



**Epworth**

Epworth Freemasons

# *Welcome* to Maternity



# mobile midwife



When you're  
pregnant



After  
childbirth



Caring for your  
new bub

Head to [epworth.org.au/who-we-are/our-services/maternity/epworth-mobile-midwife](https://epworth.org.au/who-we-are/our-services/maternity/epworth-mobile-midwife)  
or scan the code below to access decades of tips  
and hints, straight from the maternity ward.



Scan this code with  
your mobile to open  
Mobile Midwife





---

## Important patient information

### Please read this booklet thoroughly

This pre-admission booklet includes important information to help you prepare for your admission and outlines what you can expect while at Epworth Freemasons.

### Your maternity admission forms are now online

Please use our patient portal to complete your pre admissions forms online.

It's important that these are completed **within the next fortnight**, to secure your booking.

[epworth.org.au/for-patients/planning-for-your-care/patient-admission](https://epworth.org.au/for-patients/planning-for-your-care/patient-admission)



If we can help with your booking or patient portal process, please contact our Maternity Liaison on **03 9418 8300 ext 2** or email [maternity.bookings@epworth.org.au](mailto:maternity.bookings@epworth.org.au)

If you need to cancel your booking, please contact us as soon as possible to let us know on (03) 9418 8300 ext 2.

### Hospital Tour

We hold in-person tours of our Maternity facilities, taking a look at the birth suites and postnatal unit. Please be aware that if all postnatal rooms or birth suites are in use, we will not be able to show you these areas.

### Tour bookings:

Please visit our website:

[epworth.org.au/who-we-are/our-services/maternity/maternity-tours](https://epworth.org.au/who-we-are/our-services/maternity/maternity-tours)



---

## Education programs

### Midwife and antenatal assessment

We are here to help support and guide you towards a positive birth and help welcome your precious baby into the world.

If this is your first baby, we find it's best to wait until after you have taken your childbirth education classes, before making an antenatal appointment. That way you can ask any questions that you still have after the classes.

You may also find an antenatal appointment helpful if you have concerns from a previous pregnancy or something else that you don't feel comfortable discussing in a class setting.

### Antenatal Classes

Our experienced midwives conduct comprehensive workshops and information sessions.

\*Subject to COVID restrictions.

For further information on securing your place in a class or to make a 30 minute appointment with one of our midwives, please visit: [epworth.org.au/who-we-are/our-services/maternity/maternity-education-classes](https://epworth.org.au/who-we-are/our-services/maternity/maternity-education-classes)



---

## Labour, Birth & Baby

These classes are designed for first-time parents and include topics including preparation for labour and birth, pain relief options, unexpected outcomes, physiological and emotional changes, an introduction to breastfeeding, caring for the baby and the importance of postnatal support.

## HypnoBirthing

The HypnoBirthing childbirth program uses evidenced-based techniques of deep relaxation, self-hypnosis, special breathing techniques, visualisation, affirmations and education, to prepare you to approach birth with confidence. Designed for mother and birthing partner, it empowers you to make informed decisions and remain calm for whatever turn your birthing takes.

## Breastfeeding

Our Breastfeeding class explores feeding in greater detail, beyond the basics in our antenatal classes. It covers normal lactation, positioning and attachment, feeding patterns and lots of other practical advice. Mothers are encouraged to bring along their partner, or support person, for this informative class.

\*Fee applicable for this course.

## Birth Refresher

The Refresher class is for parents who are new to Epworth Freemasons or those who are having another baby and wish to update their knowledge. This is a relaxed session that revisits labour and birth, pain relief options, caesarean section, VBAC births, breastfeeding and preparing other children for the arrival of a new baby.

## Grandparents

Whether this is the first grandchild or the tenth, this handbook provides current information about caring for newborns and how to best support the new parents. For your free digital copy, please email [maternity.birthing@epworth.org.au](mailto:maternity.birthing@epworth.org.au)

## Twins

Expecting a double delight? The Twins booklet provides additional information on preparing and caring for twins, potential special care nursery admission and breastfeeding two babies. For your free digital copy, please email [maternity.birthing@epworth.org.au](mailto:maternity.birthing@epworth.org.au)

## Caesarean Birth

Whether a planned caesarean birth or you have just found out you need one, this session focuses on recognizing the signs of labour, what to expect in theatre, the physical and emotional postnatal recovery, the first breastfeed and caring for your newborn.

