

Welcome to Coates



respect



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Cnr Long & James St,
St Arnaud, VIC., 3478
(03) 5477 3300

Located in the quaint town of St Arnaud, Respect Coates is a light-filled facility located in a pleasant mix of open farming areas and charming historical buildings. Since 1985, Coates has been an instrumental feature of the St Arnaud community, originally being opened to satisfy demand in the community for a facility for the elderly.

We take pride in providing individual, tailored support to each resident by qualified, experienced staff, available seven days a week.

Everything you need to feel at home

At Coates, 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 Coates 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

All our living spaces at Coates have been thoughtfully designed to surround our residents in comfort and safety, offering individualised attention for every stage in life. Respect Coates holds a 27-bed capacity with the

option for residents to choose a double or single room, with all our rooms featuring an ensuite. Residents at Coates can enjoy a flower-filled patio area, vaulted ceilings, and a widescreen TV to keep them entertained.

In addition to this, all residents get access to common room features including reading nooks, dining and lounge area, kitchenette and tea and coffee stations, and an activity room, where residents will often be engaged in food activities like making sausage rolls.

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 and dementia. With personal care assistants to assist with everyday living, housekeeping services and our team of registered nurses on-call 24 hours, seven days a week, you can rest assured knowing there is always support when you need it.

Comprehensive care

All of our residents at Respect Coates have access to frequent visits from specialist providers including GP clinics, physiotherapists, dietitians, optometrists, speech pathologists and podiatrists. Our dedicated team of social care coordinators curate entertainment, events, activities, and therapies designed to inspire interest, and participation and promote better health and wellbeing. Trips to nearby areas of interest are made easy with a dedicated bus.

Activities include indoor bowls, pottery classes, group knitting and much more. Residents can also access the bus service at our nearby Swan Hill home, which provides frequent day trips and large group trips throughout the year

to points of interest like Bendigo or the Brim Silos.

Healthy and well-balanced meals

Our chefs provide delicious and nutritious meals using only the freshest of ingredients, prepared daily on-site. Our residents enjoy a wide variety of food with a seasonally rotating menu, with daily fare including three main meals and three snacks. We also accommodate all special dietary requirements.

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 Coates, 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 and our residents and staff feel more like extended family. For those who find solace in spirituality, church organisations from the community make occasional visits to suit residents' needs.

Staying connected

Friends and family can visit Coates 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

Opened in March 1985, Coates Hostel in St Arnaud was brought to life thanks to the dedicated work of the committee, headed by Cr. R. Mc Nally, Hospital Manager Shane Molloy, local contributors, and an enormous amount of community support.

The Hostel is named the H.B & B Coates Elderly Persons Hostel and has Kara Kara and Barastoc wings in honour of these instrumental donors.

Opened just 16 residents, Coates Hostel has grown to a 27-bed facility with a team of clinical staff including registered nurses and personal care assistants available on call 24-hours a day and a social care team to deal with activities and therapy.

The introduction of Coates Hostel fulfilled the demand in the local community for a facility for the elderly in St Arnaud and was brought to reality thanks to the hard work and dedication of the committee.

Located in a pleasant mix of open farming areas and charming historical buildings from St Arnaud's days as a prospecting town, the facility has a rich history and is a feature of benefit to the local community.

Coates is committed to providing a safe and secure environment where residents are treated with dignity and respect and can enjoy some home comforts such as home-style meals, outdoor family BBQs, relaxation in the bath/spa or a cup of tea with friends in one of the many communal areas.

Steps on the path to aged care living

Before becoming a resident at Coates, 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. 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 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. To book a tour of our homes you can contact a member of our helpful Customer Service team on 1300 144 144.

3. 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 we cover below:

- Basic daily 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 an upfront amount, daily payment or a combination of both, this cost includes the room that you will occupy.
- Extra services fee: There may be fees associated with any additionally elected optional services.

4. Apply to live at Coates

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. Applicants may apply to multiple locations at the same time and are free to decline any offer.

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 available 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. That's why our qualified and professional staff are experts in aged care and here to help guide and support you through the process. We can help with navigating assessment processes and the necessary paperwork and documentation to make your transition to residential aged care a breeze.

Contact our friendly Customer Relationship Consultant to set up an in-home consultation:

Amy O'Bryan
0427 157 144

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 remains: everyone deserves the right to a life well-lived, with dignity and respect.

Our organisation is constantly growing and with more than 15 homes, 1,300 residents and 1,700 employees spanning three states, we know what it takes to provide exceptional care to older Australians.

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.

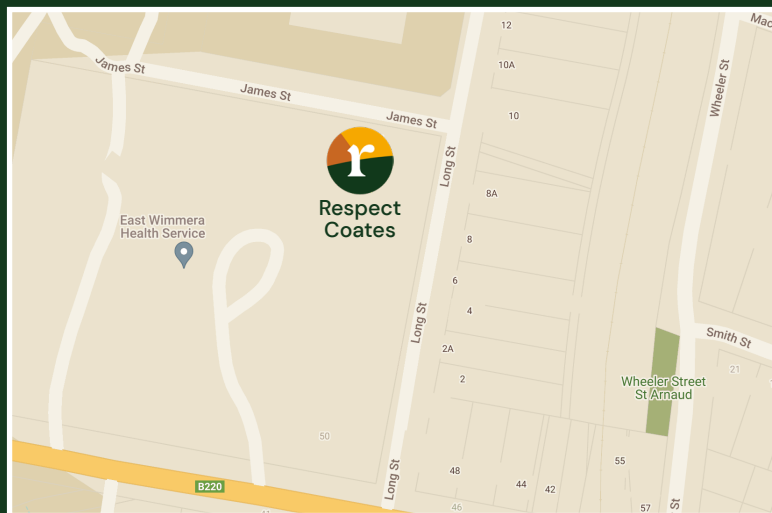
Innovation Think differently to solve problems.

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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Opening Hours
Monday – Friday
9 am – 5 pm

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