



500th Mum Checks into Novotel Melbourne Glen Waverley

The Waverley Private Hospital, in conjunction with Novotel Melbourne Glen Waverley, have dual celebration with the 500th Mother and Baby checking into the Novotel under Waverley Private Hospital's parenting program for new mothers.

The program gives new mums luxury hotel accommodation at Novotel Melbourne Glen Waverley while providing round-the-clock medical attention through the Waverley Private Hospital.

The Parenting Program at Novotel Glen Waverley is an exciting choice available to Waverley Private Hospital mothers. Mum and baby can leave hospital together and continue to enjoy postnatal care in a hospital-assimilated environment in the comfort of a 4 1/2 star hotel, Novotel Glen Waverley.

Two days following the baby's birth the obstetrician may give approval for mum and baby to be transferred to Novotel Glen Waverley. Mother and baby remain patients of Waverley Private Hospital throughout their stay at both facilities.

Kelly McLauchlan was the 500th mum to be part of the post-natal program between Novotel Melbourne Glen Waverley and Waverley Private Hospital.

Mrs Mclauchlan of Mulgrave gave birth to daughter Leandra on 25th April 2008 at Waverley Private Hospital followed by luxury accommodation at Novotel Melbourne Glen Waverley. The program has been a great success from when it commenced in September 2006.

Customer Feedback received about the program has been excellent. Mums have been thrilled with the individualised and personalised care they have received from nursing staff at the Novotel. Comments have included:

- Excellent one on one care. Having the same midwives really helped.
- Wonderful choice to offer. Great initiative.
- Attention to detail absolutely fabulous.
- Wonderful in every way. Thankyou.
- Professional at all times.
- Nice facilities, pleasant environment – nursing suite and staff excellent. It made everything easier.
- Non intimidating.
- Wonderful experience, very different to my first baby.

- This program was great, very relaxing and helpful and made it easier for partner and sibling to stay/visit and relax also. Staff are very responsive/attentive, nothing is too much trouble: feel like you have your own personal midwife!
- An excellent idea for a first time mother, I feel I have gained valuable information and was able to 'relax' a bit before the big challenge ahead!
- Non intrusive.
- Brilliant. Care was way above expectation. Nurses were knowledgeable, kind, incredibly patient and a wonderful support.
- Think it's a brilliant idea and made recovery much quicker and easier. Think it really makes being a new parent a more positive experience.
- Care was great, as much as I wanted or needed but based totally on my requirements.
- First class! Would recommend this to any first time mothers. The best care and support.
- Thanks for the extra TLC!

Program highlights:

- Personalised care; one on one.
- Education tailored to individual needs.
- Able to be adaptive and flexible with daily activities.
- Focus on parenting skills.
- Ability to tackle complex feeding issues.
- 'Total convenience' ie meals when it suits the mum.
- Pampering.
- Bonding as a family.
- Option of group education sessions.

Photo: Kelly McLauchlan with daughter Leandra and Novotel's Director of Sales and Marketing Duncan Mars

For further media information or imagery please contact:

Duncan Mars
 Novotel Melbourne Glen Waverley
 Ph: 03 8561 2342
 Email: H2068-SB04@accor.com