

Our Residential Care Homes



**What matters to you,
matters to us**

Contents

Discover Catholic Healthcare	3
What is Residential Care?	4
Our Promise of Care	6
Specialised Care	8
Lifestyle	12
Catholic Healthcare App	14
Food and Dining Experience	15
Accessing Aged Care	16
Quality and Standards	19

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Discover Catholic Healthcare

Catholic Healthcare exists to support older Australians to thrive, inspired by the Catholic tradition and guided by our values of Courage, Compassion, and Integrity. Since our establishment in 1994 by the Bishops of NSW and ACT, alongside six founding congregations, our journey has been one of collaboration and unwavering commitment to care.

As a leading not-for-profit provider, we deliver residential care, home care, and retirement living across Australia's east coast. Today, we operate 41 residential care homes, 13 retirement living communities, and provide home and community services to more than 6,500 clients. Our services are open to people of all faiths and backgrounds, reflecting our belief in promoting life in all its fullness.

At Catholic Healthcare, we embrace a holistic, person-centred approach that nurtures body, mind, and spirit. Every interaction is grounded in our Mission and Values, ensuring dignity, respect, and compassion for those we serve. We are more than a care provider – we are a community dedicated to enriching lives and creating spaces where older Australians feel valued, supported, and empowered. Together, we continue to build a future where ageing is embraced.



What is Residential Care?

There may come a time when living at home becomes difficult to manage. A gradual decline in health or a sudden medical event can lead to reduced mobility and the need for daily support.

For older Australians who can no longer live safely at home, Catholic Healthcare is here to help. Whether you're seeking permanent care or respite care, we can provide the right support to suit your needs.

We also offer specialised services including dementia care, palliative care, and mental health support. Our caring team takes the

worry out of daily living, providing safe personal assistance, professional nursing and healthcare, delicious meals, and a variety of engaging activities — all within a warm, welcoming community where you'll feel truly at home.

Your Care Team will work closely with you and your family to design a personalised care plan. You'll also have access to a range of allied health professionals such as physiotherapists, podiatrists, dietitians, and speech therapists — supporting your overall wellbeing in every way.

Inclusive Care for All

Residential aged care may seem out of reach for some, but our Homes are designed to support everyone with an assessed need, including those experiencing financial hardship or facing other vulnerabilities. We offer places for seniors from at-risk cohorts, ensuring access to safe, compassionate care regardless of background or circumstance. Government financial support is available, and our Care Team is here to guide you through the process, helping you find the right option with dignity and respect.

Call us on **1800 225 474** to book a tour.

Our Promise of Care

Inspirit Model of Care

At Catholic Healthcare, you're never just supported — you're truly understood. We believe ageing is a time to embrace, and every person deserves to live well and age well with respect, meaning, and connection.

That's why we created Inspirit — our relationship-centred model of care that puts you first. We take the time to learn your story, your values, your preferences, and your goals, so your experience with us reflects what matters most to you.

Whether it's choosing your next lifestyle move, remembering how you like your tea, or supporting your independence, Inspirit guides everything we do.

Your Care Plan or living arrangement is shaped with you, giving you a voice over how you wish to live each day. Because to us, care is not just a service — it's a relationship, a partnership, and a shared journey. One where you feel valued, empowered, and embraced for who you are.

With Inspirit, we're not just providing care — we're building relationships and creating spaces where you are seen, heard and known.

What matters to you, matters to us.



Health

You feel confident and empowered to make choices about your care.



Heart

You are surrounded by love, compassion, and meaningful relationships.



Home

You live your way in the place that feels most like home.



Hope

You feel a sense of purpose, value and meaning every day.

Specialised Care

Allied health services

Each of our Homes has a number of visiting or online allied health professionals who are available to you. Our service providers may include:

- physiotherapists
- podiatrists
- dentists
- dietitians
- occupational therapists
- speech pathologists.

Dementia care

We provide personalised lifestyle plans designed to support both individuals living with dementia and their caregivers. Our purpose-built dementia care environments offer a safe, homely and comforting setting, thoughtfully designed to meet the unique needs of each person.

Palliative care

Our palliative care services are designed to support carers and the person with a life-limiting illness to live well with dignity, comfort, and meaning — for as long as possible. We focus on expert symptom management, emotional and spiritual support, community involvement, social and compassionate care for residents and their families.

Spiritual and Pastoral care

All our Homes have qualified and dedicated Spiritual and Pastoral Care Coordinators who provide inclusive, person-centred support tailored to the diverse spiritual and emotional needs of our residents. Pastoral and Spiritual Care is supported by research that shows the positive links between mind, spirit, and physical health. It is part of our commitment to care for the whole person.