---

## Coming to hospital

When you are ready to come to hospital, please ensure you **call the Birth Suite to let them know on 03 9418 8302**.

If you're not sure when to come to hospital, or are worried at any time, please call our Birth Suite.

On arrival, report to Maternity Reception at Epworth Freemasons on Level 2. Our main hospital entrance is open from 6am to 8pm. Our midwifery team will advise you if you need to enter via the emergency entrance after hours.

### Medications

- Have an up-to-date list of your current medications and bring this list with you to hospital (you can get this from your GP or pharmacist).
- Bring all your current medications with you in the original packaging (including insulin, supplements and alternative medications). Medications must be in your name, so that we can administer them to you in hospital without a new prescription (do not bring Webster packs or dosette boxes).
- You will be billed for any medication you are already taking if it needs to be supplied by the pharmacy and is unrelated to your admission or for a pre-existing medication need.

### Parking

On-site undercover parking is available at Epworth Freemasons. Parking discount passes are available for maternity patients. Please see Maternity Reception on Level 2.

A short-term patient pick-up and drop off zone is also located on Level B1 of the carpark. There is limited metered parking available in the surrounding streets.

### Valuables

We strongly recommend you do not bring valuables to hospital. Valuables include jewellery, cash, credit cards, computer equipment, mobile phones or other items of personal property with a high monetary value.

While Epworth will endeavour to take every possible care of your personal property it does not accept any liability or responsibility for theft, loss or damage to your personal belongings. Epworth recommends that patients and visitors bring only essential items for personal use to the hospital.



---

## Consent

You (or the person legally responsible for your care) must sign a consent for procedure form before your procedure can take place.

Please review all the information on your consent form before you sign. It is important to discuss your procedure with your doctor so you fully understand everything about your planned procedure. If you are not sure about anything, including known risks, recovery or alternatives to having your procedure, please ask your doctor.

If you have appointed an Enduring Power of Attorney (Medical Treatment), medical treatment decision maker, support person, or there are other medically-related guardianship arrangements in place, please bring a copy of the relevant document/s with you to hospital, along with their contact details.

Your contact person nominated on your admission form does not need to be your medical power of attorney, medical treatment decision maker, support person or guardian.

## Consent for blood products

Some patients may require a blood transfusion or use of blood products.

Your doctor will ask you to sign a consent form specifically for a blood transfusion or blood products if this treatment is required.

If you have any religious, physical or lifestyle reasons for not wanting to have a blood transfusion you should discuss these with your doctor.

If you would like more information, speak to one of our midwives or go to: **health.vic.gov.au** and enter a search for 'Blood Matters Program'.

---

## Suggested items for your hospital stay

### For mother:

#### *Clothing:*

- ☐ Maternity bras
- ☐ Dressing gown
- ☐ Footwear (ie: slippers/thongs)
- ☐ Leisure wear
- ☐ Night wear (3-4), preferably made from cotton or natural fibers
- ☐ Underwear – high waist, firm and supportive

#### *Personal toiletries:*

- ☐ Soap
- ☐ Personal toiletries
- ☐ Nursing pads (1 box)
- ☐ Maternity sanitary pads (3 packets)
- ☐ Eye patches/ear plugs
- ☐ Tissues

*\*Hairdryers are available in hospital*

#### *Medical:*

- ☐ Obstetric record (updated at each visit with your obstetrician) – please have this copy with you at all times
- ☐ Current x-rays, scans and pathology results
- ☐ Medications (see page 6)
- ☐ Private health insurance card
- ☐ Medicare card
- ☐ Your GPs contact details
- ☐ Method of payment for any estimated out of pocket expenses

- ☐ Eligible pharmacy or government entitlement discount cards (i.e. safety net card)
- ☐ Copy of any
  - Advance Care Directive
  - Medical Treatment Decision Maker
  - Appointed Support Person
  - Refusal of Treatment Certificate
  - Enduring Power of Attorney (Medical Treatment)
  - Guardian
  - Advance Care Plan
  - Blood Group Card (if you have one)

### For baby:

- ☐ Baby wipes
- ☐ Cotton singlets (6)
- ☐ Mittens, booties, hat (2 each)
- ☐ Growth suits (6)
- ☐ Muslin wraps (6)
- ☐ Going home outfit (1)
- ☐ Blanket (1)

*Please note that disposable nappies are supplied*

### For partners staying overnight:

- ☐ Appropriate night-time attire
- ☐ Clothing and toiletries

*\* Please ensure all personal items and bags are clearly marked with your surname to avoid them being misplaced*

*\*Please ensure you have an approved child restraint fitted into your car prior to discharge from the hospital*

---

## During your admission

### Accommodation

At Epworth Freemasons, all of our rooms are private with an ensuite, mini fridge, microwave, Point of Care entertainment unit, television, phone and free Wi-Fi.

