



catholic healthcare

# *Residential Aged Care*



**ALL YOU NEED TO KNOW**

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# Discover Catholic Healthcare

Since 1994, Catholic Healthcare has been providing quality aged care for older Australians. Our values of courage, compassion and integrity guide everything we do – creating a distinctive Catholic Healthcare experience.

By joining Catholic Healthcare you will receive an holistic approach to aged care, Mind, Body and Spirit where you will step into a community and feel the joy of connection, belonging and renewed independence. A place where you keep being you, and we keep caring for you.

# *What is Residential Aged Care?*



There comes a time when living at home becomes difficult to manage.

A gradual decline in health or a sudden medical event can result in loss of mobility and the need for daily assistance. For older Australians who can't live at home any longer, this is where Catholic Healthcare can help.

Whether you are looking for permanent or respite care, we can provide you with the right solution for your needs. We can also accommodate more specialised needs including dementia, palliative or mental health care. We remove the worry, with safe personal assistance, nursing, and general healthcare services. It's care, allowing you the independence you want, along with delicious food, and plenty of activities to choose from and a community that will make you feel loved.

Our highly trained team will help you feel right at home and provide individually designed care in consultation with you and your family. You'll also have full access to a range of allied health professionals, such as physiotherapists, podiatrists, dietitians, and speech therapists.

## Financial Hardship / Vulnerable Seniors

Some people think residential aged care is financially out of reach, but in fact our homes cater for everyone with an assessed need, regardless of your situation. Government financial support is available, which ensures you get the care you deserve. Though choosing a home can be daunting, our care team understands and will guide you every step of the way. Call us on 1800 225 474 to book a tour.

## Permanent Care

Choosing to move into permanent care is a big decision. We listen to you and your family to understand your needs and what you want. Together, we'll work to create a personalised plan to ensure you receive the right services for a full and stimulating life.

While you're finalising admission paperwork, you can come in for respite care, then transition seamlessly to permanent care.

And if you're not quite ready and still thinking about aged care, we can provide home care for you so you can stay at home for as long as you want.

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*Tailored care for peace  
of mind both now and in  
the future*

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## **Respite Care**

Caring can be both rewarding and challenging. That's why carers need a break for rest and recreation from time to time.

Whether it's planned or an emergency, Catholic Healthcare's professional team can give you personalised short-term care, for up to 63 days every year. Respite care can also provide you with a wonderful opportunity to try out the community spirit and personal attention at the heart of every Catholic Healthcare home before you move in permanently.

# How We Care



## OUR MODEL OF CARE

Your care will be focused on enriching your life and placing you at the centre of everything we do. Enhancing your health, wellbeing and day-to-day life are our priorities.

We spend time getting to know you – from the meals you like (and dislike) to your interests and your life story – welcoming you and doing our best to bring you the comforts of home.

You'll also have access to our range of clinical care services including a large network of specialist medical and allied healthcare professionals.



## **My Voice**

We listen to you. You'll feel comfortable to have your say.

## **My Care**

We take time to really get to know you — helping us understand what makes you unique. You'll be involved in creating your personalised Care Plan and form strong relationships with our team.

## **My Lifestyle**

You'll have the opportunity for contributing to the design of lifestyle programs. These will enhance your independence, health, well-being, and quality of life. You'll be offered pastoral care to help with your spiritual needs.

## **My Home**

Your new home has been designed to be warm and welcoming, with a local community feel. They are decorated in consultation with the residents to ensure your comfort.

## **My Community**

Living in one of our homes, you'll connect with others, make new friends, and develop that all important sense of belonging. Our team encourages and helps you to maintain your friendships and existing community connections.

## **DEDICATED TEAM**

Entrusting your care or that of your loved one to us is a huge responsibility which we acknowledge and take extremely seriously.

Our people are the key to achieving our Mission. Residential aged care employees are provided with ongoing training and development to help them deliver exceptional quality care. This includes following safe work practices.

Attitude is everything. In the interests of harmony, we encourage relationships based on respect and dignity for both you and our employees. We're committed to providing environments free from bullying and harassment.

## **SAFEGUARDING**

At Catholic Healthcare, the safety and wellbeing of residents and employee are one of our highest of priorities. Catholic Healthcare recognises that persons who engage with us may be particularly vulnerable. All RAC staff must complete a criminal record check. Catholic Healthcare takes a risk based approach to accepting admissions of new residents who present safeguarding concerns. For further information, please email [safeguarding@chcs.com.au](mailto:safeguarding@chcs.com.au).

## **VOLUNTARY ASSISTED DYING (VAD)**

At Catholic Healthcare, one of the most important aspects of our Mission is to provide care, dignity and support for our residents and clients as they approach the end of their lives. We strive to provide the highest quality care, in line with our commitment to our Mission and Values.

Along with many other faith-based aged care and health care providers, Catholic Healthcare does not support Voluntary Assisted Dying.

Catholic Healthcare is respectful; we will never deny you care or treatment while at the end of life. For more information, please ask us.

## **SPECIALISED CARE**

### **Dementia Care**

For people living with dementia, we know that no two people's needs are the same, so we develop specialised care plans, easing the strain on your loved ones. Purposely designed rooms and programs offer you a safe and home-like setting, encouraging independence in a supportive environment. If you need this type of care, our tailored activities will help you remain engaged, active, safe, and stimulated.

### **Mental Health Care**

We have some homes that can cater specifically for older people with mental health conditions such as mood disorders and schizophrenia. If you live with mental health conditions, Catholic Healthcare can provide specialised mental health services, ensuring you'll receive the professional care and support you need. Our personalised services and range of stimulating activities will enhance your health and wellbeing.

### **Palliative Care**

At Catholic Healthcare, we promote life in all its fullness – at every stage. We understand the importance in making the end of life experience as easy as possible for you, including spending as much time as you need with the people you love. Because every second counts. Providing you with expert clinical support for your comfort, our team also helps you and your loved ones with emotional and spiritual support.



# Lifestyle

We'll encourage and help you to continue to do what you enjoy. A sense of purpose and daily fulfilment is important. Our team will encourage and invite you to participate in a variety of familiar activities. All our homes offer a broad selection of activities and social programs. Whether you like plenty of creative or social activities, prefer peace and quiet, or both, you'll find there's a great choice.

You'll be part of a positive, inclusive community which focuses on each person's abilities, rather than what they can no longer do. Family and friends are invited to participate with you in these activities and events should you wish.

## **MOVING IN**

We encourage your family and friends to help decorate your room. Familiar photos, furniture, and memorabilia will make your room feel homely and comfortable. Precious possessions hold many memories. Our caring team will reminisce with you and celebrate your stories, maintaining your self-esteem and sense of identity.

## **DOVE PLUS**

All Catholic Healthcare homes offer packages, known as Dove Plus, for extra lifestyle and hospitality services. These services that go above and beyond the government's basic requirement for residential aged care.

At a minimum, extra services include 24-hour snack fridges, weekly happy hour, and a choice of main meals. Depending on the home, more services may be included.

## **ADVISORY BODIES**

Catholic Healthcare has a Customer Advisory Body that meets twice a year to provide feedback to the Catholic Healthcare Board. Please visit [catholichealthcare.com.au/cab](http://catholichealthcare.com.au/cab) if you would like to be considered for this body.

We also have a Quality Care Advisory Body that comprises of a small number of residents, representatives, employees and management who meet together to consider very specific issues in the delivery of care and services. Their feedback is contained in a report to the Catholic Healthcare Board. The Board must consider the report and provide feedback to the Quality Care Advisory Body. If you would like to be considered for inclusion, please indicate when applying to take part in the Consumer Advisory Body.

## **CONNECTED WITH LOCAL COMMUNITIES**

Continue to keep your social life and community ties vibrant with regular outings, shopping trips and more. You can also enjoy visits from local groups, schools, entertainers and volunteer organisations.

## **ACTIVITIES**

All our homes offer a diverse selection of activities and social programs, while still ensuring ample opportunity for private time, or being together with family and friends. These programs and activities cater for all levels of mobility, comprehension, and skills – to nurture the body, mind, and spirit.

