

# Welcome to Costa House



respect



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1 Investigator Ave, Lara VIC 3212  
(03) 5220 8437

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

## Everything you need to feel at home

At Costa House 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 Costa House 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

Costa House boasts modern spaces with light and airy rooms. Relax in our open outdoor areas. Filled with plants and flowers, they're a quiet place to sit and enjoy the sun.

Enjoy your private room with garden views and ensuite. Socialise in our hub area, lounge rooms and court yards, or take a stroll along the picturesque walking paths that wind their way through the premises. Get a makeover or keep your style looking sharp with our visiting hairdressing service.

### 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 our residents at Costa House have access to frequent visits from specialist providers including physiotherapists, dietitians, optometrists, speech pathologists, pharmacists and podiatrists.

Our dedicated team of social care coordinators curate entertainment, events and activities designed to inspire interest and 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 Costa House 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 Costa House.

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

Like many of our homes, Costa House's story is steeped in a proud history of goodwill and altruism to build a local care service to support older people living in the community. This was originally driven by the vision of Rev. Father Gerard Kennedy Tucker OBE, founder of the Brotherhood of St Laurence. Father Tucker was the driving force behind supported accommodation, hostel and nursing

home services in Lara and has set the foundation for Costa House's wonderful work in the decades which followed.

1973: Hume Court, a stand-alone aged care hostel, was launched by the Brotherhood of St Laurence. This represented the first stage of Father Tucker's dream of building a care service focused on providing support to older people in the local community. In the following decades, as services combined, Hume Court came to be known as Hume wing.

1982: The service grew with the establishment of Flinders Lodge, a stand-alone nursing home, which was opened with an official ceremony featuring Senator the Hon Dame Mary Guilfoyle, DBE. In the following decades, as services combined, Flinders Lodge came to be known as Flinders wing.

1996: The Brotherhood of St Laurence became St Laurence Community Services Inc. in Geelong and surrounding areas.

2001: Costa Aged Care Facility is inaugurated by The Right Reverend Peter Hollingworth, AC, OBE, Governor-General of the Commonwealth of Australia. Three new wings were launched – Lara Lake, Avalon, and Otway – as well as a hub which connected them together with Hume Court. All residents in Flinders Lodge nursing home were moved to the new wings and the former's building was utilised for several years as offices for community services.

2003: The hostel and nursing home services were officially combined as a one resident aged care service – named 'Costa House'.

2010: The old Flinders Lodge nursing home was refurbished into a specialised dementia unit able to cater for 19 residents, which was opened in January of the following year. This increased Costa House's occupancy from 101 to 120 beds.

In January 2024, Costa House merged with Respect, with the latter taking on management of its operations following a period of positive community consultation. Today, the home stands as a leading provider of aged care services for the Lara community and its surrounding areas.

## Steps on the path to aged care living

Before becoming a resident at Costa House 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 Costa House, 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 Costa House**

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 friendly team on (03) 5220 8437.**

**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 are:**

**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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