

A HCP Massage Session

A Home Care Package massage lasts for 60 minutes and consists of:

- Pre-treatment interview and medical screening (first appointment only)
- Treatment
- Post treatment review

Our team member will work with you to make sure you are comfortable at all times.

You may be massaged on a treatment table (they will bring this) or, where this is not possible, in a chair/recliner, your wheelchair or your bed.

You control the massage session at all times. If you are uncomfortable at any time, please let the team member know.

Why Taking Care Mobile Massage?

We partner with over 40 organisations to provide mobile massage to hundreds of clients every week right across Melbourne

- Care
- Expertise
- Reliability
- Reputation
- Experience

Our Mission

TCMM helps clients who are unwell, less mobile or elderly by providing a professional and tailored massage service to their door, so they can experience genuine one on one care and a better quality of life.

Our Team

At TCMM each team member is qualified, specifically trained for our client base and members of a professional association.

You will generally have the same person treating you, but occasionally, due to leave, illness or availability, a replacement may be allocated to you.

They will arrive fully prepared with all your history notes to ensure your continuity of care.

Our Philosophy

We are a Christian business founded on the Kingdom principles of giving and caring

Home Care Packages (HCPs)

Anyone over 65 years old can apply to be assessed for HCP benefits by registering their details on this website www.myagedcare.gov.au

There is a lot of useful information about the services and help available designed to assist people to stay well and at home for as long as possible.

We provide massages to hundreds of clients on HCPs through over 40 different home care providers



TAKING CARE
MOBILE MASSAGE
EVERYONE • EVERYWHERE • EVERYDAY

Our Values

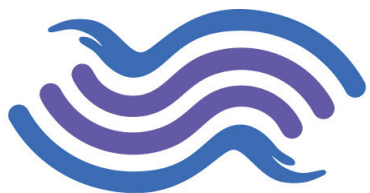
Respect • Connection • Wellness

Contact Details

T: 0466 912 870 or 0425 801 856

E: info@takingcaremobilemassage.com.au

W: www.takingcaremobilemassage.com.au
ABN: 22 611 278 525



TAKING CARE MOBILE MASSAGE

EVERYONE • EVERYWHERE • EVERYDAY

Code of Conduct

TCMM will ensure that all of its team members adhere to a strict Code of Conduct.

All our team must behave in a professional and ethical manner at all times.

A full copy of our policies and procedures are available on request.

The TCMM Code of Conduct has been developed in line with all the major Massage Association Codes in Australia.

All TCMM team members are qualified under the Australian qualifications framework to either a Diploma in Remedial Massage or Myotherapy level, insured, police checked and trained in Home Care Package massage.

Health and Hygiene

The safety of our clients and our team members is of paramount importance to us.

TCMM will ensure that all team members undertaking client treatment sessions on our behalf will adhere to strict Health and Hygiene Policies. A full copy of our Infection Control Policy is available on request.

If a team member is sick, they are not permitted to massage and if you are sick and the team member feels that massage may be unwise, they may choose to reschedule your appointment.

Cancellations

A late cancellation fee will apply if your confirmed appointment does not go ahead as scheduled. Please give us 24 hours notice.

Your Privacy

TCMM will ensure that only relevant personal information is collected from clients. All information collected will be used to ensure that massage is provided in a safe, ethical and client centred manner.

TCMM has procedures in place to ensure that information is not shared or accessible to a third party.

Complaints

If you have any concerns about a TCMM team member, please either:

Speak directly with one of our Support Office team at Taking Care Mobile Massage on 0466 912 870 or 0425 801 856.

You can also put your concerns in writing to:

Sandra Allars—Founder & Director
Taking Care Mobile Massage
Email: info@takingcaremobilemassage.com.au

We will deal with any complaint in a sensitive and professional manner. We may also refer you to the Health Complaints Commissioner in your state.

Who is Taking Care Mobile Massage?

- The specialist in massage for clients on Home Care Packages
- Availability across Metropolitan Melbourne
- A trusted service provider to many partners
- Established in 2004
- The leaders in massage for dementia, special needs, mental health, aged care, palliative care, carer and corporate clients
- Setting and maintaining the highest standards