

Welcome to
Lyndoch Living



respect



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10 Hopkins Rd, Warrnambool VIC 3280
(03) 5561 9300

At Lyndoch Living, delivering high quality, customised aged care services is central to everything we do. Spend your days immersing yourself in our green outdoor spaces, enjoy freshly prepared meals, and engaging in our vibrant lifestyle programs.

Everything you need to feel at home

At Lyndoch Living we understand that each of our residents are unique. Our approach to care provides structure, stability, and attention to detail in meeting each of our residents' needs while also facilitating their independence.

With a robust social calendar curated by our social care team and therapies for all to enjoy, our staff at Lyndoch Living go above and beyond to provide compassionate care and nurture long-lasting rapport with each of the residents in our homes.

A place to call home

Lyndoch Living goes above and beyond in delivering exceptional care for residents with high or complex needs, offering the reassurance of 24-hour nursing support. Our residents thrive in a warm, homely environment, where they are encouraged to pursue their personal interests and activities.

Set across five distinct residences, we currently accommodate 213 residents. With stunning views,

beautifully landscaped gardens, and inviting courtyard spaces, Lyndoch Living creates a serene and welcoming atmosphere for everyone.

Support tailored for you

Our team of expert staff provide top-tier residential aged care specialising in services for those in need of support for declining health. With personal care assistants to help with everyday living, housekeeping services and our team of registered nurses on-site 24 hours, seven days a week, you can rest assured knowing there is always support when you need it.

Comprehensive care

All our residents at Lyndoch Living have access to frequent visits from specialist providers including physiotherapists, dietitians, speech pathologists, pharmacists and podiatrists.

Our dedicated team of social care coordinators curate entertainment, events and activities designed to inspire interest, participation, and promote better health and wellbeing.

Healthy and well balanced meals

Our cooks provide filling, delicious and nutritious meals using only the freshest of ingredients, prepared daily on-site.

Our residents enjoy a wide variety of food with a four week rotating menu, daily selections of seasonal fresh fruits and vegetables and a menu that reflects the cultural demographics of the home. Along with two menu options for lunch and dinner you will enjoy a continental or cooked breakfast daily.

A sense of community

Guided by our values of respect, care, and integrity our staff are focused on providing a warm and compassionate environment for our residents to enjoy.

At Lyndoch Living we see our residents as people, not patients. The relationship between our staff and our residents is important to us, which is why our bonds are strong and trusting. Here, people can feel a sense of belonging and build meaningful friendships.

From school visits and collaborative projects with local schools, to vibrant lifestyle and leisure programs, you'll enjoy lots of activities held regularly at Lyndoch Living.

Becoming a resident here does not mean severing ties with your existing lifestyle. Maintaining community involvement is something that we support and is a big part of life at Lyndoch Living.

We encourage our residents to be as actively involved as they wish to be, while ensuring everyone's personal space is respected.

Staying connected

Friends and family can visit Lyndoch Living at any time. However, we understand that it might not always be possible.

For added peace of mind, remote video calls are always available so that you can stay connected with family and friends. Our team is skilled to assist with technology to set up a successful video call or assist in facilitating a visit from your loved ones, whenever you like.

Our history

Lyndoch Living's history has been a remarkable journey of growth and expansion, driven by the evolving care needs of the south-west Victorian community. From its humble beginnings as a twelve-bed hostel in 1952, Lyndoch Living has become the major provider of aged and extended care services in Warrnambool and beyond.

Initially focused on residential care for older individuals and retirement living, Lyndoch Living has broadened its scope in recent years to include a range of community-based and in-home services. Many of these newer services cater to a younger client group, offering long-term support designed to maximise individual potential and either delay or provide an alternative to permanent residential care.

Today, Lyndoch Living operates 213 residential care beds. It is also home to a 30-unit Retirement Village, which includes 17 premium apartments in the Waterfront Living precinct.

Lyndoch Living delivers services to over 670 individuals, either in their own homes or on an outpatient basis, designed to enhance their lives and reduce the need for permanent care.

At the heart of Lyndoch Living is "The Lyndoch Way," a philosophy that encourages residents to actively shape their own lifestyles. Inspired by the Eden Philosophy, this approach seeks to de-institutionalise aged care and create vibrant environments that combat loneliness, boredom, and helplessness.

