

Welcome to  
**Tongala Memorial**



respect





## Welcome to Tongala Memorial

18 Purdey St, Tongala, VIC 3621  
(03) 5859 0800

Home to the world's first Men's Shed, Tongala Memorial has a rich history in the town of Tongala having served the people of the community for more than 90 years, first being established in 1925. Situated amongst beautiful gardens with a warm and welcoming character, Tongala Memorial is a popular choice for older people looking to make the move to residential aged care.

At Tongala Memorial, 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 Tongala Memorial 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 Tongala Memorial 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

A comfortable and caring home, Tongala Memorial has a robust history and reputation of being made by the community for the local community. Having been present in the community

for almost a century, Tongala Memorial is a 70-bed facility that was created in memory of the local men and women who served and died in World War I.

The home features beautiful gardens with access to vegetable patches for residents who enjoy gardening, a men's shed and many places to sit, relax and chat with friends. At Tongala Memorial, we take pride in curating an environment that you can call home.

### 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 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 Tongala Memorial have access to frequent visits from specialist providers including physiotherapists, podiatrists, optometrists, hearing specialists, dietitians, and a visit from the hairdresser.

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 Tongala Memorial including indoor bowls, weekly workshop groups, meal outings and access to your 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 Tongala Memorial, 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 genuine friendships.

Becoming a resident at Tongala Memorial does not mean severing ties with your existing lifestyle. Maintaining community involvement is something that we support and is a big part of the life here. We encourage our residents to be as actively involved as they wish to be whilst everyone's personal space is respected.

### Staying connected

Friends and family can visit 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

Tongala and District Memorial Aged Care Service Inc. has been serving the people of Tongala and the district for more than 90 years. It was established in 1925 as the Tongala and District Bush Nursing Memorial Hospital; a memorial to the local men and women who served and died in World War I and it continues to be owned and managed by the people of Tongala as a living memorial to that war and subsequent wars.

In the early 1980s, the need for residential aged care was increasing and the decision was made to move from hospital services to aged care. In 1990 RM McHale Hostel was opened, followed by Koraleigh Nursing Home in 1993 to provide high level residential aged care.

In 1998 the world's first Men's Shed opened at Tongala Aged Care Service and was named in honour of Dick McGowan, a local visionary who identified the need for somewhere men could go and find someone to talk to and something to do — and it is now a global force.

By 2000, the community-owned retirement village, Deakin Village, amalgamated with Tongala Aged Care Service and in 2011 the Memorial Drive Retirement Village was established. The Tongala Aged Care Service also supports the provision of services for the people of Tongala and the District. The organisation is committed to the ongoing improvement of care, services, and facilities.

A refurbishment of Koraleigh Nursing Home was completed in December

2016 with new single rooms, shared rooms converted to single rooms as well as renovations completed on the Don Worke communal areas to enhance the living environment of residents and their families. Both RM McHale and Koraleigh have reputations for the quality of care provided and have an unblemished Aged Care Accreditation record.

## Steps on the path to aged care living

Before becoming a resident at Tongala Memorial, 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.

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: 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 Tongala Memorial

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 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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[contact@respect.com.au](mailto:contact@respect.com.au)

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