### Accommodation for partners

Partners are welcome to stay with you whilst you are an inpatient at the hospital. If you are allocated a room with a single bed, sofa beds are available.

Double beds are available at an extra charge per night which includes a complimentary breakfast for your partner. This is a non-rebateable item from your health insurance provider and will be discussed on admission.

### Room Allocation

At Epworth Freemasons Maternity, we do not have control over the timing of admissions. Unfortunately, we are not always able to guarantee requested accommodation at the time of admission. Every effort will be made to accommodate your requests promptly.

All of our rooms are private and you will be allocated a room after the birth of your baby. Rooms cannot be pre-booked in advance.

We also have maternity rooms at our Albert Street campus. These are also private, ensuite rooms that overlook the beautiful Fitzroy Gardens.

### Epworth x Park Hyatt Melbourne

Epworth Freemasons also works in partnership with the boutique Park Hyatt Melbourne to provide our patients the option of the Hospital in the Hotel Program.

If you are interested and qualify for the program, we will take care of everything you need to transfer from hospital to the hotel, including a baby capsule in our escort vehicle.

Experienced midwives are available 24 hours a day to support you and your baby. Your obstetrician will also continue to oversee your care during your time at the hotel.

Meals are served at a time that is convenient for you.

The extensive hotel facilities are all at your disposal to enjoy during your stay – restaurant and bar, health club and day spa.

Health funds will cover the cost of your stay at the Park Hyatt as part of their obstetric component. Your partner can also stay at no additional cost. However, meals for your partner, mini bar items, day spa and parking will be charged at an additional cost.

---

## During your admission

Please note: those who wish to extend their stay at the Park Hyatt after discharge, will be required to move rooms into the main hotel area.

Please be aware that strict criteria apply and this program is not suitable for everyone. Please discuss this with the midwife in charge of Postnatal after the birth of your baby.

### Visiting Hours

Friends and family are welcome to visit you at the hospital. We have designated visiting hours from 10am-1pm and 4pm-7pm. This will allow you to introduce your baby to your loved ones, while also allowing you plenty of time for rest.

\*Subject to COVID restrictions.

Your partner or support person is welcome to stay with you on the postnatal ward. Double beds are available at an extra charge per night which includes a complimentary breakfast for your partner.

Due to Occupational Health and Safety reasons, other children cannot stay overnight.

### A'La Carte Meals

During your stay, you will be able to enjoy our chef-prepared meals. Our dietitians help design our menus, to provide appetizing options. A food services representative will come to your room to collect your orders for breakfast, lunch, afternoon tea, dinner and supper.

Partners are encouraged to stay and enjoy the meals. Prices are available upon request. Patients paying the additional double bed charge will receive a complimentary breakfast for their partners, if ordered the night before. Meal orders must be placed before 11am for lunch and before 4pm for dinner.

Tea and coffee facilities are available in your room and are restocked daily. Visitors are encouraged to use the vending machine and cafe on the ground floor.

We do not accept responsibility for food brought into hospital by visitors for patients.

If you have any dietary requirements or allergies, please note this information in the patient admission portal.

---

### Clinical handover

During your admission you may pass through a number of different areas within the hospital such as Reception, Birth Suite, Theatre and the Postnatal Ward. You will also be cared for by a number of different medical, midwifery, nursing, allied health and administrative team members.

For this reason, we include you in our clinical handover process where our staff check a number of things with you, including your personal details, baby's details and pain levels. The questions we ask may seem repetitive, but it is a very important part of our patient safety process.

As a patient, it is important that you are actively involved in your care. If you notice a change in your condition and are concerned, please contact your care team to seek further advice. Likewise, if you are a partner, family member or carer, you are encouraged to be actively involved and to contact the care team if you have any concerns.

### Special Care Nursery

Here at Epworth Freemasons, should your baby require extra care after birth, our Maternity Unit is equipped with 10 monitored cots in a high-dependency Level 4 Nursery. Our staff provide the highest level of clinical and emotional support during your baby's stay.

If your baby is admitted to the Special Care Nursery, please feel free to get in contact on **03 9418 8309**.