Psychogeriatric care

Catholic Healthcare fosters a supportive community with highly-trained, professional teams in all of our Homes to ensure you receive the best in specialised care. This may include seasoned psychiatrists, psychologists and a dedicated nursing team, each possessing specialised training in psychogeriatric care.

Enhanced Services

Catholic Healthcare offers Enhanced Services to provide extra support, comfort, choice, and control in all our Homes. Our Enhanced Services include social outings, wellbeing programs, additional in-room extras, and a range of dining and beverage options. For more information on our Enhanced Services, please speak with your Care Team.

Enhanced Services are optional and are available to purchase through the Catholic Healthcare App, once you become a permanent or respite resident.

Permanent care

Permanent care refers to long-term residential care for seniors who need ongoing, high-level support with aspects of daily life, including personal care, medication management, and access to health services. We offer personalised, flexible care plans, aimed at enriching your health and wellbeing.

Respite care

Catholic Healthcare provides short-term, or respite stays for those individuals who are approved for Residential Respite Care. Respite stays can be booked for a minimum of two weeks at a time and is dependent on the Home having capacity. Longer respite stays may be available on a case-by-case basis. The basic daily care fee is charged each day for respite and must be paid in full on arrival for a minimum two weeks period.

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As a daughter, helping Mum transition into residential aged care was a big decision—but Catholic Healthcare made it a smooth and reassuring experience from the start.





Lifestyle

At Catholic Healthcare, every day brings opportunities to connect, create, and enjoy life.

Connected with Local Communities

Our Residential Care Homes provide a safe, supportive environment where you'll feel valued and connected. We regularly welcome visits from local groups, schools, entertainers, and volunteers, keeping our communities vibrant and engaging.

Our Foundations Program

All our Homes offer a foundation program, focusing on the leisure interests through social, emotional, physical, spiritual, cultural and cognitive wellbeing, enriching the experiences that enhance comfort, creativity and connection in daily life. Our Foundations Program offers a range of activities suited to the resident's choice including, but not limited to:

Hummingbirds: A music and movement program designed for all mobility levels, with light exercises that keep residents active, engaged, and having fun.

Engage volunteer program: Stay connected through visits from our trained volunteers, who offer companionship and support aligned with national standards.

Playgroup NSW intergenerational visits: This intergenerational program connects residents with young children to share stories and build joyful memories.

One-on-one wellbeing visits: Daily visits from our Lifestyle Team tailored to each resident's interests and needs, including comfort care visits through a non-medical approach that promotes choice, dignity, and meaningful engagement.

Thrive with dementia: Offered in Memory Support Units as the specialised equivalent of our Foundations Program and including carer involvement.

Together, these programs support your mind, body, and spirit — helping you feel truly at home.



Catholic Healthcare App

Our residents in Residential Care Homes and their families can stay connected and easily manage their services with the Catholic Healthcare App.

This free and easy-to-use App allows you to:



Browse and request services



Purchase tickets to events and community outings



Stay up to date with what's happening in your home



Provide feedback

Scan the QR code to learn more about the Catholic Healthcare App



Food and Dining Experience

At Catholic Healthcare, we focus on the small things that make a big difference — like knowing how you take your tea and serving meals freshly prepared in our kitchens every day.

Our homestyle dining experience features delicious, nutritionally balanced meals prepared onsite by our chefs using fresh, seasonal produce. Our changing menus reflect the preferences and tastes of residents, ensuring every meal feels familiar, comforting, and satisfying.

To further elevate the dining experience, our chefs partner with the Maggie Beer Foundation, and residents are often invited to taste test new seasonal menus. Many of our Homes also feature cafés, adding extra convenience and opportunities for social connection.

Because we know food is more than just a meal — it's an experience shared with others. We're proud that many of our Homes are ranked among the top 100 nationally for Outstanding Food Ratings.*

*Catholic Healthcare has proudly featured in The Daily Telegraph's article on 8 June 2025, 'Food at aged care still bites', which discussed food ratings in aged care.



Accessing Aged Care

1 Register with My Aged Care

Please visit **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 assessment team 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 visit our website at **catholichealthcare.com.au/rac-fees-caps-subsidies** for an overview



of the fees and payment options available. It's also important to select the right financial adviser for your unique situation. We recommend you visit **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.



Quality and Standards

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**

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 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**



Contact us:

1800 225 474

catholichealthcare.com.au