

Residential Aged Care Villages



Don't just live with us, come alive with us!

Peggy's story

94 year old Peggy has been living with us since she was 87 years old.

I moved to Northern NSW from Sydney to be closer to my son and grandchildren. Initially I was in a different facility but I was miserable. My son looked around and found Feros Care Wommin Bay. The moment I visited I knew it was right for me.

It's not obvious what it is, it just looks like a community of homes and not a hospital block; it's so close to the ocean and the bushland and I don't feel closed in.

The moment I moved in I felt content. Everything is relaxed here. My bedroom looks over my garden and the sports field and I just love watching the children play their games on the weekend. It brings so much energy to us all.

Four years ago I got an electric scooter and I ride it to the shops to get a sandwich and coffee and then I go to the headlands and watch the fishing boats come in – the pelicans just sit there waiting for their share.

I love my independence and freedom – I can make a cup of tea whenever I want and I can be the same person I used to be before I moved in here.

I'm a gardener, so I have been helping other residents with their gardens, and planted out a few vacant garden beds. I watch the birds in the bird bath and I enjoy seeing how the different plants grow throughout the year.

I'm encouraged to live the life I want to live.



We Believe It's All About You

Don't just live with us come alive with us!

Living in a Feros Care Village means you are encouraged and supported to continue to live a full life. Our approach to care is based on our 'Byron Model' which focuses on all aspects of your wellbeing, assisting you to continue to stay healthy, active and connected within the village, and to your friends and family and the community.

A common concern of people entering residential care for the first time is that their life as they know it will end. Here at Feros Care we don't want life to stop when a person moves into our villages – we want to help each resident set new goals and provide them with the opportunity to create a new fulfilling and meaningful chapter in their life.

We support you and help you to continue to lead the life you want – maybe by assisting you to enrol in that art class you have always planned to do or arranging transport to yoga. You can even help out around the village with cooking or ironing if you really want to! We don't think our primary purpose is to provide you with 'care', it is to help you live as independently as possible. Even if you do need a higher level of support and care we offer that with respect and allow you to make decisions about your own life.

Our villages have been designed with accessibility and homeliness in mind. Fresh air, open spaces, garden access, private and communal spaces, and family, pets, fresh food and social engagement ensures you'll be living in a relaxed home environment.

So when living at home becomes a challenge we can offer you a new home in one of our three vibrant and friendly aged care villages on the North Coast of NSW.



Laughter, love, dignity and genuine care are our commitments to you.

Genuine Care

What makes Feros different?

We are one large family and we genuinely care about the happiness and wellbeing of our residents and each other. Our relationships are sincere, filled with care, fun, laughter and respect; sharing the same passion for ensuring our residents come first with every decision we make.

Before you move into a Feros Care Village, we take the time to understand you and your lifestyle. If you are artistic, quiet, a gardener, a philosopher, a crafty person... we will endeavour to home you in a Cottage matching your interests and needs, and surrounded by like-minded residents.

We only employ people who firmly believe it is a privilege to work with older people. At our villages,

residents, volunteers and staff build beautiful and unique friendships, and there is genuine interest, trust and care, for each other. Our low staff turn-over allows you to form deep and meaningful relationships with people who genuinely know you and care about you. This is your home so we take the time and effort to know you as a person and ensure your individual requests and needs are met.

Mutual respect and regard forms the cornerstone of all our relationships within our villages. All our staff and volunteers appreciate being a part of residents' lives, and enjoy their company and everyone's unique story.

Not happy about something? We want to know that too! Our monthly residents meetings are a formal way to make suggestions and comments, but every day we welcome the opportunity to improve your life.



Case study:

Friendships and connections Nicholas (resident) and Emma (carer)



Friendships and family are both very important for Nicholas and Emma!

Emma (whose family are located in the UK) considers the residents of Byron Bay her second family, so much so that when she recently wanted to celebrate a special event she did so at the Village.

Emma said “these amazing people – the residents, volunteers and staff – are my family. It’s a blessing to work here, all my family are in England and coming to work is coming to be with my other family.”

Emma’s seven year old son also loves all his many grandparents. “Ché doesn’t have grandparents close, so he comes here and gets spoilt rotten!”