As a community-owned organisation, Lyndoch Living has always been

shaped by its direct links with the local population. Over the last five years, its many dedicated volunteers have played a key role in its ongoing success. The organisation's growth mirrors the needs and expectations of the community it serves, reflecting more than 70 years of commitment to the south-west of Victoria.

In November 2024, Lyndoch Living joined national not-for-profit aged care provider Respect and its growing network of homes across the country.

Steps on the path to aged care living

Before becoming a resident at Lyndoch Living it's important for you and your loved ones to have an open, honest discussion about your needs and budget. For many, moving to residential aged care can be a significant lifestyle change that comes with many questions. Before you begin your journey, there are a couple of steps you can take to assess if this is the right move for you.

1. Determine your eligibility

To determine if you're eligible for aged care, you will need to be assessed by the Aged Care Assessment Service (ACAS) through My Aged Care, the Australian Government body responsible for aged care services.

This can be organised through a doctor, social worker, or health professional. For more information on Aged Care Assessments, you can speak with your doctor or a member of our helpful Customer Service team on 1300 144 144.

2. Understand costs

Your own personal circumstances and financial situation will influence the amount you pay for an aged care facility. The Government determines how much you pay or may be required to contribute.

To better understand the costs associated with residential aged care, we recommend seeking financial advice before applying. The cost of residential aged care consists of care fees and accommodation fees, which are explained below:

- **Basic daily fee:** This fee covers living costs, such as meals, electricity, and laundry.
- **Means-based fee:** This fee is calculated by the Department of Human Services based on your income and assets and is a contribution to the cost of your personal and clinical care.
- **Accommodation payment:** Paid through either an upfront amount, daily payment or a combination of both, this cost includes the room that you will occupy.
- **Additional service fee:** Some services are included in our Additional Services package, which incurs a mandatory additional fee. Additional Services packages are offered in selected Respect Aged Care homes, for a full list of services and their estimated costs, please contact us.

3. Find the right home

Everyone is different and that's why an aged care home that's a perfect fit for one person isn't necessarily the perfect fit for another.



Finding the right aged care home is all about personal preferences, specific requirements, and aesthetic taste. That's why at Respect, we create our homes to offer something for everyone and to be as accommodating as possible.

You can book a tour of Lyndoch Living, or any of our Respect aged care homes to allow you to speak with residents and members of staff to provide a well-rounded view of what we offer.

4. Apply to live at Lyndoch Living

After determining your eligibility and understanding fees, all prospective residents need to complete and submit an application. You may fill out an application in person at any of our homes. We recommend that you fill out an application with the assistance of your doctor and/or loved ones.

5. Move in

As soon as we've determined that we can meet your needs and have a suitable vacancy, you will be notified with an offer of residence, along with a move-in date. If there are no current vacancies, we'll let you know when a space becomes available.

You will be provided with a Resident Agreement, which outlines the services, fees, rights, and responsibilities. This legal document will need to be signed and returned before moving in.

We're here, every step of the way

At Respect, we know that choosing the right aged care home can be a daunting task. We can help with navigating the assessment process and the necessary paperwork to make your transition to residential aged care a breeze.

Contact our Customer Relationship Coordinator – Shirlene Ball on: (03) 5561 9300

About Respect

"We believe the elderly are individual people with rich histories and worthwhile lives and age does not diminish their value."

As a proud not for profit organisation since 1922, Respect Aged Care serves older residents through our high standard of care and community. Our focus is on giving back to older adults by fostering communities of belonging. Headquartered on the northwest coast of Tasmania, our philosophy is: **Everyone deserves the right to a life well-lived, with dignity and respect.**

Our organisation is constantly growing, with many homes spanning three states, and thousands of residents and employees.

Our values include:

Respect Treat all people with fairness and dignity.

Integrity Be open, honest, and trustworthy.

Care Look after and protect older people and each other.

Innovation Think differently to solve problems.

Teamwork Encourage, cooperate, and build trust.

Excellence Drive quality to continuously improve.

Courage Do the right thing, even when it's difficult.

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