.**

**For more information please call 03 5977 6955**



**45 Park Lane, Somerville**  
**[admin@stjohnsvillage.net.au](mailto:admin@stjohnsvillage.net.au)**  
**[www.stjohnsvillage.net.au](http://www.stjohnsvillage.net.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







# SETTING A NEW STANDARD IN AGED CARE

With over 20 years' experience, here at Regis we know that comfort and care go hand in hand.

As one of Australia's largest aged care providers, we offer a diverse range of programs from dementia and transitional care through to ageing in place and day respite, each tailored to the unique needs of our residents.

Our beautiful Regis Frankston residence is home to impressive in-house facilities including on-site chefs preparing nutritious, home-style, seasonal meals and baked treats, along with beautiful grounds for family and friends to enjoy, all within minutes from the beach.

If you or a loved one are ready to transition to Regis, call us today and let's talk about what we can do to make you feel right at home.

Call **1300 998 100**  
Visit **regis.com.au**



## Join our community

- › Respite & permanent care
- › 24 hour nursing support
- › Daily activity programs
- › Nutritious home cooked meals
- › Accompanied outings
- › Strong community networks

**Alphington Aged Care**  
9-11 Old Heidelberg Road  
Alphington VIC 3078

**Ranelagh Gardens**  
1 St Johns Lane  
Mount Eliza VIC 3930

☎ **0432 425 531**

➤ [chronoscare.com.au](http://chronoscare.com.au)

✉ [admissions@chronoscare.com.au](mailto:admissions@chronoscare.com.au)



# Don't miss out on your chance to call the Peninsula home

Peninsula View offers the highest-quality residential aged care for all levels (low to high) as well as respite care. Spend your days soaking up the sun in one of our landscaped courtyards, taking in the picturesque views of the Moorooduc Plains or joining in our diverse lifestyle program. You'll feel at home from the moment you arrive.

**Claim your piece of the Peninsula today. Book your tour while places are still available.**



Call 13 BAPTCARE (13 22 78)  
or visit [baptcare.org.au](http://baptcare.org.au)

Baptcare

**Baptcare Peninsula View Community** 24-28 Moorooduc Highway, Frankston South



## *Aged care that feels like home*

Find out how BlueCross is enriching lives through exceptional aged care.  
We have a range of options to suit your needs:

- Home Care
- Residential Care
- Respite Care
- Dementia Support



*We have 33 homes across Melbourne to choose from, including:*

BlueCross Gardenia  
87 Argyle Ave  
Chelsea



BlueCross Chelsea Manor  
7-11 Beardsworth Ave  
Chelsea



Contact us on: **1300 133 414** Visit: [www.bluecross.com.au](http://www.bluecross.com.au) Email: [office@bluecross.com.au](mailto:office@bluecross.com.au)



enriching *lives*

Opening April 2019

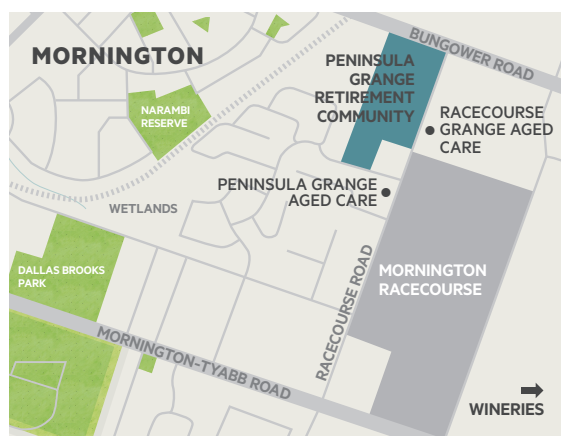
## Racecourse Grange Aged Care

Australian Unity is proud to introduce a new level of aged care. Our brand new facility has been designed with comfort and care in mind.

At Australian Unity Aged Care connection, respect and possibility are at the heart of everything we do and we go to great lengths to nurture an atmosphere of friendship and wellbeing.

Our private rooms have been purpose-built to enhance your mobility, accommodate your changing needs and nurture your privacy and independence. Your room is your own haven in which to relax, read, spend time with visitors or catch up on your favourite television shows. We encourage you to personalise your room with your most treasured items: photos, artwork and mementos of loved ones—whatever you need to help make it home.

Our trained staff will always be on-hand to respond when you need them. It's all just a part of what we call Better Together®.



Respite Care | Permanent Residential Care | Memory Support | Palliative Care

**Racecourse Grange Aged Care** 428 Racecourse Road, Mornington, VIC 3931

☎ 1300 282 604 🌐 [australianunity.com.au/racecourse-grange](http://australianunity.com.au/racecourse-grange)

**Australian Unity**

Images are artist impressions. Australian Unity Care Services Pty Ltd ACN 065 558 134 Level 14, 114 Albert Road, South Melbourne, Victoria 3205. December 2018. January 2019.





***"Providing you with quality Aged Care"***

- Kind, Friendly & Highly Trained Staff
- Home Cooked Meals • 24 Hour Registered Nurse
  - Active Lifestyle Program
  - Hair & Beauty Salon On Site

**Carrum Downs Nursing Home**

1135 Frankston Dandenong Road  
Carrum Downs VIC 3201

**Frankston Nursing Home**

8 – 12 Nolan Street  
Frankston VIC 3199

**Phone: 1300 375 287** Email: [julie@meracare.com.au](mailto:julie@meracare.com.au)

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

# 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**



**Plega is a Registered  
NDIS Provider**

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



We travel the  
journey together

## Medical & Aged Care Group keeping the promise of home

We offer intimate family owned and operated aged care homes, where our residents enjoy a rich and varied lifestyle which is designed for socialising, stimulation and wellbeing.

Management and staff are highly skilled professionals passionate about providing outstanding permanent, respite, palliative and complex care with a relationship focused approach.

A Day Respite program is available at all homes to assist with caring for your family member. We understand that supporting your loved one is often tiring both physically and emotionally.

Not all aged care is the same, come and join us for morning tea, meet our staff and residents and see what makes our aged care homes the right choice for you and your loved one.

## Contact us to find out more

**Casey Manor Narre Warren South**  
(03) 9703 0188

**Northern Gardens Coburg North**  
(03) 9350 5033

**Traralgon Aged Care Traralgon**  
(03) 5176 0759

**Casey Aged Care Narre Warren**  
(03) 9705 4200

**Parkdale Aged Care Parkdale**  
(03) 9580 0499

**Oaklea Hall Hughesdale**  
(03) 9596 0988

**Carrum Downs Aged Care Carrum Downs**  
(03) 9784 2800

**Boronia Residential Aged Care Boronia**  
(03) 9762 1877



You can visit us at [www.maacg.com.au](http://www.maacg.com.au) to learn about our homes





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## 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

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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)



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**This is Neville, our resident artist. He first started painting during art therapy sessions and discovered a hidden talent for landscapes. We now call him our 'Picasso with a paintbrush.'**

Neville is just one member of Japara's growing, aged care family. He knows how it feels to have his individuality celebrated and respected – whether it's his likes and dislikes, passions and skills, family relationships or life experiences.

Respect for the individual guides every aspect of aged care living at Japara from the variety of room types you can choose from, to the superior care you get with more qualified nurses on staff. Our approach is as unique as you are – we listen and learn too – and it's one we're building on to make sure you get the very best of care.

# Artist.



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