For Nicholas, who is of Greek origin and used to large gatherings with lots of family and friends, living at the Village provides him with the social connections he craves.

“I love to see people gathering and happy and I love all the event days. I want to sing with everyone and have a glass of wine. I feel a part of a big family here. We all love, love Joe (Joe helps coordinate our Positive Living program in Byron Bay). I just feel so good and secure here.

“And Emma... Mamma-Mia, Emma is a beautiful lady, always so happy” smiled Nicholas.

Vibrant Village Life

There is a definite ‘vibe’ to our villages – they exude a warm, welcoming and friendly atmosphere. The residents, staff, animals, volunteers and visitors create an environment full of love, laughter and a calm energy.

Our villages feel like a relaxing homestead or lodge, they are all single storey and it is easy to walk straight outside into the beautiful gardens and outdoor spaces. You definitely won’t feel trapped in an air-conditioned cold space with a clinical or hotel feel.

Our villages are places where you feel comfortable and relaxed and ‘at home’. We encourage you to invite family and friends any time that suits you – we don’t have ‘visiting hours’ – you get to decide when you will be entertaining! All our villages are set up with plenty of entertainment spaces too – indoors and outdoors – you don’t need to sit in your room with your visitors, make them a cuppa in the open plan kitchen, or invite them to share a meal*.

Just like at home there will be a few ‘projects’ laying around the common areas – that’s because the Village is *your* home. It doesn’t matter if you leave your book in the sitting room, your art project in the garden, or a bag of knitting in a chair by the tv! And we encourage you to claim a bit of the garden and create your own garden bed too!

People are always coming and going – family, therapists, friends, entertainers, volunteers and children – and combined with our extensive positive living program, including theme days and social outings, there is never a dull moment at a Feros Village.

That’s why we say that when you move into a Feros Care Village you are moving into a new home, not a ‘facility’.

