



BaptistCare



FAQs for Aged Care Residents

Who is BaptistCare and what does this mean for existing residents?

[BaptistCare.org.au/ResidentTransitionCommunications](https://www.baptistcare.org.au/ResidentTransitionCommunications)

*Because
we care*

General Questions

What is happening?

BaptistCare have entered into an agreement to acquire the Tulich Family Communities locations including Blue Hills in Prestons, Durham Green in Menangle and Kintyre Living in Dubbo. This includes the retirement villages and aged care homes located across the three sites.

When is this happening?

We expect that ownership will be transferred to BaptistCare in late March 2023, at which point BaptistCare will become 100% responsible for the operations of the three sites. These locations will join BaptistCare's 12 villages and 18 aged care homes across NSW and the ACT.

Who is BaptistCare?

BaptistCare NSW & ACT is a leading not-for-profit Christian based care organisation that has been serving the aged and people living with disadvantage for over 75 years.

The organisation supports more than 15,000 people across NSW and the ACT to live well through a range of services including residential aged care, home care, retirement living, community housing and community services. From humble beginnings, BaptistCare NSW & ACT has grown into one of the nation's most respected care providers, employing more than 3,700 employees, with a further 500 volunteers.

We currently operate a number of services in both the Central West and South West Sydney regions.

How can I learn more about BaptistCare?

You can learn more about who we are, our purpose, vision and values, our history and our local services in your area via a webpage we have set up for you:

BaptistCare.org.au/ResidentTransitionCommunications

What happens to the staff working at my location?

BaptistCare is offering employment to all staff within the three locations. We're excited to be welcoming them to BaptistCare, as we are to be welcoming you and your loved ones.

Staff who choose to stay on will benefit from ongoing education opportunities and salary packaging.

Do you have experience at acquiring other established villages and aged care homes?

Yes, over our history we have had the opportunity to acquire other established services. Most recently in early 2022, BaptistCare acquired The Grange, a retirement community

located in Wagga Wagga. We've heard from residents there that we did a good job, and we're always listening and looking for ways to improve how we do things during times of transition such as this.

If I have any questions or concerns, who can I speak to?

BaptistCare is keen to engage with you throughout this transition.

We also encourage you to speak directly with the manager at your aged care location in the meantime.

Questions about my services

How does BaptistCare set COVID-19 guidelines in aged care?

BaptistCare has an infection control specialist who carefully monitors the requirements around management of COVID-19. These requirements can change very quickly based on concerns of outbreak or high numbers of COVID in the area. In general, restrictions across BaptistCare are easing.

What is the Christian ethos of the organisation and how does that impact the operations of the home?

Our philosophy of care is based on Christian principles that are reflected in all aspects of our purpose, vision, values and services. As a Christian, not-for-profit organisation, BaptistCare is here to respect and care for you. We want to support you in any area you feel necessary – whether that's physically, emotionally or spiritually. That's why, as part of our ongoing care, we offer a chaplaincy service to all our clients and residents, and provide support whatever your spiritual journey requires. Our chaplains will organise for clergy to visit you as requested.

You can find out more about what a chaplain means, [click here](#).

Will the current services available at my aged care remain the same, such as hairdressers, doctors, pharmacy, and allied health?

Yes. All services and external support that is currently available will transfer across under BaptistCare. We will assess services and provide additional supports as needed.



Will my current services or accommodation be impacted with the change of ownership?

We understand that a new ownership might seem unsettling for residents, their families, and employees. We promise that we have the interest of residents and employees front of mind, and intend to be open and honest with you at every step of the way, now, as the transition of ownership occurs, and well into the future.

All residents will be supported by the organisation, and our Residential Aged Care teams will ensure you receive all the information and support that you need.

Will the ratio of care staff change?

The Federal Government has set new targets around the ratio of care staff, to be met by October this year, for all aged care providers. BaptistCare are regularly reviewing our staffing levels to ensure we align with required targets. Our challenge is to attract the required staff members, which is an industry-wide issue at present.

Can I expect to see quality care with BaptistCare?

Yes! With close to 80 years of experience, we truly believe in our purpose of 'Transforming lives by expressing the love of Christ'. Whether that is helping retirees make the most of their golden years, providing shelter for people experiencing homelessness, or being that caring presence, everything we do exists with this purpose in mind.

What will change about the way I receive care now?

In the same way that the Tulich Family and teams have always pursued the provision of quality care, BaptistCare makes this our primary goal.

Will the catering services change?

Quality food is important to BaptistCare. There will be no immediate changes, however, the offering will be assessed to ensure the current food standards align with our own standards. We will look at variety, choice and nutrition.

Will the cleaning standard be changed?

High levels of cleanliness and hygiene are important to us. BaptistCare will assess the current standards and make changes where and if necessary.

Will we offer podiatry?

Yes, we offer podiatry in all our homes. All current services will continue, however they will be reviewed for quality and possibly expanded on.

Will I have the same manager at my aged care home?

Providing consistency in leadership is important during the transition. BaptistCare will be providing additional managers to work with your current managers for two to three months to assist them as they settle into the BaptistCare family.

Do I have to pay any more money for my accommodation?

No, your existing arrangements agreed with Tulich Family Communities will continue. If you pay a daily accommodation rate this will remain the same but will be paid to BaptistCare. If you've paid a lump sum, BaptistCare will become responsible for refunding that lump sum when due.

Is the lump sum I paid to Tulich Family Communities safe?

Yes, BaptistCare guarantees to repay any amounts owed to you or your estate when you are discharged.

I have automatic deductions from my bank to Tulich Family Communities. What happens to that?

You should have received and filled in a form in February to organise for automatic deductions to be moved over to BaptistCare. If you're concerned you haven't completed your form, please contact WelcomeResidents@baptistcare.org.au.

Will my meals continue to be cooked on site at my home?

We have a commitment to providing fresh and healthy meals, so we are happy to confirm your food will continue to be prepared on site at your home.

Do I have to move from my room?

No, there will be minimal change to your every day and of course you may stay in your current room.

We will continue to update your dedicated web page with further information as necessary. Please keep checking in at BaptistCare.org.au/ResidentTransitionCommunications

