

Optimal Care Packages



Thank you for choosing Eldercare as your care provider and welcome to our Optimal Care Program.

Thank you for choosing Eldercare as your trusted care provider. Welcome to our Optimal Care program, an initiative based on our unique Model of Care approach. This program is designed to exceed the standards set by the Australian Government, ensuring that our residents receive the highest quality of care.

Over the past five years, Eldercare’s Optimal Care program has consistently delivered superior health and wellbeing outcomes for our residents, surpassing industry benchmarks. These results are measured against national standards for clinical safety and quality of life, providing peace of mind for both residents and their families.

*Please see our Model of Care (MoC) outcomes brochure for these results.

Optimal Care

Model of Care

Personalised Care Coordination

A senior Registered Nurse, known as the Clinical Leader, will be your main contact to help coordinate your ongoing care.

This is part of Eldercare’s unique Case Management Approach, designed to ensure your care is consistent and well-organised.

The Clinical Leader builds a relationship with you and your family to create a personalised care plan that supports your needs both at Eldercare and beyond. They also guide the wider care team to deliver your plan and support your overall wellbeing.

We believe that working together in this way is essential to help keep you safe and well, especially as your health needs change.

Fitness therapy programs

Access to the gym and therapist run ‘Shine’ programs.

Mobility Assistance

Unique to Eldercare, the Resident Mobility Assistant role is designed to support residents with their movement and access around the facility. These team members help residents with their prescribed exercises and assist them in enjoying time outdoors and activities within Eldercare.

Extended Care Programs:

- Dementia Care approach
- Mental Health Care approach
- Palliative Care approach
- Spiritual Care approach

Enhanced Care

Access onsite to our extended allied health services:

- Dietetics
- Social Work
- Speech Pathology
- Podiatry
- Physiotherapy / Occupational Therapy
- *Dental
- *Audiology
- *Optometry

Access to onsite hearing aid repairs and cleaning

Premium wound products

Onsite Property Service Officers responsive to resident requests – eg hanging pictures, moving furniture

*Service fees apply

Enhanced Comfort

Premium mattress – This mattress offers enhanced comfort and advanced pressure care

Enhanced Food and Dining

Chef prepared meals with locally sourced ingredients

Twice weekly hot breakfasts

Choice of three options per meal

Dessert with lunch and dinner

Enhanced Lifestyle

Additional activities available to members only

Transport covered for external outing

Unlimited personal clothing labels affixed to your items

Subsidised hairdressing (at resident’s expense)

Enhanced Technology

Flat screen smart TV in your room

Unlimited WiFi usage

Unlimited annual testing and tagging of your personal electronic equipment and items

Optimal Care Plus

Model of Care

All inclusions in the Optimal Care package

Enhanced Care

All inclusions in the Optimal Care package

Enhanced Comfort

All inclusions in the Optimal Care package

King single bed – This mattress size offers more space than a standard single bed, making it ideal for those who want extra room to stretch out

Enhanced Food and Dining

All inclusions in the Optimal Care package, PLUS

Three weekly hot breakfasts

Choice of wine or beer with dinner

Access to private dining room for family / social occasions

Enhanced Lifestyle

All inclusions in the Optimal Care package, PLUS

Cost of transport AND incidentals (food, tickets etc.) covered for outings

Enhanced Technology

All inclusions in the Optimal Care package, PLUS

Telephone in room with unlimited local, national and mobile calls at no additional charge