**meals are at an additional cost.*

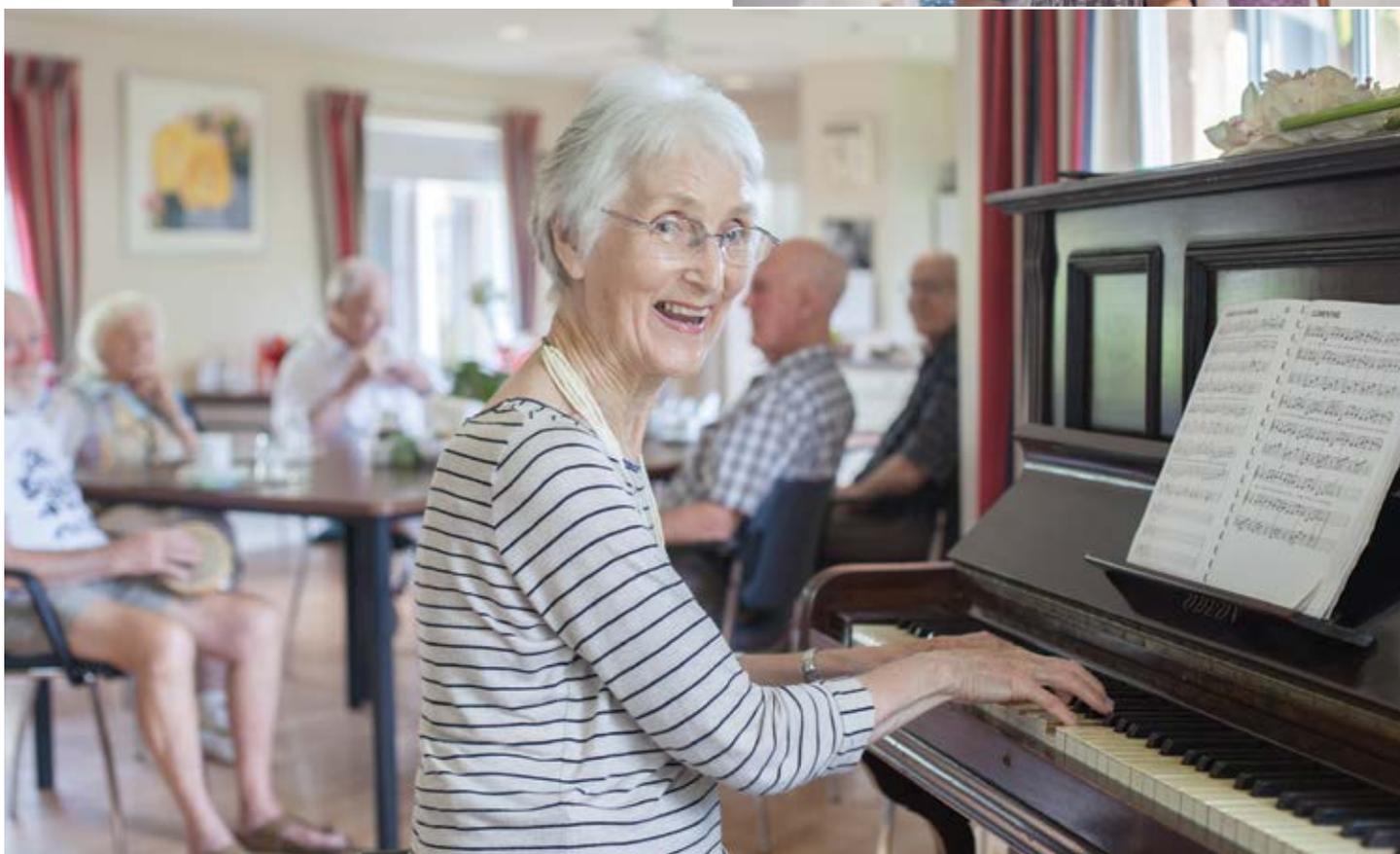


Come and Visit Us

Because each village is unique, it is important your individual care needs are discussed, to ensure we are able to provide you with the right level of care. We suggest a great time to do this would be during your personalised tour of our village/s. Our Village Care Manager would love to show you around, and introduce you to other residents, staff and the furry friends at that village.



“ The admission process on the day was wonderful. Mum was made to feel as if she was coming home and all staff made a special effort to make her feel welcome and safe. The smile on her face that afternoon said it all. Thank you to all staff at Feros Village Bangalow.”



Helping You Live the Life You Want to Live

Pet power

Animals are welcomed residents within all our villages and play a significant role in village life. They bring spontaneity, enjoyment and companionship to many residents, staff and visitors.



It is very peaceful having Bo. She sleeps with me all the time, I just love patting her – it's very relaxing. Cats make a home.

Margaret, Bangalow



Strong mind and body

A very important focus within our villages is to support residents to stay strong, active and engaged socially in the things they love. Our villages run strength and exercise programs that encourage residents to walk, stay mobile and to be active forever.

Our staff, residents and volunteers participate in a vibrant and creative positive living calendar of events and activities that create opportunities for residents to pursue individual interests, enjoy meaningful activities, and to build and maintain relationships.



I expected a quiet place with classical music playing. Instead on my first morning I walked into an energetic drumming circle with everyone laughing and beating their jambalayas.

Chris, Wommin Bay volunteer



For the love of food

We understand the important role food plays every single day in the lives of our residents. We believe fresh nutritious and delicious food is medicine for the soul, and our goal at the villages is to revolutionise the dining experience!

Our seasonal menus include fresh local produce, drawn on traditional fare and modern cuisine with a variety of options to help meet the individual tastes and familiar favourites for our residents.

“ Thank you for the lovely gluten free meals and treats for my mum.
Client relative

Visitors

This is your home, so just like at home visitors are encouraged and form part of the village community. There is no set visiting time – your family and friends are welcome when it suits you.

Guests can utilise the tea and coffee making facilities and are very welcome to book in to share a meal.



