

A place that's right
for you

An overview
of our care
and services

Baptcare

Time to consider
residential care?

A change in health, or increasing concern about fragility or safety at home, might mean that you need to consider residential care to ensure the right level of support. It's a time of change and uncertainty for families.



About our facilities

Our accredited aged care homes in Victoria and Tasmania provide support and a welcoming environment for new residents and their families. We draw on over 70 years' experience in aged care, along with the skills and commitment of our trained, understanding staff.

As a faith-based, not-for-profit organisation, we offer the highest level of care and emotional support to our residents. We listen to and value each person's individual needs.

Around-the-clock care

Our care is nursing-led, meaning it caters for the broad range of changing, sometimes complex health needs of our residents. We provide assistance from the most basic supervision right through to expert intensive aged care for every aspect of daily living.

Our residents receive attentive and high-quality clinical care:

- Registered Nurses provide care on-site 24 hours a day, seven days a week
- Our homes are managed by senior Registered Nurses, bringing years of aged healthcare experience into day-to-day care practices
- We employ experienced Registered Nurses as Unit Managers for a specific group of residents, providing a senior staff member as a consistent contact point for residents and their families.



Sharing interests and daily life

We understand that the routines of daily life are very important, so we focus on providing a comfortable and vibrant environment for our residents.

Our chefs work with dietitians and nutritionists to create tasty, healthy menus that support wellbeing. And we work with residents to cater for specific cultural or health-related dietary requirements.

Residents enjoy time with others through our social and therapeutic activities program. We offer a broad range of social activities, including music, art, entertainment and regular bus outings.

As part of providing a homely environment for residents, we welcome visitors at any time of the day. We invite family and friends to use our shared spaces and be part of activities and mealtimes.



We'll sit with you and listen

We know that considering residential aged care, or needing to move quickly from the family home, is a difficult time for families. We make a particular effort to support residents and their families, both in our day-to-day care and as part of our ongoing pastoral care services.

Through calm and attentive listening, our trained Chaplains offer an important addition to our care for all residents and their families – whether you are from a religious background or not.

Since 1945, Baptcare has strived to provide the best care possible to people in need, and to respect the choices of everyone we support.

The aged care services we provide are not just a business. They represent our strong commitment to high-quality care and a welcoming community for all, no matter their beliefs, financial situation or background.



What's unique about *Northaven*

HIGH-QUALITY ACCOMMODATION, CARE AND SERVICES



- Bright and fresh single rooms with ensuite
- Rooms have garden views with direct access
- Air-conditioning and under-floor heating
- Shared areas are light and bright, with attractive furnishings
- Lovely landscaped gardens, featuring pleasant undercover areas and a large, productive vegetable garden
- Pastoral care for emotional and spiritual support
- Podiatry, hairdressing and physiotherapy services
- A choice of tasty, healthy meals
- Full laundry services
- Two independent living units are also available

Baptcare Northaven Community

Residential aged care

Residents, families and visitors experience a warm and welcoming environment at Baptcare Northaven Community. It's located close to shops and services in the heart of Kerang, on the corner of Shadforth and peppercorn-tree-lined Wattle Street.

Our qualified and experienced staff provide the highest quality of nursing-led care for 56 residents, 24 hours a day, seven days a week. We cater for the changing needs of residents, which range from lower-level care through to more complex, high-level care requirements, including dementia care.

To help you or your loved one to maintain interests and enjoy time with others, we provide a rich and varied lifestyle and activities program, with options ranging from individual hobbies through to group activities and popular bus outings.

Our residents also enjoy the companionship and support offered through our pastoral care program and Chaplain, as well as a strong volunteer network.



WHY
FAMILIES
CHOOSE US
FOR AGED
CARE



1. We have trained and experienced nurses on-site 24 hours a day, 7 days a week.
2. Our Site Managers are experienced and senior Registered Nurses.
3. Our Nurse Unit Managers are senior staff who provide consistent, personalised care and communication.
4. As a financially stable, faith-based, not-for-profit organisation with more than 70 years' experience in aged care, we are a stable and prudent choice.
5. Our pastoral care services provide a higher level of emotional and spiritual support than many other aged care providers.
6. We seek feedback at all times and undertake a formal survey at least once a year to make sure we are always maintaining the highest standards.
7. All Baptistcare homes have had their services and care nationally recognised for excellence.

Everyone who requires residential aged care is

different

If the time has come for you or your loved one to consider residential care, talk to us. We'll make every effort to understand what *you* need.

To discuss your next step or arrange a tour, contact us today.

Baptcare Northaven Community

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Baptcare

RESIDENTIAL AGED CARE