

Feel welcome at

Eltham



OVER
175
YEARS

NOT FOR
PROFIT

TAILORED
CARE MODEL



ST VINCENT'S
CARE SERVICES
ELTHAM

Our promise



Feel welcome



Feel valued



Feel safe

How will you give me confidence I am making the right choice?

We want to ensure everyone can find a home where they feel welcome, valued, and safe.

This is achieved by working with residents and families to ensure they get the right outcomes from their aged care journey.



We believe:

- We can only find you the perfect home by listening to your story, not by telling you how great we are, indeed your history is just as important as our future together.
- Everyone's needs are different and can change over time. We will be flexible to deliver the care and support that best suits you.
- It takes residents, families, staff and community working together to make a place feel like home.
- Transparency and honesty is key to ensuring everyone finds a home where they feel welcome, valued, and safe.





How does St Vincent's keep residents *safe* and *healthy*?

We are one of the only aged care providers that is part of a wider hospital network, the St Vincent's Health Australia network. Because of this network, we offer a unique clinical advantage that helps keep residents safe and healthy.

Our clinical advantage gives us access to:

- Expert medical and clinical advice for complex care situations
- Tele-health calls with our hospitals to manage complex care delivery on site
- Advanced outbreak management procedures and fast-tracked testing services
- Access to palliative care specialists
- Registered nurses on site 24/7

This advantage helps us minimise the risk of outbreaks within our facilities, can improve outcomes for residents, and gives families the extra peace of mind their loved ones are safe.

How will you *support us* through this difficult time?

Tailored care model

Our team delivers care that fosters companionship, ensures family inclusion, and creates a vibrant environment where residents feel engaged, emotionally supported and understood.

The services and people who help you at St Vincent's include:

- Pastoral Care
- Palliative Care
- Physiotherapy
- Speech Pathology
- Occupational Therapy
- Dietitian Reviews
- Lifestyle Coordinators
- Alternative Therapies
- Dementia Care Support

Support team

From week one, you will be supported by a range of staff to ensure you feel welcome, valued, and safe.

This team can include:

- Facility Manager
- Dedicated Lifestyle Coordinators (Diversional Therapists)
- Clinical Manager
- Resident Welcome Team
- Care Staff
- Your Loved Ones
- Pastoral Care Team
- Allied Health Team
- Volunteers

Feel welcome at Eltham

Sitting amid beautiful, open acreage, St Vincent's Eltham almost makes you forget you're at an aged care home.

Key features

- Open grounds and manicured gardens - when visiting, you almost forget you're at an aged care home!
- A full activities calendar focused on keeping residents active, engaged, and happy
- Hairdressing and beauty salon
- Pet therapy program
- Library and reading rooms
- On site chapel and multi denominational services
- Specialist dementia care that helps to manage complex care situations
- Free Wi-Fi access for video calling family and friends
- 24/7 registered nurses
- Partnerships with allied health providers to get the best outcomes for your loved ones





The sights and sounds

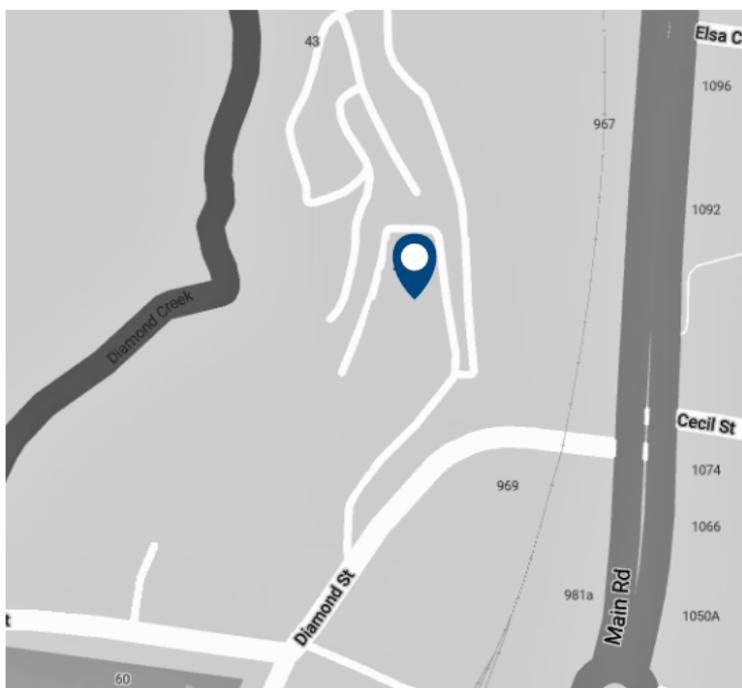
- Explore the open grounds complete with babbling creek and manicured gardens where residents can enjoy a walk by themselves or accompanied by family and friends
- Learn how residents stay active, healthy and happy with outdoor activities including bocce, daily Tai Chi and Yoga!

We'd love to *hear from you*

Contact our friendly team at **Eltham** with any questions you might have

1800 778 767  www.svcs.org.au

St Vincent's Eltham



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**ST VINCENT'S
CARE SERVICES**
ELTHAM