



O'CONNELL

GREY SISTERS

6 MONT ALBERT ROAD

CANTERBURY

VIC AUSTRALIA 3126

(enter via Parlington Street)

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TELEPHONE

03 8416 7600

FACSIMILE

03 9816 9729

EMAIL

ofc_reception@mercy.com.au

WEBSITE

www.mercy.com.au

MELWAYS REFERENCE

45K8



MERCY

HEALTH & AGED CARE INC.

A member of the
Mercy Health & Aged Care Group

O'Connell Family Centre

(Grey Sisters Inc)



RESIDENTIAL PROGRAM

**"Tomorrow's society is shaped
by the way we care for our
families today."**



O'CONNELL

GREY SISTERS



The objectives of O'Connell Family Centre are to enhance parenting competence and confidence by encompassing our values of Compassion, Respect, Innovation, Stewardship and Teamwork, thereby enabling families to nurture and protect their children.



WHAT TO EXPECT DURING YOUR STAY AT O'CONNELL FAMILY CENTRE (OFC)

- During your stay at OFC, you will be supported by our Staff. Maternal and Child Health Nurses and Mothercraft Nurses are on the premises at all times during your stay.
- You will be responsible for all aspects of your child's/children's care. Staff will team with you to plan mutually agreed upon strategies to meet your needs. Care plans are flexible and individual.
- Education programs for all adult residents are offered daily. Education program includes sessions on; sleeping and settling, toddler behaviour, normal infant development, self care, mental well-being and other issues that are relevant to you. Partners are encouraged to attend an Education session on Wednesday evening.
- To enhance participation in the program we ask that visitors be kept to a minimum. Visitors must register on arrival with staff.
- The cost of the service is covered by Medicare, however there is a small fee for the recycling of disposable nappies. **Credit card facilities are not available.** Cash or cheque only.

ADMISSION AND DISCHARGE

- Admission - as advised.
- Discharge - 8.00am.

DOCTOR'S REFERRAL

- Each family requires a doctor's referral letter which must list the prescribed medications for all family members who are to be admitted.
- NOTE: This must be faxed the week prior to admission.

WHAT TO BRING

- Medications (in original packaging).
 - Medicare Card.
 - Maternal and Child Health Record Book.
 - Note book to record details of your stay.
 - Clothing and toiletries for your self and your child/children. Provide bed linen for children who have skin allergies.
 - Packet of baby cereal if your child has commenced solids.
 - Breast expressing equipment.
 - Disposable nappies and nappy bags for recycling nappies.
 - Items of comfort for your child/children ie; toy, floor rug, dummy, wrap, bibs.
 - Infant formula and bottles (if formula feeding your child/children). Steam sterilizers are available for your use. However you are encouraged to bring your own sterilising equipment.
 - Loose change for use of the public phone.
 - Walking shoes.
 - Pram.
 - Ear plugs (if you use them).
 - Alarm clock if you wish to be woken at certain times.
- Laundry facilities are available on site.

OFC HAS A SUNSMART POLICY

During summer, we recommend that all family members bring a broad brimmed hat which provides sun protection for face, neck and ears, sunscreen and sunglasses.

MEALS

All meals are provided. Please give prior notice of special dietary requirements. You are welcome to bring in snacks. Additional meals for visitors are available at a small charge. Additional meals to be ordered and paid for 24 hours in advance.

Peanut products are not available or permitted on site due to the high incidence of severe allergic reactions. (Please note some packaged biscuits may contain traces of nuts). The consumption of alcohol is prohibited during your stay.

ILLNESS

If a family member is unwell within 7 days of admission, please notify us by ringing between 9am-5pm on a weekday. If unwell on the weekend prior to your admission you may ring on the day of your admission between 9am-9.30am. If a family member becomes unwell while staying at OFC, the family will be discharged and offered another admission date.

SPECIAL NEEDS

O'Connell Family Centre is committed to quality service provision to all families. If you have special needs please discuss with staff prior to your admission date.

COMPLAINTS

We welcome your feedback on all aspects of our program. If you are not happy about the service, you may make a complaint using our complaints process.

PRIVACY

O'Connell Family Centre respects your privacy. This means your personal health information can only be collected or released where the law allows or where you have given permission.

PARKING

Entrance to Centre is via Parlington Street. Limited parking is available on site, please observe parking restrictions.