

Our History

1952 Public meeting held to discuss need to establish a home for the aged.

1956 Opening of 'The Old Folks Home' now known as Boandik.Construction of Cottages at Lake Terrace site began.

1970 21 bed Kessal nursing home opened at Lake Terrace.

1984 Boandik Kessal increased to 30 beds.

- Allan Scott Day Therapy Cntr constructed at Lake Terrace.

1985 Joint venture with SA Housing Trust for construction of Kentish Court units at Lake Terrace site.

1986-1990 Re-development of Sutton at Lake Terrace.

- Addition of dementia specific unit.

1995 Construction of Boandik Crouch Street 36 bed low care facility.

1996 Expansion of Kessal to 48 beds, Lake Terrace.

1998 Expansion of home care packages to 50 clients in the entire SE region.

2000 Addition of 37 beds to Crouch Street, some being transfers from Lake Terrace. - Home and community care program commenced with continual expansion since.

2005 Boandik St Marys opened with 50 new beds and 18 dementia specific beds transferred from Lake Terrace.
- Extended aged care at home program commenced.

2006-2015 Upgrade of Lake Terrace residential facilities.

2006-ongoing Continued expansion of Boandik Community Care program.

2012-2020 Construction of new independent living units at Lake Terrace.

2013 Purchase of Kentish Court-8 independent living units.

2016 Purchase and upgrade of Sutton Court retirement village, Port MacDonnell.

2017 Reception/main entry upgrade Lake Terrace and Crouch Street.

2018 New nurse call system at St Marys.

- Air-conditioning in all rooms at St Marys and Crouch Street.
- Overhead hoists installed in 68 rooms at St Marys.

2020 Overhead hoists fitted to rooms, and Laube rooms upgraded at Lake Terrace.

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2019-2020 Community Wellbeing Centre (hydrotherapy pool), gymnasium, community rooms constructed at 101 Lake Terrace East, Mt Gambier.

2022 Dementia specific accommodation village to be constructed. Currently under planning direction.

Boandik is a proactive not-forprofit organisation, committed to providing quality care now and into the future for the aged in our community across the Limestone Coast.







Welcome to Boandik

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Colour circles above correspond to page corners for easy-to-find reference

Why choose Boandik?

Our purpose is to partner with you to enable you to live as you choose

At Boandik we focus on the individual whether it be a client, representative, staff member or volunteer. The living and working environment is supportive and caring.

We have a dedicated and highly skilled team of staff and volunteers providing care and services to our clients.

We are a member of the SA Innovation Hub. This allows us to trial new concepts and work as a community of practice, to ensure innovation in aged care.

Over the years Boandik has been recognised with awards for achievements in recruitment, retention and training of staff, staff wellbeing, client quality of life and commitment to the community.

Over 50% of our staff have been with Boandik for more than five years. Testimony to the excellent work environment that is provided.

Our dedicated volunteers work with our clients as they choose. The volunteers have a wide range of skills so there will be someone that meets the needs of the individual. Our volunteers contribute more than 20,000 hours of service annually.



Range of services

We all value our independence and Boandik can assist to maintain the lifestyle you enjoy.

- Boandik Community Care provides tailored services for people living in their own home. Services are provided seven days a week across the entire Limestone Coast region.
- Independent Living Units are located at Boandik Lake Terrace in Mt Gambier and Sutton Court at Port MacDonnell. The units are designed for people to 'age in place' from retirement onwards.
- Residential Aged Care Homes purpose built to provide an attractive and comfortable homelike environment. The homes are located in Mount Gambier and provide flexible options for permanent, respite and transition care.



Community Wellbeing Centre

Hydrotherapy Health Fitness

Stafford's gymnasium
Maney's meeting room
Maria's community room
Hydrotherapy pool

Hydrotherapy pool is open to the general public, general admission and Aqua Fitness classes.

Therapeutic benefits of hydrotherapy include muscle relaxation, decreased joint stress during exercise, reduced pain and inflammation. Improves sleep and reduces stress, increased muscle strength and general fitness. Improves blood flow and circulation. Great for rehabilitation, general exercise, mental health, fitness training, relaxation and a range of medical conditions.

