



Domiciliary Therapy

The Domiciliary Therapy allied health staff provide therapy to you, in your home, under the Home and Community Care program. Our aim is to restore and to maintain your health, safety and independence.

Services include physiotherapy, occupational therapy, podiatry, speech therapy and dietetics to people living in Yarra, Boroondara, and part of Darebin.

Planning your care

Therapy is planned with you to meet your health needs. With your consent, the our team aims to involve your family and carers whenever we can.

We can co-ordinate your care with your referrer, your local doctor and other health care providers if necessary. You will be asked to sign a consent form to make it clear that you are happy for us to share relevant information with those involved in your care.

Rights and responsibilities

Your right to dignity and privacy

Your right to dignity and privacy will be respected by the visiting therapist, just as you respect theirs.

You will be treated as an individual and we shall endeavour to take into account anything specific to your needs, such as your cultural background or any disability you may have.

Your right to be assessed for access to services without discrimination

We pride ourselves on fair access to our service on the basis of your assessed need and our ability to meet that need.

Your right to be informed

You have the right to know what services are available, so that you can make your own decisions.

Your right to choose from alternatives

As well as making choices about the services you want, you have a right to refuse any service. You are, of course, responsible for your own choices.

Your right to complain

Should you have any concerns or feedback about the service you are receiving, please contact the manager on 9288 3817. Please note that making a complaint will not reduce the quality of care you receive.

Alternatively, you are encouraged to contact the St. Vincent's patient liaison officer on 9288 3108 with any issues regarding your care.

Information for Patients

If you feel that your issue is not dealt with fairly and quickly, you have a right to contact the Health Services Commissioner on 8601 5200.

Your right to an advocate of choice

If you wish, you can involve an advocate – someone who acts on your behalf.

Your responsibilities

You need to accept the consequences of your decisions in relation to your health.

You have a responsibility to respect our staff and those involved with your care.

You have a responsibility to provide a safe and smoke free environment where possible. It is appreciated if pets are kept in another area when staff visit.

About Domiciliary Therapy

Domiciliary Therapy is based at St. George's Health in Kew and is part of St. Vincent's. The service is provided to those that are housebound or have difficulties attending centre based therapy or services.

Visits generally occur between 9am and 4pm. If you are unable to keep an appointment, please advise us as soon as possible. We will try to reschedule our visit.

Please notify us if you are admitted to any hospital, planning a holiday or changing address.

Fees

The Home and Community Care program subsidises the cost of your visits. However, the Department of Human Services requires all community services to charge a fee for visits.

Your therapist will talk to you about the schedule of fees. Please let us know if you have any difficulties in relation to paying.



St Vincent's

*Continuing the Mission of
the Sisters of Charity*

Hours of service

Our service is available 5 days a week, Monday to Friday, excluding public holidays.

Contacting Domiciliary Therapy

To contact Domiciliary Therapy, telephone 9816 0529 from 9am to 5pm weekdays.

The St. Vincent's Foundation

Your support is very much appreciated by the staff and patients of St. Vincent's.

For further information about helping us, please contact the St. Vincent's Foundation on 9288 3365.

St. Vincent's respects the privacy of all current and prospective supporters. If you do not wish to receive mail from the St. Vincent's Foundation, please call 9288 3365 or write to:

Domiciliary Therapy

c/o St. George's Hospital
283 Cotham Rd
Kew 3101
9816 0529 – 9am to 5pm weekdays.

Mission

*Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity*