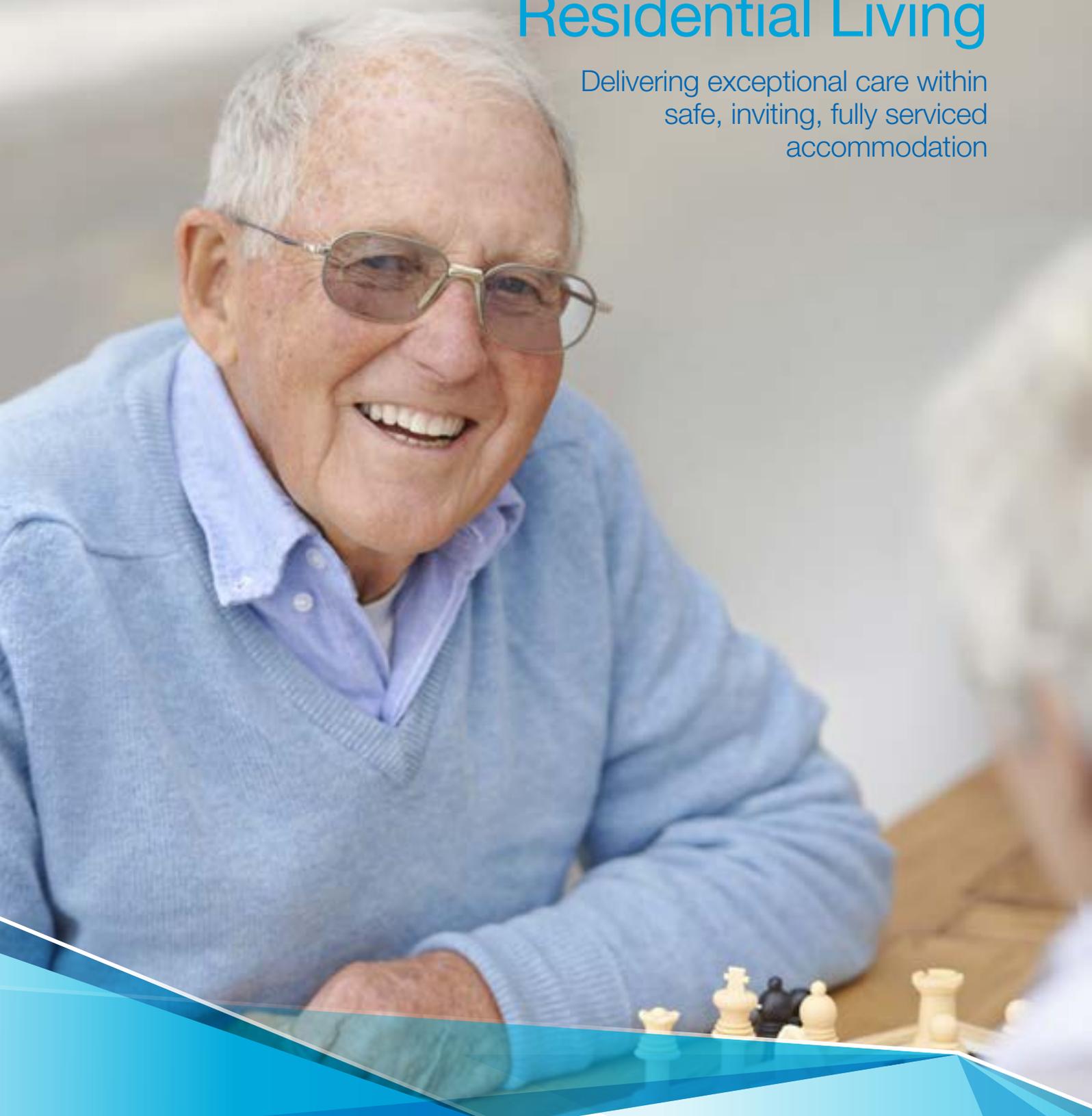


Residential Living

Delivering exceptional care within
safe, inviting, fully serviced
accommodation



**ST VINCENT'S
CARE SERVICES**

A SERVICE OF ST VINCENT'S HEALTH AUSTRALIA

At St Vincent's Care Services, we make you the priority.

We're committed to making you feel welcomed, valued and at ease. We take the time to get to know you and your needs, and we look forward to providing you with the best balance of independence and support.

Our residential living services

We understand the decision to consider aged care can be difficult and overwhelming — for all involved. We are here to help you through the process, and make life easier for you and your family.

Designed with your care and comfort in mind and located within beautifully landscaped gardens, our residential living facilities cater to your every need.

Your dignified, holistic care is complemented by professional hotel services — including full catering, laundry and cleaning — and enjoyable amenities and activities.

We respect your unique care needs and lifestyle goals, and look forward to working closely with you and your family or carer to find the combination of services that's right for you.