Open to the general public

101 Lake Terrace East, Mount Gambier

Maney's meeting room available for hire, with WIFI access, audio visual technology, conference tables seating 20 people. Catering available.

Maria's community room featuring kitchen, open table/seated area for group activities and partitioned area with large TV for casual hire.

Stafford's gymnasium offers specialised programs written for individuals by a physiotherapist. Modern, fully equipped gymnasium features indoor and outdoor equipment for all abilities.

www.bookings.boandik.org.au or call 8724 1251.







Contemporary units designed for independent retirement living within Boandik grounds, offering support

and social connections

Accommodation designed for over 65's living independently. A variety of accommodation options are available at the Lake Terrace site in Mount Gambier and Sutton Court site at Port MacDonnell, operated as retirement villages.

Recently constructed units are based on a "unit for life" design that meets the gold level under the *Liveable Housing Design Guidelines*. The design allows you to 'age in place' and access nearby community services for support if your needs change. Featuring spacious bathrooms, open plan living areas, ducted heating, garages UMR with internal access, air conditioning, two bedrooms with built in robes, of modern contemporary design with easily maintained gardens.

The Lake Terrace East units surround the residential aged care home, and are conveniently located within walking distance to the new Community Wellbeing Centre which features a hydrotherapy pool and gymnasium.

Boandiks ILU residents also enjoy social outings with fellow neighbours, bus trips and planned activities hosted by a Boandik lifestyle co-ordinator. Resident meetings are held monthly.







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Social & Support Groups

Connections

Designed to provide social opportunities for people living with dementia, and respite for carers. Aims to promote confidence and social skills. Maintain connections with the community and enjoy social interactions. Encourages independence and wellbeing. Experienced staff and volunteers run the group, with transport to/ from the group available.

Activities: determined by the group When: Wednesday mornings

Where: Mt Gambier

Survivors

A group supporting people caring for someone living with dementia. Aims to educate others about dementia. Offering practical support, tips and resources.

Provides emotional support and offers an opportunity to share stories and strategies. Activities: includes guest speakers

When: Second Wednesday of month 1-4pm

Where: Mt Gambier

Ascot Club

A social group for over 65's living at home independently. Maintain connections with the community in a social setting with likeminded people. Members enjoy transport to and from the group. Morning tea, lunch and afternoon tea is provided. Activities can include bus outings, musical entertainment, craft, guest speakers, indoor bowls, exercise programs.

Activities: determined by the group When: Tuesday and Thursday Where: Community Wellbeing Centre, 101 Lake Terrace East, Mt Gambier

Regional Social Groups

Maintain connections with the community.

Activities: determined by the group

When/Where: please contact Naracoorte office

8766 2440 for further information.

Mens Groups

Men's groups are social and aim to bring men who are living in the community together. Transport to and from the group can be arranged if needed. Individuals pay for the activities they



Parkinsons Support Groups

Community groups to offer understanding, support and friendship to aid wellbeing.

Parkinson Dance2Move

Offering a social environment for participants to interact with other community members and share a positive, stimulating activity together with their partners/carers.

Participants are led through a carefully planned program of appropriate, enjoyable, and engaging seated activities.

Participants in the class are encouraged to approach movement like dancers.

Activities: seated movement exercise When: Mondays 10.30- 11.15am

Where: Mt Gambier

Parkinson Support Group

A support group for people living with Parkinson Disease, and their carers. The aim of the group is to share experiences, discuss issues, provide emotional support, practical support, tips and resources.

Activities are determined by the group and include information and educational sessions, guest speakers across a broad range of topics, group discussions, social outings and events.

The group is very supportive, friendly, inclusive and welcoming to new attendees.

Activities: discussion, support, outings When: monthly Where: Mt Gambier

Communication

Boandik believes good communication is important to support great relationships.

Through use of different channels we invite you to 'look inside' the organisation and stay connected.



Boandik Bytes Quarterly Magazine

We produce a 28 page colour magazine each quarter (available through print and via email) which encompasses all areas of the organisation, activities, updates on building and developments, and everything 'Boandik'. Email: livewell@boandik.org.au to subscribe.