---

## During your admission

### Research at Epworth

Research is an integral part of Epworth's commitment to delivering excellence in care for our patients and the community.

At Epworth, we participate in a large number of multi-disciplinary research projects, and our aim is for all Epworth patients to have the opportunity to participate in research. Research is needed to assess new treatments, and explore the best ways to deliver appropriate health care.

You may be invited by your doctor or a member of our research team to participate in research that is relevant to your health condition before, during or after your hospital stay. Our research staff will identify themselves, explain what is involved, and provide you with a written information sheet containing details of the research study. All participation in research is voluntary. Your decision to participate or not will not affect the care you receive. If you decide to participate, you will be closely monitored throughout the research study until completion.

More detailed information about research at Epworth is available upon request, or on the website at:

**[epworth.org.au/working-with-us/research](http://epworth.org.au/working-with-us/research)**

### Specialist trainees and students

Epworth is committed to training the next generation of medical specialists. Specialist trainees are fully qualified and registered medical practitioners who are undergoing advanced training in their chosen medical specialty but they do not have the same level of experience as your treating specialist.

You may be asked to have a specialist trainee participate in your procedure and to perform some of your procedure as part of their training. If this applies to you, your doctor will discuss this with you and will ask you to sign a consent form. Fully qualified and experienced practitioners will always supervise trainees.

Other health professionals also undertake their training at Epworth, including nurses and allied health professionals, dietitians and physiotherapists. If involved in your care, they will identify themselves as being trainees or students and will always be under the supervision of experienced, qualified staff.

---

## Patient safety during your admission

### Breastfeeding

Breastfeeding gives your baby the best start in life and we are committed to supporting families who choose to breastfeed. We encourage all mothers to have skin to skin contact with their baby straight after birth and to continue this until after the first breastfeed.

This includes Caesarean Births.

Our experienced midwives and lactation consultants are available to assist you every step of the way.

If you experience breastfeeding challenges once you leave our care, we have a breastfeeding clinic where you can receive expert assistance from an International Board Certified Lactation Consultant. Please phone **03 9418 8310** to make an appointment.

### Hand hygiene

We are committed to keeping our patients and visitors as safe and healthy as possible. One of the best ways to prevent infections from spreading is to keep hands clean at all times. Please use hand sanitiser rub provided in public and patient care areas to ensure your hands are clean. Posters are displayed throughout the hospital with instructions on how to maintain hand hygiene.

We urge any friends or family who are unwell to wait until they are better, before visiting you.

### Managing your pain

Pain is experienced differently by each person and your midwife will regularly ask you to rate your pain or discomfort levels on a scale from one to ten, to determine how best to manage it. Good pain control is important for your recovery and we encourage you discuss any concerns with your midwife or doctor.

### Falls prevention

Epworth has a falls prevention program in place for your safety. During your admission, you will be assessed to see if you are at risk of having a fall. Risk factors for a fall can include the type and number of medications you take (which may make you feel dizzy), and being in an unfamiliar environment.

During your stay, your care team will check on you regularly to ensure you have everything you need within reach and can provide equipment to assist you to move around if required. Please make sure your clothing is not too long and footwear is non-slip and fits well. Good nutrition, plenty of fluids and mobilization are important to maintain your health and reduce your chance of having a fall. Ask your doctor, midwife or physiotherapist about suitable exercises to assist with mobility.

---

## Patient safety during your admission

### Safe moves

Epworth has a system of safe work practices for staff to use when caring for and mobilising patients. The “safe moves” program aims to improve your care by ensuring you are moved in bed and mobilised in the safest manner. These practices will also reduce the risk of injury to staff.

The majority of maternity patients remain independent for their entire hospitalisation. Some will experience a small period of time where they are not independent.

As part of the safe moves program, staff will encourage your independence whenever possible. Thin slide sheets, HoverMatts (air transfer system) and other equipment may be used by staff to assist your mobility.

### The importance of communication between you and your care team

Epworth has a number of strategies in place to ensure you remain safe during your stay.

However, for this to be effective, it is important that you are actively involved in your treatment. This means that:

- You understand what risks may affect you during your stay, such as your risk of having a fall or developing a pressure injury, and how you can help keep yourself safe
- You understand the care being provided during your admission
- You advise your care team if you are concerned about the care of you or your baby. Your family should also advise your care team if they have any concerns.

For your personal and visitor safety, please wear footwear at all times when moving around the ward.

If you wish to walk around the ward with your baby, please place them in their cot for safety reasons.