Silver surfers

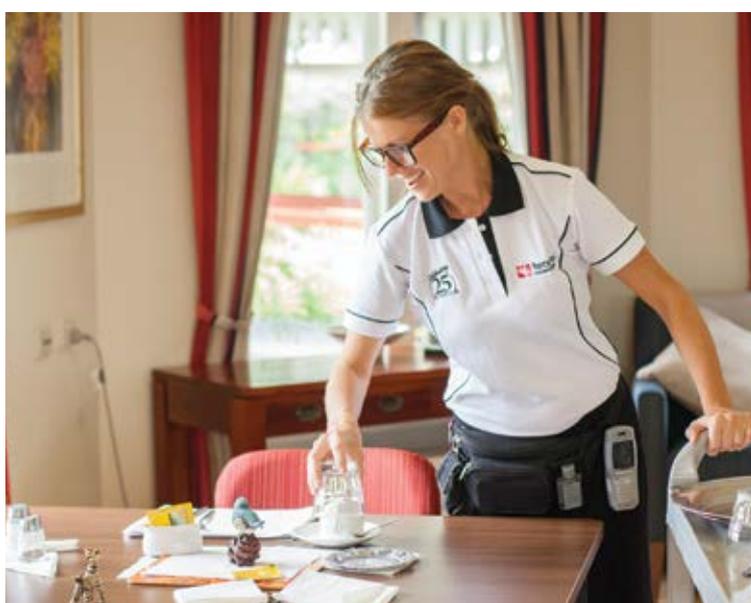
Our villages are technology hubs using high speed wireless networks across the entire village. This allows our residents to stay connected with family, friends and enjoy interests and activities using, tablets, computers and Segway robots.

Our eHealth facilities allows residents to access medical professionals quickly through the use of virtual consultations with medical specialists and doctors using high definition video calls – eliminating unnecessary travel to specialists.



Our accommodation

We have a combination of single and double rooms with ensuite bathrooms. The large double rooms suit couples or people who would prefer the company of another. Bed, bedside table and sitting chair are provided, and you are welcome to bring furniture, decorations and linen to personalise your room to your taste.



Our team

Of course it is important that we always provide you first-rate care and support, however of equal importance is that you always feel valued, appreciated and part of our big Feros family.

Our dedicated team of professionally trained nurses, personal carers and hospitality staff all undergo an extensive hiring process with interviews, professional reference checks and criminal record screening. It is also critical that they demonstrate a passion for working with seniors and see their role as a privilege. Our philosophy is “we are here to provide care, not do a task!”

Dignity and respect are the cornerstones of our Feros Care philosophy. This is what we call our Genuine Care assurance!



“ I wish to thank all staff for being so kind, caring and thoughtful regarding my mother coming to live with you at Wommin Bay. It has been a difficult time for my mother and myself. Knowing she is safe and has wonderful caring people looking after her makes it so much easier. Thank you.



Fully accredited

Peace of mind is guaranteed when you choose to move into a Feros Care village. We are fully accredited by the Australian Aged Care Quality Agency. In addition we have set our own very strict policies and procedures to ensure all the services and care we provide are well above and beyond minimum government standards.

Affordability

The Government calculates and regulates maximum daily fees and payments, taking into account your particular circumstances.

More information can be found at myagedcare.gov.au, or by calling 1800 200 422. We also have staff in our business centre who can guide you, call 1300 763 583.

Respite care

All villages provide short-term comfortable home-away-from-home respite care. Respite care is an opportunity for you to recuperate after an illness or injury in a supportive and caring environment.

It is also available if your family is going on holidays and you need support and companionship whilst they are away, or to give your caregiver some personal time to recharge.



Feros Village Bangalow



As soon as you walk into Feros Village Bangalow you feel the relaxed, friendly and vibrant atmosphere. The village is home to 64 residents and our village pets that will more than likely meet you at the front door.

It is set in beautifully maintained gardens that feature walking paths and expansive views across local farm land. The village is built around a series of court yards and indoor and outdoor spaces. This ensures every room has beautiful garden vistas and plenty of light and fresh air. Bedrooms have large windows overlooking gardens or the fields beyond.

Village vibe

The design of the village encourages social interactions. The lounge and dining areas are at the heart of the village and a constant hive of activity. Family, friends, entertainers, pets and volunteers gather here throughout the day and the vibe is always warm and friendly.

Meals are served from the open plan kitchen that joins the dining room (unless you prefer to eat in the garden or your bedroom). Mealtimes feature lots of laughter and friendly banter between residents and staff.

Daily life

Our daily activities calendar is designed to help you continue to learn, play, experience and enjoy life. Village activities and social outings are complimented by your personal interests that we will help you continue to pursue. There is a big focus on strong bodies and mobility.