Facebook (@BoandikLodge)

Daily stories are posted on Boandik's facebook page showcasing happenings and announcements. We encourage everyone to jump onboard and follow. @ BoandikLodge

The 'Community Wellbeing Centre' with hydrotherapy pool also has its own facebook page to share up-to-the-minute communications with users.

@CommunityWellbeingCentre

Grapevine Newsletters

Produced weekly, Grapevine newsletters are for families and residents of our aged care homes, with a calendar of events of upcoming activities, and highlights from the previous week.

In Home Support

The Home Support Program provides *low levels* of support to assist you to live well in your home and community

The individualised service can include:

- social and recreational support
- domestic assistance- washing, housework
- personal care- showering, dressing assistance
- home maintenance- gardening, small fix it jobs
- meal preparation
- travel to appointments and shopping support
- physiotherapy services

Who is eligible?

This program is available to people aged over 65 (50 for ATSI).

Clients can access services through My Aged Care **www.myagedcare.gov.au** or ph 1800 200 422.

Every person is an individual and is able to choose the services that they need to maintain their independence, wellbeing and connection to the community. Services are available seven days per week throughout the Limestone Coast region.

We provide a flexible and responsive service that meets your needs. Costs vary depending on the service and program.

Contact Boandik Community Care on **08 8724 1251**. Information is also available in My Aged Care and the NDIS portal.



Home Care Packages

A Home Care Package supports you to live independently in your own home

We all love our homes and want to keep living there as long as possible. As we get older this may be more of a challenge as those little things like shopping, cleaning, mowing the lawn and care for ourselves become a bit of a struggle.

We all need a helping hand at times and this is where Boandik Community Care can assist.

Home Care Package program

- supports people over the age of 65 who need
 a higher level of support to live independently in
 their own homes.
- choice of care and services based on your individual needs.
- individualised budget. You choose how you wish to spend the funds.
- Four levels of home care packages are assigned based on your assessed need.
- The Australian government is the funding body and has developed a recommended fee structure for home care packages including a subsidy provided for the package and fees you pay.
- Boandik Community Care will charge a weekly care fee. The Department of Human Services will determine if an extra fee is payable. See supplement brochure for further information.
- Services are available seven days per week throughout the Limestone Coast region.

The services are provided by staff who live in the same area you. Staff are selected in consultation with you, and you are able to choose the time of service delivery.

Who is eligible?

To be eligible for services through a Home Care package, the client will need an approval from the Aged Care Assessment Team (ACAT). Referrals to ACAT can be made through the My Aged Care website:

www.myagedcare.gov.au

or by calling 1800 200 422

For further information, please contact our friendly Boandik Community Care team to discuss your needs. Phone **08 8724 1251**. We'd love to chat to you.

Private services

All services are available to purchase direct from Boandik. You can access these services without a referral or the need for any assessment if you wish.

Disability services

Support services are available for people with a disability. You can choose the level of support from the services we are registered to deliver through the National Disability Insurance Scheme (NDIS).

- household tasks
- physiotherapy
- personal activity assistance
- community participation
- transport
- hydrotherapy
- physio based exercise





"We have 'Boandik angels' visit us each week. They are truly marvellous.

Monday a Boandik support worker visits to prepare food for the week. Thursday house duties are taken care of. "It's wonderful what she does. Her time management is unreal. She cleans the house, mops, does the washing, ironing and changes the bed." I recommend Boandik to a lot of people. The whole team are great!" - Tina



"Boandik help me in many ways. I attend Ascot Club social group every Tuesday. I really enjoy it - so much so that if I have an appointment on a Tuesday I will change that so I can still go to Ascot Club. Boandik also assist me with shopping — every second Thursday I have assistance to take me out. Cleaning — twice a month a cleaner comes in. Gardener — not regular, just when needed. I've even had someone come in and clean my windows through Boandik Community Care." - Joan



We offer a host of services to help you remain living in your own home. We deliver assistance to people living across the entire Limestone Coast region with Community Care offices in Mount Gambier, Bordertown, Naracoorte and Millicent to co-ordinate your services.