---

## Leaving hospital (discharge)

Discharge planning is an important part of your care that will be discussed early in your stay and is always in consultation with your obstetrician and midwife.

### Duration of stay

Generally, if you have a vaginal birth or elective caesarean birth you will be discharged after four nights. This will vary for self-insured patients.

Discharge time from hospital is 9am.

It's vital that you have a child restraint fitted into your car, before you leave hospital.

### Early Discharge

If you would like to go home earlier than expected, you may be eligible for an early discharge pack.

Please consult your midwife and obstetrician if you are interested in an early discharge.

We are here for you and your family, beyond your stay with us. If you have any questions about your baby after you've gone home, you can call us at any time. Please phone **03 9418 8304**.



---

## Financial information

Your obstetrician, paediatrician, anaesthetist and medical practitioner fees will be discussed with you by your obstetrician, and billed separately by the individual practitioners.

### **Australian private health insured patients**

#### **Things to check with your private health insurer**

We recommend you contact your private health insurer to check the following:

- To confirm that your cover includes obstetric / pregnancy related admission and that your cover is not within any waiting periods.
- Are there any additional costs you should expect such as an excess or co-payments?
- Confirm whether you and baby are eligible for a transfer to Park Hyatt, if your medical circumstances allow

We encourage you to have family cover, should your baby require admission to the special care nursery.

On discharge, Epworth Freemasons will submit a claim to your health insurance provider on your behalf for the cost of hospital-related expenses.

### **Self-insured patients or international patients**

If you do not have Australian private hospital insurance or are covered by an overseas health fund, you will be provided with an estimate cost on booking.

The actual cost incurred may differ from your estimate due to a change in treatment, admission to the Special Care Nursery or a longer stay in hospital than originally planned. Plus additional items such as meals, double bed and phone usage.

If treatment costs exceed the estimated amount, you will be asked to pay the difference before going home.

For further information, please contact the Maternity Liaison Officer on **03 9418 8300 ext 2.**

---

### **Additional costs for hospital services**

Additional charges will apply for some services such as:

- admission of a baby to the Special Care Nursery
- partner meals
- double bed charge
- STD/mobile calls from your room phone
- parking.

### **Antenatal Clinical Assessment**

Excess and co-payments apply as per your cover regardless of length of stay. These may include; antenatal assessments, BP checks, false labour, query ruptured membranes/vaginal loss.

### **Additional costs for clinical partner services**

During your admission you may require tests to provide your treating doctor with a diagnosis or to help monitor your medical progress.

Epworth may engage clinical service partners to provide supplementary clinical services which may include:

- pathology (blood or tissue samples)
- medical and surgical imaging services, such as x-rays or ultrasounds
- medications dispensed to you from the pharmacy during your admission or on discharge (for unrelated or pre-existing medication needs).

Costs for these services will be billed separately by our clinical service partners:

- Slade Pharmacy
- Epworth Medical Imaging
- Epworth Pathology

Epworth has 'no gap' agreements with some health funds to fully or partly cover the costs of pathology and radiology tests at Epworth Pathology or Epworth Medical Imaging. Fees may be reduced if you have an eligible government entitlement or discount card.

### **Payment of your hospital account**

The estimate of financial expenses will be provided to you on admission and you will be asked to sign an estimate of expense/financial consent form.

All out of pocket expenses (including excess and co-payments) must be paid on discharge.

Epworth Freemasons accepts Visa, MasterCard, Amex, cash and EFTPOS. If paying by card, please ensure that any daily or transactional withdrawal limits are sufficient to settle your account. We have a credit card surcharge on all credit card payments.

---

## Your healthcare rights and responsibilities

Epworth endorses the Australian Charter of Healthcare Rights. The Charter describes the rights of patients admitted to any Australian hospital and outlines what you can expect from services and what to do if you have a question or concern.

### Patient rights

As a private patient you have the right to choose your own doctor, and decide whether you will go as a private patient to a public or a private hospital that your doctor attends.

You may also have more choices as to when you are admitted to hospital. Even if you have private health insurance, you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

You also have the right to:

- Information about your diagnosis, treatment, associated risks and treatment options
- Information from your doctor or health service on the costs of your proposed treatment, including any likely out of pocket expenses
- Seek other medical opinions about your condition
- Information on visiting arrangements for your family and friends while you are in hospital

- Privacy of and access to your medical records
- Treatment with respect and dignity
- Care and support from nurses and allied health professionals
- Participate in decisions about your care
- Make a comment or complaint about any aspect of your hospital treatment.