Our qualified and caring staff

Our services are founded on a long heritage of caring, and our staff live our values of compassion, justice, integrity and excellence every day. They are dedicated and skilled, and are the reason we can deliver great service and exceptional, research-driven, evidence-based care.

Our residential living facilities are staffed by registered nurses, carers, leisure and lifestyle coordinators, catering and hospitality staff, and friendly on-site management, administration, cleaning and maintenance teams.

You also have access to visiting GPs, physiotherapists and allied health professionals.

- Exceptional, holistic care
- Skilled, experienced and respectful staff
- Inviting, fully serviced accommodation
- Extensive leisure and lifestyle programs
- Help with navigating government funding/eligibility



Services

Nursing care

Your physical health and wellbeing are well looked after, with registered nurses on duty 24-hours-a-day to coordinate and supervise your care. Whether you require mobility assistance, support to manage or recover from an illness, or round-the-clock nursing care, our team of qualified and experienced nursing and care staff are here for you.

We know it can be challenging to ask for help with personal tasks such as showering, grooming and dressing. Our caring, qualified staff provide personal care services with dignity and respect, and support you in any way possible to maintain your confidence and independence.

Specialist allied health services (including physiotherapy) are also available, if and when you need them.

Leisure and lifestyle

At St Vincent's Care Services, you have access to an extensive range of leisure and lifestyle activities, which are tailored to meet your personal preferences and areas of interest. These activities range from fitness classes, interactive games, trivia, arts and crafts, and gardening, to computer and technology training, social activities, and outings. Our focus is on keeping your mind active and supporting your health and fitness.

Pastoral care

Pastoral care is an important part of our holistic approach to care, with our pastoral care workers providing spiritual and emotional support, and a sensitive, caring presence for all. While it is our Catholic heritage that drives this commitment, we respect and support all beliefs, religious traditions and cultures.

Our extended network of services and support

At St Vincent's Care Services, we believe in 'ageing in place'. If your care needs happen to increase, provided we can safely and comfortably look after you, we provide continuity of care within the same facility. It's a practical way of preparing for the future and helps to reduce unnecessary stress and worry.

With us, you also have access to a comprehensive health network, which includes St Vincent's Health Australia's many well-respected public and private hospitals, as well as other highly regarded hospitals and medical services located in close proximity to our communities.

Funding arrangements and application process

Our services are paid for privately or subsidised by the federal government. Fee structure depends on your circumstances and whether you are eligible for government support. This is determined by income and health assessments conducted by the Australian Government.

We understand the system can be complex, and are pleased to help you navigate the process to get the best outcome. Our dedicated and knowledgeable admissions team step you through organising assessments, applying for government subsidies (if available to you), and selecting the right location and level of service — all at no cost to you.

Please contact the team at our Admissions Contact Centre on **1800 778 767** or **svcs.info@svha.org.au**.

Additional information is available through the Australian Government's My Aged Care service.

Visit **www.myagedcare.gov.au** or call **1800 200 422**.



Dementia care

A number of our facilities are equipped to provide specialised care for residents living with dementia and other cognitive impairments. Our specialised dementia care provides expert, 24-hour support, ensuring you or your loved one are safe, comfortable, respected and as independent as possible.

Palliative care

Our focus is on supporting you to live the life you want, particularly during times of serious illness. Our approach to palliative care is underpinned by a commitment to dignity and respect. We do more than treat your physical symptoms and pain to improve quality of life; we provide a complete support system to help you and your family cope during this difficult time.

Respite care

Caring for a loved one can be difficult. As a carer, whether you're unwell yourself, going on a holiday or just in need of a well-earned break, our respite service provides short-term options for support and care of your loved one, as well as the option to transition to permanent residency (subject to availability). With us, you have peace of mind knowing your loved one is receiving the highest standard of care in one of our St Vincent's Care Services communities.

About St Vincent's Care Services

St Vincent's Care Services is a leading and trusted provider of aged care and retirement services in Queensland, New South Wales and Victoria.

Residential living locations



As part of St Vincent's Health Australia — the nation's largest not-for-profit Catholic health and aged care provider — our residents and clients have access to an extensive, world-class health network.

St Vincent's Health Australia is a leader in clinical care, research and education, and operates an expanding portfolio of private hospitals, public hospitals, aged care services and co-located research institutes along the east coast of Australia.

Mission

As a Catholic health care service, we bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

Vision

We lead through research-driven, excellent and compassionate health and aged care.

Creed

We believe in the dignity of all people because each one is created in God's image. We are committed to justice and compassionate care for all.

Values

Compassion • Justice • Integrity • Excellence



A facility of
St Vincent's Health Australia,
under the stewardship of
Mary Aikenhead Ministries

St Vincent's Care Services
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www.svcs.org.au