

# Welcome to St John's



respect



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138 Williams Rd, Wangaratta, VIC 3677  
(03) 5721 4214

Considered a leading facility for aged care services in the Wangaratta region, Respect St John's has been an asset to the community since its inception in 1960. Located in the beautiful high country of Victoria, St John's features an idyllic, leafy setting along the banks of the Three Mile Creek.

At Respect St John's, we take pride in providing individual, tailored support to each resident by qualified, experienced staff, available 24 hours, seven days a week.

## Everything you need to feel at home

At St John's 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 St John's 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

With a rich history of goodwill in the local community, St John's is an expansive, five-wing facility with 146 beds, including dedicated memory support areas. Located near the local hospital, most rooms at St John's feature a full ensuite, while other units have personal toilets and hand basins

with a private shower. With the choice of a garden, courtyard, or dam view, you can rest easy in one of our modern rooms featuring premium furniture and fittings.

### 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 people living with dementia. With personal care assistants to help 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 St John's have access to frequent visits from specialist providers including physiotherapists, podiatrists, optometrists, audiologists, hearing specialists, dietitians, and our own on-site hairdresser. In close proximity to the local hospital, St John's makes clinical support easy, should you need it.

Our dedicated team of Social Care Coordinators curate entertainment, events, activities, and therapies designed to inspire interest and participation, and to promote better health and wellbeing. We offer a range of activities at St John's including art therapy, Tai Chi, indoor bowls, weekly workshop groups, meal outings and access to your own vegetable garden for residents with a green thumb.

### 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 St John's, 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.

Residents at St John's can enjoy scheduled happy hour and trolley rides to shopping areas, these activities stimulate social interaction which is helpful as we age.

### **Staying connected**

Friends and family can visit St John's 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**

Conceptualised by Bishop Theodore McCall and Frank Rickards in mid-1964, St John's Village was created to provide aged care services in Wangaratta and the surrounding region.

The acreage that the facility was built

on was far from town and along dirt tracks making the establishment of St John's a challenging endeavour with critics concerned with wasting money and the idea that elderly people should be cared for at home.

Despite these criticisms, Bishop McCall and Rickards persevered with their vision to establish an environment in which people may age with dignity. The town of Wangaratta and the surrounding district at this point offered no support to the ageing community with no district nursing, aged and disability services, respite care, aged psychiatric services, and residential aged care in existence.

However, Mayor H.P. Bar wanted Wangaratta to become known as a wonderful place to age. In the late 1960s amid the dawn of 'Ageing with Dignity', the Anglican leaders and Wangaratta community had both visionaries and those with the ability to lead the way in establishing the facility.

To bring Bishop McCall's vision to life, Fr James Trainer was employed to lead the project. The Anglican Church was the auspice body, and the Wangaratta and surrounding community were deeply involved in all aspects of the development. The first stage was achieved in record time and consisted of 16 units to accommodate 18 people. What was accomplished in those early years was a shadow of the impressive development that is St John's Village as we know it today.

Many remarkable individuals contributed to the development and success of St John's, in particular, Jean McDonald who led in building the culture that underpins St John's belief system today, Care, Compassion

and Respect. Greg Hynard who further developed and handled professionalism and perfected the quality standards, policies, procedures, and regulations.

Joe Caruso maintained this professionalism and continued to link back into and grow community relations as well as Neville McCormack who is recognised for providing outstanding leadership as Chair of the St John's Village Board for many years.

## **Steps on the path to aged care living**

Before becoming a resident at St John's, 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 St John's, 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.

### **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 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 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.

#### 4. Apply to live at St John's

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 – Pauline Rhodes on: 0417 489 796.**

## 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. 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.

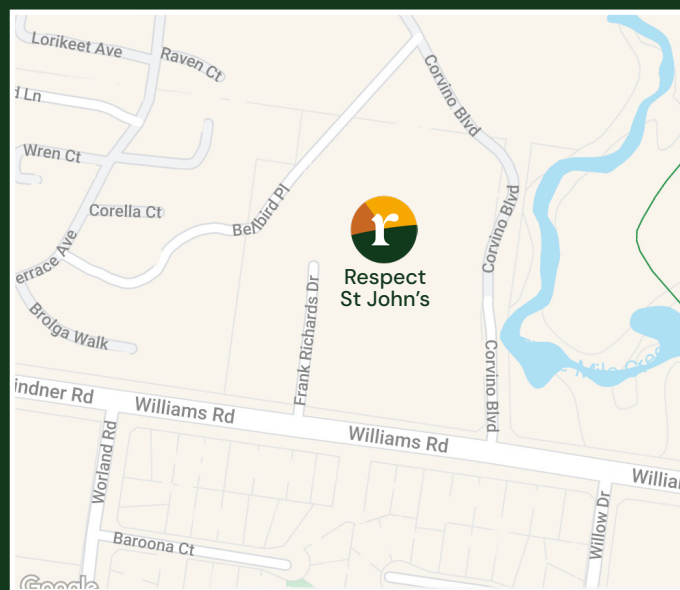
**Innovation** Think differently to solve problems.

**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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