



Ballarat **Health** Services  
**Putting your health first**

# Residential Aged Care Services

A Guide for Prospective Residents and Families



# Welcome

## Welcome to Ballarat Health Services Residential Aged Care.

### We care

Entering aged care can be a stressful, emotional and confusing experience for an older person and family members. **We care** by providing dedicated, experienced staff to guide you through the maze of services, options and costs. Our staff will ease your journey into residential care by listening, answering your questions, understanding your wishes and making an expert assessment of your care needs.

Residential aged care is not 'one size fits all'. Every individual has a unique combination of needs and desires. **We care** by offering services that cater to a wide range of accommodation and care needs. Ballarat Health Services has ten aged care homes located throughout Ballarat and surrounds, each offering the same high quality of service but focussed on residents of differing levels of independence. The breadth of our service allows us to offer a residential care option tailored to your specific needs and preferences.

And, of course, when those needs or preferences change, **we care** by responding to your changes, either in your aged care home where possible or in another of our homes more suited to your needs at the time.





**We care** by understanding that your aged care residence is your home. Ballarat Health Services is dedicated to providing person-centred care in an environment that is comfortable and safe: as a home should be. Person-centred care means valuing people and their families, treating people as individuals, attempting to understand the world from the individual's perspective and providing a positive social environment.

In a person-centred environment we do more than just support you in meeting your needs, **we care** by supporting you in maintaining your personal independence and dignity. In a person-centred organisation your visitors are welcome as our guests.



**We care** by focusing on your quality of care.

Because we are part of Ballarat Health Services we have a high proportion of registered nurses on our staff when compared to many other aged care facilities.

All of our facility managers are nurses.

All resident care is supervised by nurses.

In those aged care homes providing services to residents of higher care needs, your care is delivered by nurses.

**We care** by providing a residential services in-reach program. In-reach works closely with residents, their GPs and staff to provide care within the nursing home as an alternative to admission to hospital when a resident becomes unwell.

If the resident's condition does require hospitalisation, the program's registered nurses support the resident in their return to their aged care home.

The in-reach program is an integral part of Ballarat Health Services providing effective, high quality care to residents.

**We care** by providing access to rehabilitation services, with programs aimed at maintaining or restoring your physical well-being.

As part of Ballarat Health Services, **we care** by providing our residential aged care staff with a range of education opportunities, quality management and clinical governance initiatives that only a multi-faceted health care organisation like Ballarat Health Services can offer.





**We care** by being a values based organisation, continually striving to be the best we can be for our residents, their families, our staff and the Ballarat community.

## Our Vision

Excellence in health care

## Our Mission

Ballarat Health Services' primary role is to deliver quality care to the communities we serve by providing safe, accessible and integrated health services resulting in positive experiences and outcomes.



## Our Values

Our services and staff embrace:

**Compassion** - fair and caring to all those we come into contact with, even during difficult times. We treat others as we would expect to be treated.

**Integrity** - behaving in accordance with our professional, ethical and legislative requirements. Using our resources responsibly and transparently, we are honest and trustworthy. We uphold the dignity and rights of ourselves, residents, relatives, carers, colleagues and members of the community. We value the people we work with and their work.

**Excellence** - striving to attain the highest standards of service delivery and clinical practice. We achieve this by acknowledging recognising and promoting innovation, participating in continuous learning, development, training and research. We come to work to make a difference.

**Collaboration** - involving staff and service providers both internally and externally in decision making, sharing our knowledge and experiences to build a better health system. Together we work in partnership with our residents, their families, carers and our colleagues.

**Accountability** - understanding our role in providing a safe environment for staff, residents, visitors and members of the community. We take personal responsibility to maintain the necessary skills and competencies to perform our roles and encourage others to do the same. If we make mistakes, we support each other to correct them and be open in order to learn and prevent their recurrence.

