



**BaptistCare**

# FAQs for Village Residents

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

## 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](https://BaptistCare.org.au/ResidentTransitionCommunications)

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### **What happens to the staff working at my location?**

BaptistCare has offered employment to all staff within the three locations. Some may choose to leave, however, we would like all staff to stay on. We're excited to be welcoming them to BaptistCare, as we are to be welcoming you and your loved ones.

### **Do you have experience at acquiring other aged care villages and 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.

### **Does my retirement village remain under the Retirement Village Act?**

Yes. It remains under the Retirement Village Act.

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

BaptistCare is keen to engage with you throughout this transition. You can email [WelcomeVillageResidents@baptistcare.org.au](mailto:WelcomeVillageResidents@baptistcare.org.au) with any questions you might have.

We also encourage you to speak directly with your Village Manager too.

### **Will our functions and social events at the village need to change?**

No. Nothing will change. We actively encourage social get-togethers and functions. We do not restrict alcohol or music, etc.

### **As the Dubbo site currently doesn't have a village manager, will one be assigned?**

Yes, an acting village manager will be appointed after changeover as an interim measure, with a permanent appointment for the position to follow.

### **Will our retirement village remain pet friendly?**

Yes, under BaptistCare your village will remain pet friendly. Your village will remain in line with your existing village rules. No changes will occur here.

### **As of March, will there be more forms to fill out?**

No. You should have everything by now that is required to complete. No more paperwork is expected.

### **Will the village's long-term maintenance fund remain the same?**

Your existing long-term maintenance fund – or Capital Works Fund (CWF) transfers across to BaptistCare and remains part of the Village funds available for long term maintenance as residents deem fit. Note, we will talk to residents about what needs to be done as a priority.

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## **What will happen with maintenance, planning and upgrades on site?**

We are open to hearing suggestions from residents around on site planning. As an operator, BaptistCare will maintain, plan and fund upgrades on site, prioritising urgent projects.

## **Will BaptistCare have insurance?**

Yes, BaptistCare will have appropriate site insurance from day one of ownership.

## **Questions about my services**

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

We understand that a new change of ownership might seem unsettling for residents and employees. We promise that we have the interest of residents and employees front of mind, and intend to have open and honest conversations with you at every step of the way as the transition of ownership occurs, and well into the future. All residents will be supported by the organisation, and our Retirement Living teams will ensure you receive all the information and support that you need.

### **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'. Unwaveringly, we believe in the work we do and the people we serve. It's a simple, yet profound purpose. 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.

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

No, your recurrent fees will remain the same until a new budget is implemented with input from the residents.

### **Will the terms of my lease or Village Contract change?**

Your lease and the details in your village contract will be honoured by BaptistCare.



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### **Will my recurring fees change when the budget process occurs?**

BaptistCare likes to talk to residents about the budget and understand what you would like to happen. We hear residents are particularly concerned about the inflation rate as it keeps rising. Any change will only occur once a year, in line with your contract.

### **Do I have to pay my recurrent fees by direct debit?**

BaptistCare has a strong preference for direct debit as handling cash continues to be harder to do. However, there may be other options, such as paying in advance. If you have a historical arrangement, please let us know. You can speak directly with your Village Manager or you can email [WelcomeVillageResidents@baptistcare.org.au](mailto:WelcomeVillageResidents@baptistcare.org.au).

### **Can I change my existing contract to a BaptistCare contract?**

We will honour your existing contract, however BaptistCare contracts are different as they are loan license agreements. You can talk to us about your individual contracts. As residents, you can email [RVcontracts@baptistcare.com.au](mailto:RVcontracts@baptistcare.com.au) and leave your contact details. We will call you to discuss your contract.

### **Will the Refundable Accommodation Deposit change?**

The Refundable Accommodation Deposit (RAD) will not change straight away. However, it is forecast to change into the future.

### **When will my direct debit occur?**

Your direct debit will occur monthly in the first week of the month.

### **Will my INS emergency service stay the same?**

Yes, the INS system will stay the same.

### **Can I access BaptistCare at home in my home?**

Yes, once we take ownership, our home care staff will talk to you and walk you through how to access extra care services, and how BaptistCare at home can help you in your home. They will help you obtain government-funded care packages or schedule private services, depending on your unique circumstance.

### **Will on site services, like the bus schedule, café or hairdressers, remain the same?**

Yes. For now, everything will run as per existing schedule.

## **Questions about aged care**

### **Can BaptistCare help me access aged care in the village?**

Yes, BaptistCare can help you access aged care when and if needed. We can also support residents with services at home in the village through BaptistCare at home.

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## **Will room pricing for residents moving into aged care change?**

Pricing will not change immediately until after transition is complete. Pricing will eventually reflect BaptistCare pricing.

## **What happens if one individual of a couple requires aged care and the other stays in the village?**

Where one individual stays in the village, and one moves into aged care, their village home doesn't count in assets test. The government funds more of the costs of aged care. The pension is typically split into two singles. Aged care requires 85% of the aged single pension. While every individual is different and there are lots of rules around money in the bank, BaptistCare can talk through details with you, unique to your circumstance.

## **Other questions**

### **What happens when it's time to sell my home?**

BaptistCare has a different process to your current one. BaptistCare buys back the residence at market price then the next resident will have a loan/licence for the property. We will honour the terms in your existing contract. BaptistCare will match the commercial offer received (if any). This benefits both you and your family as it's a fast and simple process. The timeframe on the buy back is usually within two months.