How we can help

With comprehensive support plans developed by highly skilled case managers we appropriately match our staff to the clients.

Call us today and we will explain in easy to understand terms how we can assist you to live the life you choose in your own home.

Mt Gambier 8724 1251 Bordertown 8755 1444 Naracoorte 8766 2440 Millicent 8724 1251

Boandik Specialist supports

Physiotherapists, Occupational Therapists, Wellbeing Assistants and visiting specialists

Physiotherapists

Boandik employs physiotherapists to work with clients to maintain and improve movement and health outcomes.

Occupational Therapist

Boandiks occupational therapist visits all three residential homes and community care clients to offer therapeutic services using everyday activities to help develop, recover, improve, as well as maintain the skills needed for quality living.

Visiting Allied Health professionals

Podiatrists, physiotherapists, hearing specialists, and other allied health professionals all visit our residential homes supporting health and wellbeing.

Therapeutic Art and Music Therapy

Boandik homes offer therapeutic art sessions to benefit those living with memory loss. Gift vouchers are available for one-on-one sessions.

Pet Therapy

Interaction with pets has been shown to reduce blood pressure, provide physical stimulation and assist with pain management, along with social benefits. Boandik homes have inhouse pets and also visiting therapy pets, resulting in greater self-esteem and focused interaction for residents.







Programs for General Public

We offer physiotherapy assessments and fitness programs for the general public over 50 years old, and those with disability at the Community Wellbeing Centre.

COTA Strength For Life exercise program for over 50's, mobility programs, Aqua Fitness classes, and individual hydrotherapy programs are all available at the Community Wellbeing Centre.

Client Service Charter

This charter sets out your rights and how you will be treated when you access any service from Boandik. It also sets out your responsibilities and what you can do to help us provide the best programs and services now and into the future.

Our purpose

Partner with clients to enable them to live as they choose.

Our values

We will enable clients to live as they choose by:

- promoting independence and wellness
- providing choice of services
- respecting the individual
- enabling dignity

What you can expect from us

Be treated with respect at all times:

- we will respect you, your lifestyle, your culture and values and the decisions and choices you make
- we will be polite, sensitive and honest
- we will respect your dignity
- we will listen to you and actively seek your views
- we will respect your choice to take risks

Be treated fairly and without discrimination:

- we provide services and programs to all eligible people no matter their age, where they were born, what language they speak, their culture, religion, sexual preference, gender or support they need.
- we will assess all enquiries and establish the services that meet your needs. Some of our services and programs are only for certain people, we will assist in providing you with other options if required.

Be responsive to your requests:

- we will respond promptly to your enquiries
- if the person you initially contact cannot help you they will refer you to the appropriate person
- we aim to respond to your phone, email and social media enquiries within one working day and mail correspondence within 7 working days
- the information we provide to you will be accurate and up-to-date

Provide you with high quality services:

- your service will be tailored to meet your choices and in accord with the Boandik 'Your Life Your Choice' framework

- services will be provided by appropriately skilled and experienced staff
- you will receive the same quality of service if you receive services from a third part on our behalf

Ensure your information is confidential and your privacy respected:

- we will tell you about the type of information we keep about you and why we keep it
- we will treat your personal information as confidential and have systems in place to ensure
- we will handle all your personal information in accordance with the Boandik Privacy Policy and the Privacy Act 1988

Be open and transparent and encourage comment:

- we will always listen to your comments and take them seriously
- we need you to tell us if you have a complaint or suggestion for improvement
- we aim to sort out any complaints or concerns quickly and fairly, everyone will receive an acknowledgement within 5 working days
- we will benchmark our complaints data and publish it for clients

What you can do to help provide the best programs and services

- care for your own health and wellbeing.
- accept responsibility for your own actions and choices including choices that involve an element of risk.
- provide us with honest, constructive feedback.
- giving us the right information about you and your situation.
- telling us if things change.
- always acting respectfully and safely towards other people using the services and to staff and volunteers.