# Our Facilities

## Eureka Village

Accommodation for 45 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



16-40 Balmoral Drive  
Windsor Gardens  
Ballarat East Vic 3350

Eureka Village is suitable for residents of lower care needs

## Geoffrey Cutter Centre

Accommodation for 60 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



Kenny Street  
Windsor Gardens  
Ballarat East Vic 3350

Geoffrey Cutter Centre is suitable for residents of higher care needs.

# Our Facilities

## Jack Lonsdale Lodge

Accommodation for 60 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



232 Spencer Street  
Sebastopol Vic 3356

Jack Lonsdale Lodge is suitable for residents of higher care needs.

## James Thomas Court

Accommodation for 34 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



117 Morgan Street  
Sebastopol Vic 3356

James Thomas Court is suitable for residents of lower care needs.

# Our Facilities

## Talbot Place

Accommodation for 30 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



1205 Dana Street  
Ballarat Vic 3350

Talbot Place is suitable for residents of higher care needs.

## Bill Crawford Lodge

Accommodation for 30 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



1101 Dana Street  
Ballarat Vic 3350

Bill Crawford Lodge is suitable for residents with dementia or cognitive impairment.



# Our Facilities

## W.B. Messer Hostel (Queen Elizabeth Village)

Accommodation for 45 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care  
management



302 Gillies Street North  
Wendouree Vic 3355

W.B. Messer Hostel is suitable for  
residents of lower care needs.

## P.S. Hobson Nursing Home

Accommodation for 60 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care  
management



302 Gillies Street North  
Wendouree Vic 3355

P.S. Hobson Nursing Home is suitable for  
residents of higher care needs.

## Hailey House

Accommodation for 60 residents



Single rooms with private ensuite



Single rooms with shared ensuite



Shared rooms (2 beds) with ensuite



Places for low care need residents



Places for high care need residents



24 hour registered nursing cover



Residential In-reach program



Manager is a registered nurse



Personal assessment and care management



703 Norman Street  
Ballarat North Vic 3350

Hailey House is suitable for residents of lower care needs.

## Aged care assessment

To become a resident in any aged care facility requires an assessment by an Aged Care Assessment (ACAS) officer to help work out the best care option for you.

An ACAS service can be accessed through the Ballarat Health Services.

A referral to the ACAS may be made by your doctor, existing health service provider, family member, and carer or as a self-referral.

For further information about ACAS please call 53203740.

## Contact details for further information

For further information about Ballarat Health Services Residential Aged Care contact the Enquiries and Admissions Officer on:

**Telephone:** (03) 5320 3620 or  
(03) 5320 8641

**Email:** [residential@bhs.org.au](mailto:residential@bhs.org.au)

**Internet:** [www.bhs.org.au/aged-care](http://www.bhs.org.au/aged-care)

For more general information about entry to aged care, residential aged care costs, and your rights, go to the Australian Government Department of Social Services / My Aged Care

**Internet:** [myagedcare.gov.au](http://myagedcare.gov.au)

**Telephone:** 1800 200 422







## Our Facilities

**Bill Crawford Lodge**  
1101 Dana Street  
Ballarat Vic 3350

**Hailey House**  
703 Norman Street  
Ballarat Vic 3350

**PS Hobson Nursing Home**  
302 Gillies Street North  
Wendouree Vic 3355

**Eureka Village**  
16 - 40 Balmoral Drive  
Ballarat Vic 3350

**Jack Lonsdale Lodge**  
232 Spencer Street  
Sebastopol Vic 3356

**Queen Elizabeth Village Hostel**  
(WB Messer)  
302 Gillies Street North  
Wendouree Vic 3355

**Geoffrey Cutter Centre**  
Kenny Street  
Windsor Gardens  
Ballarat East Vic 3350

**James Thomas Court**  
117 Morgan Street  
Sebastopol Vic 3356

**Talbot Place**  
1205 Dana Street  
Ballarat Vic 3350

Your **first choice** in  
quality healthcare



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For more information on care fees and accommodation payments go to the My Aged Care website:  
**[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

Ballarat Health Services residential aged care accommodation prices are published on the  
My Aged Care website and on the BHS website at

**[www.bhs.org.au](http://www.bhs.org.au)**