## Sample Weekly Activity Schedule

<b>MON</b>	09.30 Seated exercise 10.30 Knitting/Crochet 13.00 Bingo 15.00 Move & groove 16.00 Food documentary
<b>TUE</b>	09.30 Seated exercise 10.30 Creative hands 13.00 Women's group Afternoon Tea 16.00 Afternoon 1:1 chats
<b>WED</b>	09.30 Seated exercise 10.00 Gardening group 13.00 Book club 15.00 Sing along 16.00 Food documentary
<b>THU</b>	09.30 Communion 10.30 Local primary school visit 13.00 Bingo 15.00 Google maps session 16.00 Music concert
<b>FRI</b>	09.30 Non denominational church service 11.00 Nails painting 14.00 Happy hour & entertainment 16.00 Card group
<b>SAT</b>	09.30 News & views 10.30 Nintendo Wii video games 13.00 Afternoon movie 14.30 Indoor bowls 16.00 Food documentary
<b>SUN</b>	09.30 Live stream mass 10.30 Table games 13.00 Afternoon movie 15.00 Reminiscence group

# Positive Dining Experience

We know nutritious, delicious home-style food in an ambient social setting is an important and enjoyable part of life. At Catholic Healthcare we aim to promote your health and wellbeing through creating positive dining experiences. Dining experiences enjoyed in a relaxed environment, with congenial company. Every meal, every day.

Our chefs and cooks prepare a wide range of tasty meals onsite, using seasonal produce and accounting for individual preferences. Our dietitians plan for variety, optimal nutrition, and plenty of flavour.

Sandwiches, cakes, and other treats are always available from our 24-hour snacking fridges.

## **MENUS**

Our menu is designed in partnership with our residents, chefs and cooks. It's said variety is the spice of life – we tailor choices to each home, using seasonal produce to create family favourites. Our menus are refreshed seasonally and rotated weekly.

You may also prefer our delicious finger food options. We also cater for people living with swallowing difficulties, offering textured modified food.





## Sample Weekly Menu

### **Breakfast**

Breakfast cereals, porridge, fruit (whole, chopped or stewed), Toast (white or wholemeal), spreads, tea, coffee, Milo, juice varieties

### **Lunch – Main Course**

Chicken, leek and tarragon pie  
or  
Braised beef with red wine and mushroom sauce

### **Lunch – Dessert**

Slow-cooked sago pudding with cream

### **Evening – Soup**

Zucchini, creamed corn and bacon soup

### **Evening – Main Course**

Salmon fishcakes with mushie peas and mashed potato

### **Evening – Dessert**

Lemon posset with brandied oranges

### **24 Hour snack fridges**



# Pastoral and Spiritual Care

We are all spiritual beings and sometimes need help at critical times. Some people find comfort and hope through their religious practices, belief, and faith community, while some do not.

At Catholic Healthcare, we provide compassionate, safe, and friendly pastoral and spiritual care, regardless of faith. Our experienced team of Pastoral Care practitioners and volunteers can support you in the following ways:

- Responding to spiritual and religious needs
- Finding meaning in life's journey
- Dealing with feelings of hurt, disappointment or guilt
- Overcoming grief and loss
- Getting through lonely times
- Providing a trusted confidante
- Providing a listening ear for caregivers
- Enjoying an opportunity for prayer and reflection, when requested

Daily mass, communion and in-home chapels are also available.

# Steps to Accessing Aged Care

## RESIDENTIAL AGED CARE

### 1 Register with My Aged Care

Please visit [myagedcare.gov.au](https://myagedcare.gov.au) to register. Have your address, phone number, Medicare, and pension numbers handy.

### 2 Assessment and Eligibility

After you have registered with My Aged Care, a member of your local Aged Care Assessment Team (ACAT) will arrange to visit you to determine your eligibility.

### 3 Choose Your New Home

Call us on 1800 225 474 and we can help you find a Home based on your needs and location. We recommend booking a free tour with one or more of our homes to get a feel for the community.

### 4 Calculate Your Fees and Get Independent Financial Advice

It's important to decide how you would like to pay for your care. Please see the next section, 'What costs are involved?' for an overview of the fees and payment



options available. It's also vital to select the right financial adviser for your unique situation. We recommend you visit **[moneysmart.gov.au/financial-advice](https://moneysmart.gov.au/financial-advice)** for more information.

## 5 Application to Move In

Before you move into your new home, you'll need to complete the application paperwork and choose your type and length of stay (permanent or respite).

## 6 Settling into Your New Home

When the time comes to move in, we're here to help make things as easy and smooth as possible. You'll meet the team who'll be looking after you; they'll help you feel at home.

Call us on **1800 225 474** — we'll guide you every step of the way.

# What Costs are Involved?

## FEES AND CHARGES

It's important you fully understand the different fees and charges you may need to pay, before signing up for residential aged care services.