Your feedback helps us improve

We like to hear how you feel about our services, whether you have good things to say or want to raise a concern.

You can:

- talk to staff or volunteer you are in contact with
- speak to a more senior member of staff
- complete a feedback form
- email us at livewell@boandik.org.au
- phone us on 08 8725 7377

Living with Dementia ... Boandik's approach

Dementia describes a collection of symptoms that are caused by disorders affecting the brain. It is not one specific disease.

Dementia effects thinking, behaviour and the ability to perform everyday tasks.

Boandik has a resident dementia specialist, who works across all three residential homes and community programs.

We believe people living with dementia can live well, and this is what fuels our passion to deliver a lifestyle and programs to meet changing needs and abilities.

Boandik has a very proactive approach to improving the lives of others, and in the field of dementia this also applies.

Dementia Villas at Boandik

Considering the growing prevalence of dementia in society, and the future need for homes for those living with the disease, Boandik is looking ahead. The next 'big project' at Boandik is to build a village specifically for people living with dementia.

A homelike environment designed to provide a safe, feature based lifestyle to deliver a high quality of care and wellbeing for those living through this phase of life.

A co-design group is working with architects to ensure this exciting new development addresses all the needs of those living with dementia with access to a shop, cafe, hairdressing, etc.

Boandik has received a \$1.5 million capital grant from the Federal Government to assist in the construction of 48 aged care places, which is estimated to cost \$11.6 million.

An exciting project for our region which will begin taking shape over the coming year.



Respite Stays

Boandik offers respite stays at Lake Terrace and Crouch Street residential homes.

After clients are assessed by MyAged Care Assessment Team they may have up to nine weeks of respite care per year.

Respite clients have the same rights and responsibilities and are entitled to the same services as permanent residents.

We invite our respite clients to join in activities and feel part of the Boandik community.

Transition Care

Transition care is a short term therapy based program available to people after an acute illness or surgery.

The focus is on rehabilitation and support to enable a return to independent living.

Transition care is provided in a Boandik residential home, or your home.













Residential Living

Live life in a caring homelike environment

Boandik provides residential aged care across three homes located in Mount Gambier.

We aim for every resident to live a meaningful life as they choose, encouraging people to maintain their independence by providing the support they require. Boandik offers a safe, home-like environment. We encourage family and friends to visit at any time.

Resident rooms

Residents all enjoy their own private rooms, featuring bedroom, ensuite bathrooms, decorated in neutral colours for you to add your own personal touches through decor. All with heating/cooling for personal use, call bells, tv ports and telephone connections.

Food - Menus

We have onsite commercial kitchens with a dedicated team of cooks who prepare all meals daily. Menus change regularly, with residents encouraged to suggest new additions. Modified foods are also provided for those who need a special diet. High nutritional standards are met, with an independent dietary expert assessing all proposed menus before they are introduced. Great flavours, healthy foods and portion sizes to meet your needs are all a focus of the Boandik menus.

Exercise

We run weekly fitness/exercises sessions with residents to keep the body moving. The Easy Moves program is customised to suit the abilities of each individual. We promote fitness as part of our wellbeing focus.

Communal spaces

We have spacious communal lounge areas featuring large tvs and comfortable armchairs.

Church Services

Visiting church representatives come into our homes to hold services for our residents.

Kiosk

A mini kiosk is available at reception areas for purchase of snacks, drinks and other items.

Libraries

We have a library available at each home for residents to use. For additional books, the Mount Gambier Library offer a delivery service for individual borrowing.

Cafes

Commercial coffee machines are located in cafes at each residential home. Self service cappuccino, black coffee, white coffee, mocha, hot chocolate or tea. A great place to catch up with friends and family.

Hairdressing Salons

Boandik homes all have a dedicated hair dressing salon onsite to cater to residents pampering. Offering cuts, blowdrys, perms and styling to make everyone feel beautiful.

Laundry service

We offer a mending service, can arrange for clothes to be labelled, as well as provide commercial laundering if required. If you prefer to do you own, we have an onsite laundry for your personal use.

