

## VMCH HOME CARE PACKAGES: DELIVERING EXCEPTIONAL PERSON- CENTRED CARE AT HOME

Villa Maria Catholic Homes (VMCH), the Catholic Archdiocese of Melbourne's leading provider of quality disability, specialist education, aged care and retirement living services has supported the Ballarat region for over 100 years.

One of our most valued community services are our **Home Care Packages**: a tailored suite of services and assistance to support people to remain in their homes as they age.

Every Home Care package is unique and is designed to suit the individual's specific needs and lifestyle. Assistance can be in the form of personal care, meal preparation, transport, social engagement, pastoral care, dementia support, respite or exercise programs.



The objective is to support people living at home so that they can lead happy and healthy lives, and remain connected to their community. VMCH works closely with allied health professionals and various other support agencies to ensure the best care and support is delivered to each and every client.

Case Managers coordinate the clients' home care packages and often develop a strong connection with them. "We build rapport by listening to our clients requests," says VMCH Case Manager Kate Charleson "We go 'above and beyond' to ensure the home care package is set up to suit our clients changing care needs."

The life of a rural Case manager can be different to that of their city-based peers. "We plan our week ahead of time in order to be prepared for travel that can consist of anywhere from Carlton to Horsham," says Kate. "Our travel consists of visiting current clients, meeting new clients and dealing with any client crisis that may arise. We often drive for hours to meet remote clients and encounter everything from roaming livestock to getting lost on muddy roads."

"The dedication of our Case managers is inspirational," says Operations Manager Jo Debrincat, "we have a very passionate team who are very dedicated to deliver quality care".

**For more information on VMCH's Home Care Packages visit:**

[www.vmch.com.au/services/community-services/home-care-packages/](http://www.vmch.com.au/services/community-services/home-care-packages/)

**or pop in to the VMCH's new office at 72B Mair Street, Ballarat.**