### 1 BASIC DAILY FEE\*



#### This is paid by all residents

All residents pay the basic daily fee as a contribution towards the care, meals, and services they receive. This charge is reviewed and set by the Australian Government twice a year, in line with increases to the Age Pension. It's calculated at approximately 85% of a single person's Centrelink pension.

### 2 MEANS TESTED CARE FEE\*



#### This is paid by some residents

Most residential aged care homes in Australia are subsidised by the government, so in cases where a person's income and/or assets exceed the maximum threshold, that person may be asked to pay a contribution towards their care. This is the Means Tested Care Fee which is set by the Australian Government.

If you're required to pay this, the amount to be paid will depend on your income and assets. You can find out more by contacting the Department of Human Services on 1800 227 475 or visit the My Aged Care website, where you can complete the Residential Fee Estimator.

### 3 ACCOMMODATION PAYMENT\*\*



#### This is paid by many residents

The accommodation payment is a payment towards your room and facilities and is in addition to the basic daily fee.

If your income and/or assets exceed the minimum level set by the Government, then you will be required to make an accommodation payment. You may pay this in different ways:

- **Refundable Accommodation Deposit (RAD)**  
A lump-sum payment option if you are required to pay for your accommodation. This is refunded when you leave the aged care home; or
- **Daily Accommodation Payment (DAP)**  
A recurring rental type payment option to be paid in increments. It is calculated using the Maximum Permissible Interest Rate (MPIR) set by the Australian Government; or
- **Combination payment**  
A payment option consisting of a part Refundable Accommodation Deposit supplemented with a Daily Accommodation Payment e.g., 50% RAD + 50% DAP; or
- **Drawdown payment**  
With this payment option, the Daily Accommodation Payment is deducted from your lump-sum Refundable Accommodation Deposit. To find out if this option is suitable for you, we recommend you seek independent financial advice. Contact us to find out more.

## 4 DOVE PLUS - LIFESTYLE SERVICE\*\*



Our lifestyle service goes above and beyond the already high level of service you can expect. You can enjoy entertainment, greater menu choices, in room meal service, flat screen TV and free Wi-Fi. This service is available at all homes.

## = TOTAL COST



For peace of mind about fees and charges we recommend you seek professional advice from an independent financial adviser.

**As a trusted not-for-profit provider, we exist only to benefit our residents, with proceeds reinvested into improving quality and access to care for senior Australians.**



# Governance

## AGED CARE STANDARDS

The Aged Care Quality and Safety Commission requires organisations providing aged care services in Australia to comply with the eight Quality Standards. All Catholic Healthcare's homes are accredited against these standards. For more information go to **[agedcarequality.gov.au](https://agedcarequality.gov.au)**

## AGED CARE STAR RATINGS

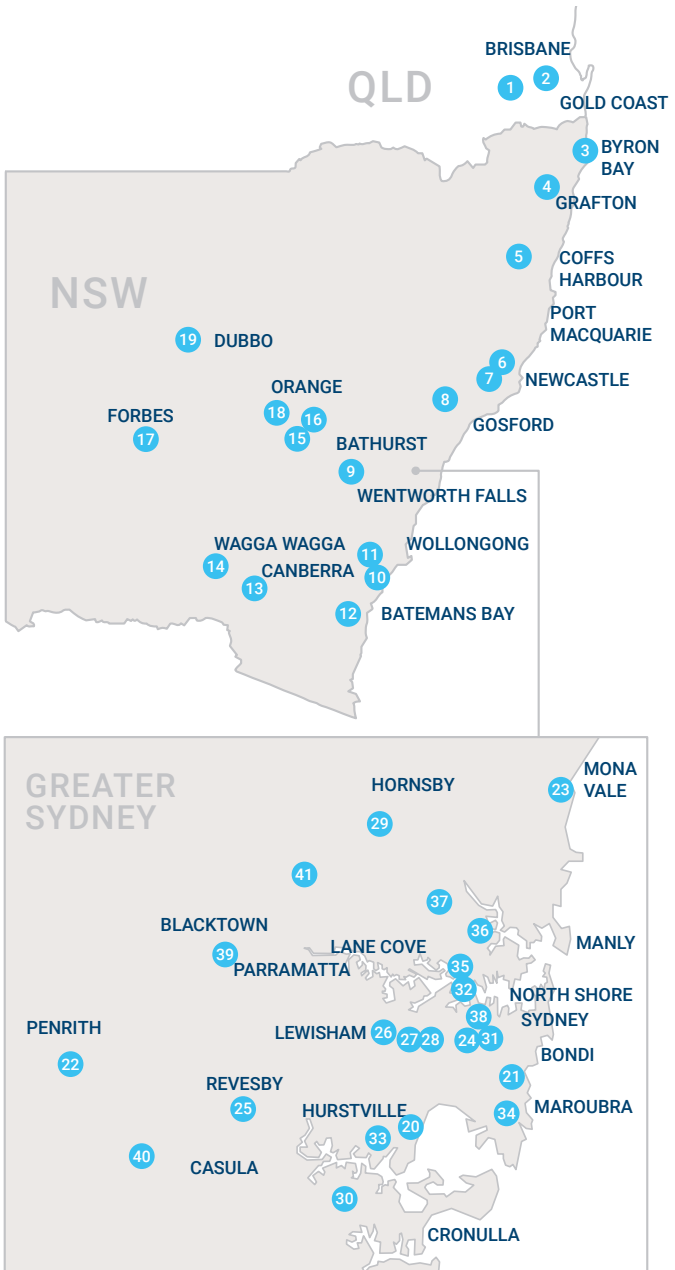
Star Ratings are a way of comparing aged care services, so you and your family can make an informed choice. They're available on the My Aged Care website for all residential aged care services. You can easily compare services based on the areas of compliance, resident experience, staffing minutes and other quality measures.