Gardens and surrounds

Lovely landscaped garden spaces are the perfect place for a stroll or to sit, relax and enjoy the plants.

Nurses and Care staff 24/7

Resident rooms have a call button, so assistance is never far away, with staff onsite 24/7.

Resident 'runabout' vehicle

If a resident needs an escort to an appointment, we have a vehicle to assist, with volunteer driver / escort.

music walk











Residential Lifestyle

Social connections and outings support personal wellbeing, quality living and happiness

We offer a wide range of activities for residents to enjoy to maintain social connections, make new friendships and enjoy life.

Participation is always up to the individual, but we encourage residents to join in activities for stimulation and social connection.

Bus trips

Each residential home has a bus, with disability and wheelchair access to ensure everyone has the opportunity to join outings. Trips are scheduled weekly to various locations up to an hour away.

Popular destinations include Portland for lunch, Port MacDonnell to visit the seaside, Penola to lunch at cafes and visit the lolly shop, Millicent to McArthur Park, Naracoorte to the Caves, Heywood to the pub for lunch, Nangwarry to drive around town and Tarpeena for lunch, Valley Lakes for picnics, Riddoch Gallery for exhibitions, and Sir Robert Helpmann Theatre for shows. Trips are many and varied with residents choosing where they would like to go, and what they would like to see and do.

Mens Groups

We hold social groups for the menfolk to attend together. These can consist of weekly gatherings in community rooms, bus trips to locations around town, or lunches.

Art and Craft groups

Knitting, crochet, craft and art groups all operate at Boandik residential homes. These are lovely opportunities to be social, active and creative with fellow residents.

Happy Hour

A wind up at the end of the week is always enjoyable, and that's no different at the residents weekly Happy Hour. Enjoying a drink or two with entertainment.

Entertainers

Boandik homes have regular live entertainment visit to perform for residents. Musical entertainers, dancing troupes, the odd magician, pianists, talented children, animal displays, a whole variety! We also have renowned visiting artists and groups from time to time, including the Adelaide Guitar Festival which featured Louise Adams one year.

Intergenerational relationships

There are wonderful connections between young and old. Boandik supports many opportunities for youngsters to spend time with residents and residents to visit children in various settings. Primary Schools often visit our homes, as do child care groups, and we have weekly playgroup sessions at our homes giving residents the opportunity to interact with small children.

Activities

Scrabble, bingo, bocce, indoor bowls, cards, 8-ball ... a whole variety of regular games run for residents to join in.

Fashion parades, historical displays, and guest speakers all come into our homes.

Activities run frequently for residents to participate in to nurture friendships and maintain social connections.

Additional events are held in residential homes to celebrate special occasions such as Harmony Day, Christmas, Easter, Birthdays, and Anzac Day.



We share daily stories on activities and happenings across the Boandik organisation on facebook. "Follow" us.

www.facebook.com/BoandikLodge



Boandik Lodge Incorporated ABN 87 396 698 358

Corporate phone: 08 8725 7377

www.boandik.org.au

BoandikLodge

Boandik (head office)

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Phone: (08) 8725 7377

Email: livewell@boandik.org.au receptionlaketce@boandik.org.au

Boandik St Marys

71 Boandik Terrace, Mount Gambier SA 5290

Ph: (08) 8724 1200

Email: receptionstmarys@boandik.org.au

Boandik Crouch Street

26 Crouch Street South, Mount Gambier SA 5290

Ph: (08) 8725 4911

Email: receptioncrouch@boandik.org.au

Boandik Community Care (head office)

101 Lake Terrace East, Mount Gambier SA 5290

Ph: (08) 8724 1251

Email: communitycare@boandik.org.au

Boandik Community Care - Naracoorte

77 Smith Street, Naracoorte SA 5271

Ph: (08) 8766 2440

Email: communitycare@boandik.org.au

Boandik Community Care - Bordertown

84 Woolshed Street, Bordertown SA 5268

Ph: (08) 8755 1444

Email: communitycare@boandik.org.au

Boandik Community Care - Millicent

7 Glen Street, Millicent SA 5280

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Community Wellbeing Centre

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