### Patient responsibilities

As a patient of Epworth, you have the responsibility to:

- Provide information about your present and past illnesses, hospitalisations, medications and other matters relating to your health history
- Ask questions if you don't understand explanations given about your healthcare, directions or procedures
- Help your doctor, nurse and healthcare support staff in their efforts to care for you by following their instructions and medical orders
- Report safety concerns immediately to your doctor, nurse or any health care support staff
- Ask questions of your treating doctor, specialist, health insurer or hospital about likely costs before you go to hospital.

---

You must also be responsible for the payment of all services, either through your third party payers (insurance company, Transport Accident Commission etc) or by personally making payment for any service that is not covered by your insurance policy(s) including second opinions and consultations.

### **Provide feedback or make a complaint**

You have a right to ask questions and make complaints about your care and we welcome positive or negative feedback. At Epworth we are constantly striving to provide patients with the highest possible level of care. Feedback that we receive from our patients, both positive and negative, helps us to improve the services we offer.

If you wish to provide a compliment or a complaint, in the first instance, speak to your midwife or nurse unit manager. You may also contact our Maternity Concierge or contact us via:

**[epworth.org.au/for-patients/continuing-your-care/tell-how-we-are-doing](https://epworth.org.au/for-patients/continuing-your-care/tell-how-we-are-doing)**

Patient concerns and complaints are investigated in accordance with procedural fairness and respect and will in no way adversely affect the care and treatment provided to you. If you are not satisfied with how we are responding to your concerns, you have a right to complain to the Victorian Health Services Commissioner, **[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)**

Following your discharge you may also be contacted by Epworth, or by a service provider on our behalf, for feedback on your experience with us.

### **Patient privacy**

Epworth upholds your rights to privacy in accordance with all applicable privacy laws including the Australian Privacy Principles set out in the Federal Privacy Act 1988, the Health Privacy Principles made under the Victorian Health Records Act 2001 and, where applicable, the Victorian Mental Health Act 2014.

Epworth's legal obligation to maintain the privacy of your health information applies to the collection, use and disclosure of your personal and health information.

Epworth's Privacy Policy describes in detail how we handle your personal information and health information.

You may request a copy of our Privacy Policy or access it through our website, **[epworth.org.au/who-we-are/privacy-policy](https://epworth.org.au/who-we-are/privacy-policy)**

---

# About us

## About Epworth HealthCare

Epworth HealthCare is Victoria’s largest not-for-profit private healthcare group, renowned for excellence in diagnosis, treatment, care and rehabilitation. We have several hospitals within the Melbourne metropolitan and regional areas:

- > Epworth Brighton
- > Epworth Camberwell
- > Epworth Eastern (Box Hill)
- > Epworth Freemasons (East Melbourne)
- > Epworth Geelong
- > Epworth Hawthorn
- > Epworth Richmond

## About Epworth Freemasons

Epworth Freemasons combines more than 95 years of Epworth’s experience and commitment to excellence with an expert team of local staff and doctors, who all share a common goal – to provide an outstanding healthcare facility of choice for Melbourne, Victoria.

We embrace the latest in evidence-based medicine and clinical intervention to pioneer treatments and services for our patients.

## Our commitment to patients.

We aim to consistently deliver excellent patient-centred care with compassion and dignity and ensure you have a premium patient experience.

## Our values

Epworth’s values define our approach and delivery. We pride ourselves on communicating these values and delivering on them in a real and meaningful way. Our values are:

- > Respect
- > Excellence
- > Community
- > Compassion
- > Integrity
- > Accountability

We actively promote these values across Epworth to signify their importance and we ask all staff to commit to them every day.







[epworth.org.au](http://epworth.org.au)

### Contact Us

#### Epworth Freemasons

Level 2, 320 Victoria Parade  
East Melbourne Victoria 3002

109 Albert Street,  
East Melbourne 3002

Phone 03 9418 8333

Fax 03 9418 8163

#### Maternity Concierge

Phone 03 9418 8300

#### Birth Suite

Phone 03 9418 8302

#### Postnatal Ward

Phone 03 9418 8304



### Join the Epworth Maternity online community



[facebook.com.au/epworthfreemasonsmaternity](https://facebook.com.au/epworthfreemasonsmaternity)



[instagram.com/epworthbabies/](https://instagram.com/epworthbabies/)