Our morning daily exercise program and our physiotherapists, positive living team, volunteers and care staff help to keep you moving so you can continue to play an active role within the village and in community life.

The ever popular happy hour is always a guaranteed crowd attracter – many residents gather on Friday afternoons for cheese and crackers, beer, wine or coffee and a joke with volunteers and staff.

Facilities and services

Bangalow Village features an onsite hairdresser, spa room and healthy space for massage, aromatherapy and alternative therapies, and our friendly volunteers provide manicures and hand massages. Our village is next door to a medical centre with access to physiotherapy and hydrotherapy; and across the road is the Bangalow Bowling Club.

Extra support

Our Bangalow Village caters for seniors who are no longer able to meet their own needs independently, and require extra care and support. Our nurses and carers are always on hand 24/7 to offer what is needed. This includes assistance with personal care like showering, dressing, grooming, hygiene, meals and eating, rehabilitation, medications, treatments and communication aides.

We also provide specialised equipment such as beds, lifting and mobility aides if needed. To assist with the transition of moving, our orientation and support specifically focusses on people who suffer from memory loss or confusion.



Feros Village Byron Bay



Feros Village Byron Bay feels like a tropical, intimate and casual beach resort. Located in the heart of one of Australia's most famous beachside towns, it offers a relaxed lifestyle for 40 residents, and is only a short walk through the adjoining bush reserve to the beach.

The village is situated within a large garden. Four intimate cottages of ten bedrooms each, and the therapies and multi-purpose room, all radiate from the central garden like petals on a flower. To add to the openness and green spaces, each Cottage is also built around a central enclosed courtyard.

Village vibe

The central garden is a gathering place for residents and their families, with several pagodas and under cover benches. The menagerie of pets (often lazing in the sun in this garden) adds to the homely feel.

The Village is a hive of activity, with residents, volunteers and visitors coming and going.

The Feros bus takes regular outings to ensure that residents engage with the Byron Bay community. This is assisted by the many volunteers that help with driving and ensuring our residents stay connected.

The multi-purpose room is the heart of the village and a meeting place for residents, while the undercover bbq area hears plenty of laughter and stories during happy hour.

Each intimate Cottage has its own personality. We endeavour to match new-comers with like-minded residents to ensure people with compatible lifestyles share each Cottage. In one, residents may gather in the sitting room to knit, and in another to do art, and another play card games.

To encourage residents' independence and mobility, Cottages have (optional) laundry facilities and a kitchen stocked with basics. Just like you would at home you can help yourself to tea or toast when you feel like it, or host your visitors.

Daily life

Our focus is on residents continuing to do as much as possible for themselves as they maintain their independent lives.

A wide variety of daily activities are on offer. Residents can participate in drumming workshops, Feldenkrais classes, happy hours, and art sessions, as well as regular bbqs, special theme days, and weekly community outings and bus trips to the shops.

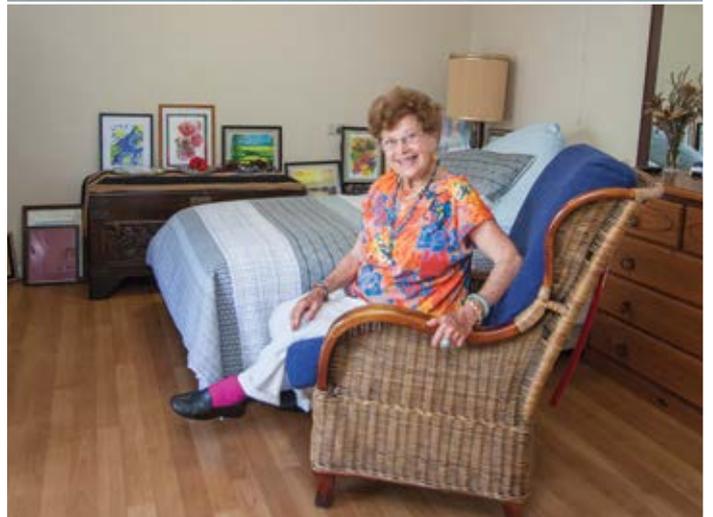
We actively encourage all interests and hobbies, including green thumbs, and many of our residents have created beautiful gardens – both at their own bedroom door and beyond.