All Catholic Healthcare Homes have a star rating to help you and your family compare the quality and safety performance of our different homes. For more information go to **[myagedcare.gov.au](https://myagedcare.gov.au)**





# Our Locations



## ● RESIDENTIAL AGED CARE

- VILLA MARIA CENTRE**  
Eastern Heights
- VILLA MARIA**  
Fortitude Valley
- COOLAMON VILLA**  
Mullumbimby
- ST FRANCIS AGED CARE**  
Grafton
- ST JOSEPH'S AGED CARE**  
Coffs Harbour
- CHARLES O'NEILL**  
Mayfield West
- ST JOHN'S VILLA**  
New Lambton
- OUR LADY OF LORETO GARDENS**  
Hamlyn Terrace
- BODINGTON**  
Wentworth Falls
- ST MARY'S**  
Berkeley
- VILLA MARIA CENTRE**  
Unanderra
- MARANATHA LODGE**  
Batehaven
- BLAKENEY LODGE**  
Tumut
- THE HAVEN**  
Wagga Wagga
- MACQUARIE CARE CENTRE**  
Bathurst
- ST CATHERINE'S**  
Bathurst
- JEMALONG RESIDENTIAL VILLAGE**  
Forbes
- ST FRANCIS AGED CARE**  
Orange
- HOLY SPIRIT**  
Dubbo
- BETHLEHEM HOUSE**  
Kogarah
- BRIGIDINE HOUSE**  
Randwick
- EMMAUS VILLAGE**  
Kemps Creek
- GEORGE MOCKLER HOUSE**  
Mona Vale
- GERTRUDE ABBOTT AGED CARE**  
Surry Hills
- HOLY SPIRIT AGED CARE**  
Revesby
- HOLY SPIRIT CROYDON**  
Croydon
- LEWISHAM NURSING HOME**  
Lewisham
- LEWISHAM RETIREMENT HOSTEL**  
Lewisham
- MCQUOIN PARK**  
Wahroonga
- PERCY MILES VILLA**  
Kirrawee
- THE SISTER ANNE COURT**  
Surry Hills
- ST ANNE'S AGED CARE**  
Hunters Hill
- ST BEDE'S HOME**  
South Hurstville
- ST JAMES VILLA**  
Matraville
- ST JOSEPH AGED CARE**  
Hunters Hill
- ST PAUL'S**  
Northbridge
- ST PETER'S**  
Lane Cove North
- VINCENTIAN AGED CARE SERVICE**  
East Sydney
- ST HEDWIG VILLAGE**  
Blacktown
- HOLY SPIRIT**  
Casula
- MACKILLOP HOUSE**  
Norwest

To find a Home near you, visit our website  
at [catholichealthcare.com.au](https://catholichealthcare.com.au)



**Contact us:**

1800 225 474

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