Facilities and services

Byron Bay Village features a weekly onsite hairdresser and healthy space for massage, aromatherapy and alternative therapies.

A flat walking path leads from the Village into Byron Bay town centre and its service clubs, movie theatres, yoga studios and cafes. The senior citizens' centre, GP clinics and hospital are all nearby. The town bus service is on our doorstep.



I moved from another facility where I could never get outdoors, it was like an institution. Moving here was like moving home. I love the fresh air, and that my front door leads to my own private garden. **Nina.**

Feros Village Wommin Bay



The first thing you'll notice about Feros Village Wommin Bay is how open and spacious it is. Ocean, nature reserve and sports field are your closest neighbours. You'll never feel built in at Wommin Village!

The beautifully located village caters for 70 residents with varying care and support needs ranging from basic, through to full assistance for those requiring extra support for dementia and more complex nursing and daily living requirements.

Village vibe

The village consists of five cottages connected by covered verandahs and surrounded by well-maintained native gardens with plenty of outdoor areas for you to relax in the sunshine.

Two large spaces form the heart of the Village where residents gather throughout the day. Our daily strong bodies and minds program sees the Eucalyptus

lounge jiving to the sounds of Latin music for the Zumba class, and the community room pumping to the drumming circle.

Cottages contain between 8 and 15 bedrooms and each has its own personality. We endeavour to match new-comers with like-minded residents to ensure people with compatible lifestyles share a Cottage. Acacia and Banksia cottages in particular cater for residents who wish to maintain a high degree of independence – they even have a laundry if you prefer to do some of your own washing!

In each Cottage meals are served from the open plan kitchen that joins the dining room (unless you prefer to eat in the adjoining garden or your bedroom). Mealtimes are a great opportunity for laughter and friendly banter between residents and staff.

Each Cottage kitchen is stocked with the basics so you can help yourself to tea or toast whenever you feel like it, or host your visitors just like you would at home.

Daily life

Our village is designed to offer privacy as well as social opportunities. Our focus on strong bodies and mobility is intended to keep you playing an active role within the village and in community life. Our daily morning exercise program and our physiotherapies, positive living team, volunteers and care staff all contribute to your overall wellbeing.

Our activities calendar is developed from residents' feedback. Village activities and weekly social outings are complimented by your personal interests and hobbies that we actively encourage you to continue.



Facilities and services

The village is just 500 metres from Kingscliff Beach via the timber walkway and in walking distance to the Cudgen Sport and Recreation Club. The Kingscliff shops and cafes are a 15 minute scooter ride away (or you can take the weekly Feros bus). The village has a hair salon and healthy space for massage, aromatherapy and alternative therapies.



Come Alive with Us

Feros Care is a multi-award winning not-for-profit organisation that's been offering quality care and support services for older Australians since 1990.

We strive to be a strong ambassador and partner in the lives of seniors. Our focus is on helping seniors to remain living independently, socially connected, healthy and fulfilling lives for as long as possible.

Feros Care takes a fresh approach to aged care, providing seniors with reliable, flexible, and innovative solutions designed to meet their individual needs. Our mission is to support seniors to live their best life. We believe our senior years are something to be Celebrated!

We have been recognised nationally for innovation, receiving awards for the use of smart technologies, service delivery models, sustainable business practice and positive ageing.

Feros Care is proud to be an inclusive organisation that openly welcomes all people, regardless of their ethnicity and culture, gender, identity, sexual orientation or disability.

Find out more

For more information about our three villages, what care and services we provide, and how we'll support you to stay in control of your life, please visit our website:

www.feroscare.com.au/residential-villages

Or call our friendly Customer Care team:

1300 763 583 Monday to Friday 7.00am-6.00pm



Feros Village Bangalow

PO Box 329
Cnr Byron Bay and Ballina Rds
Bangalow NSW 2479
Phone: 02 6687 2379
Fax: 02 6687 2286

Feros Village Byron Bay

PO Box 585
Cnr Marvell & Cowper Streets
Byron Bay NSW 2481
Phone: 02 6685 7676
Fax: 02 6685 5176

Feros Village Wommin Bay

McKissock Drive
Kingscliff NSW 2487
Phone: 02 6674 4177
Fax: 02 6674 4171