



**We believe  
everyone deserves  
access to high  
quality Aged Care.**



Residential Aged Care • In Home Care • Respite Care



# Welcome to Kopwa

## About Us

KOPWA was established to provide high quality in-home and residential care to elderly community members on Sydney's upper north shore. As a not-for-profit, community-based organisation, we offer exceptional Aged Care services from our base in the suburb of Roseville. Our residential facility is currently home to 58 individuals. We support many more clients across the community by delivering at-home and respite care.

## Our Culture

At KOPWA, we understand that a positive culture is essential to help us achieve our goal of being the most highly respected provider of Aged Care services in Sydney.

That's why we are focused on being a supportive and empowering place to work and employing staff who are passionate about providing individualised care to each resident.

Every team member at KOPWA is motivated to have a true impact on the lives of their clients. As well as being highly trained, they each have a passion for improving the health and well-being of the elderly.

Our not-for-profit organisation is small but highly supportive. As part of our culture, we encourage all staff and volunteers to form meaningful relationships with their clients. By doing this, they have a more rewarding experience and can see first-hand the effect their work has on their clients' quality of life.

To create an outstanding culture, we promote the three 'I's of individuality, independence and inclusion. This approach applies to staff as well as residents. As a result, every individual has a positive experience.



## Kopwa Values, People & Volunteers

### We value RESPECT

We value others. This is demonstrated through respect for self and others, and by maintaining a customer-focused, safe and supportive team environment.

### We value ACCOUNTABILITY

We are responsible for our actions and the impact they have on the lives of our residents, clients and fellow workers.

### We value INTEGRITY

We will not compromise the truth and we demonstrate equity and fairness in our dealings with others at all times.

### We value DEDICATION

We are committed to quality service delivery and strive to achieve best practice in everything we do.

### Our People

The nurses, allied health specialists and staff at KOPWA have excellent communication skills, always interact in a respectful way and aim to build trust with our clients and their families. We encourage close professional relationships so each team member has the support they need to provide high-quality, individualised care that sets the benchmark for our industry. Our professionals come with a cross-section of experience and from a range of different backgrounds. What unites them is their motivation to provide positive outcomes for KOPWA residents and home care clients.

### Our Volunteers

Visits from volunteers mean residents and/or home care clients can continue to be engaged with the wider community. KOPWA's outstanding reputation allows us to attract wonderful volunteers. These caring individuals drop by regularly to share their time, talents and skills with our clients and their families. We seek volunteers who are able to commit to their roles on an ongoing basis, meaning they form ongoing relationships with our clients.

# Our Services

## Residential Aged Care

The residential Aged Care facilities at KOPWA offer all the comforts of home in a safe, friendly and happy environment.

As well as round-the-clock care and the support of nurses, allied health specialists and other clinical professionals, our residents enjoy regular visits from volunteers and participate in a range of daily activities.

Meals are prepared on-site by our in-house chef, who ensures every dish is delicious and has nutritional value.

Rooms are private and comfortable, with ensuite bathrooms, built-in wardrobes, flat-screen televisions and air conditioning.

At KOPWA, we make safety and hygiene a top priority. Our staff are fully trained to minimise the spread of disease and take every precaution to protect our residents from any outbreaks.

Residents at our live-in facility experience outstanding, personalised care. We treat each individual with dignity and respect, and aim to ensure life is always meaningful and fulfilling.

## Respite Care

If you care full time for a loved one, you are entitled to up to 63 days of government-funded respite care per year.

This allows you to take a much-needed break and get away for a holiday.

KOPWA's respite care service will provide round-the-clock, safe and secure care for your loved one. They will have all their care and lifestyle needs provided for, while you are away.





### Home Care

Not ready to live away from home? KOPWA believes in keeping our people well at home. We are pleased to support individuals so they can remain where they are most comfortable.

We can service all levels of home care packages from level 1 to 4 and can assist private clients as well. Our caring and professional staff are trained to assist with services ranging from;

- Domestic assistance
- Shopping
- Personal care
- Transport
- Companionship
- Meal preparation
- Medication supervision
- Home organisation – paying bills etc
- Dementia care

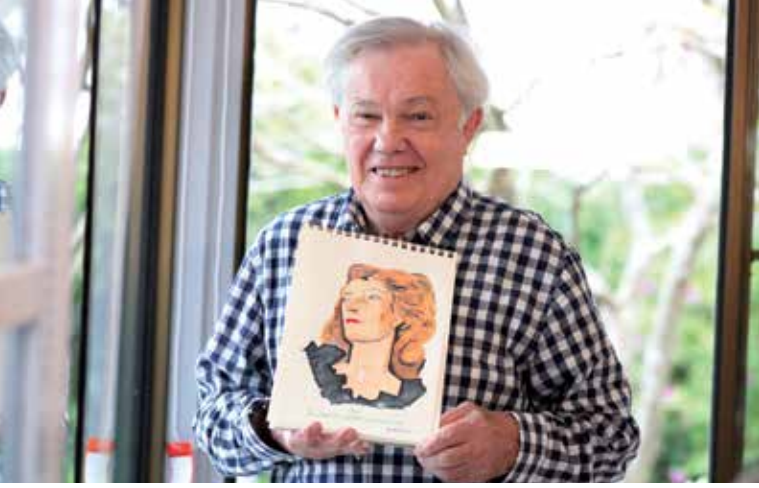
We also provide allied health professionals like Podiatrists, Physiotherapists and contractors to carry out jobs around the house like plumbers, the handyman, cleaners, etc. Contact our team on (02) 9412 0270 for a free consultation to discuss your needs.

### Getting started in Aged Care

The level of care you or your loved one require will depend on a range of factors.

An initial Aged Care Assessment (ACAT) by My Aged Care will determine the level of service needed and determine how your care package will be funded. From there, you can talk to us about the care services that would be suitable for your needs.

We look forward to providing personalised support and the most suitable options for you or your loved one.



## Kopwa Activities & Lifestyle

There is always something to look forward to at KOPWA.

Our residents' physical health is a priority and we arrange visits from a wide range of health services. These include mental health and hearing specialists, dentists, podiatrists, optometrists and speech pathologists.

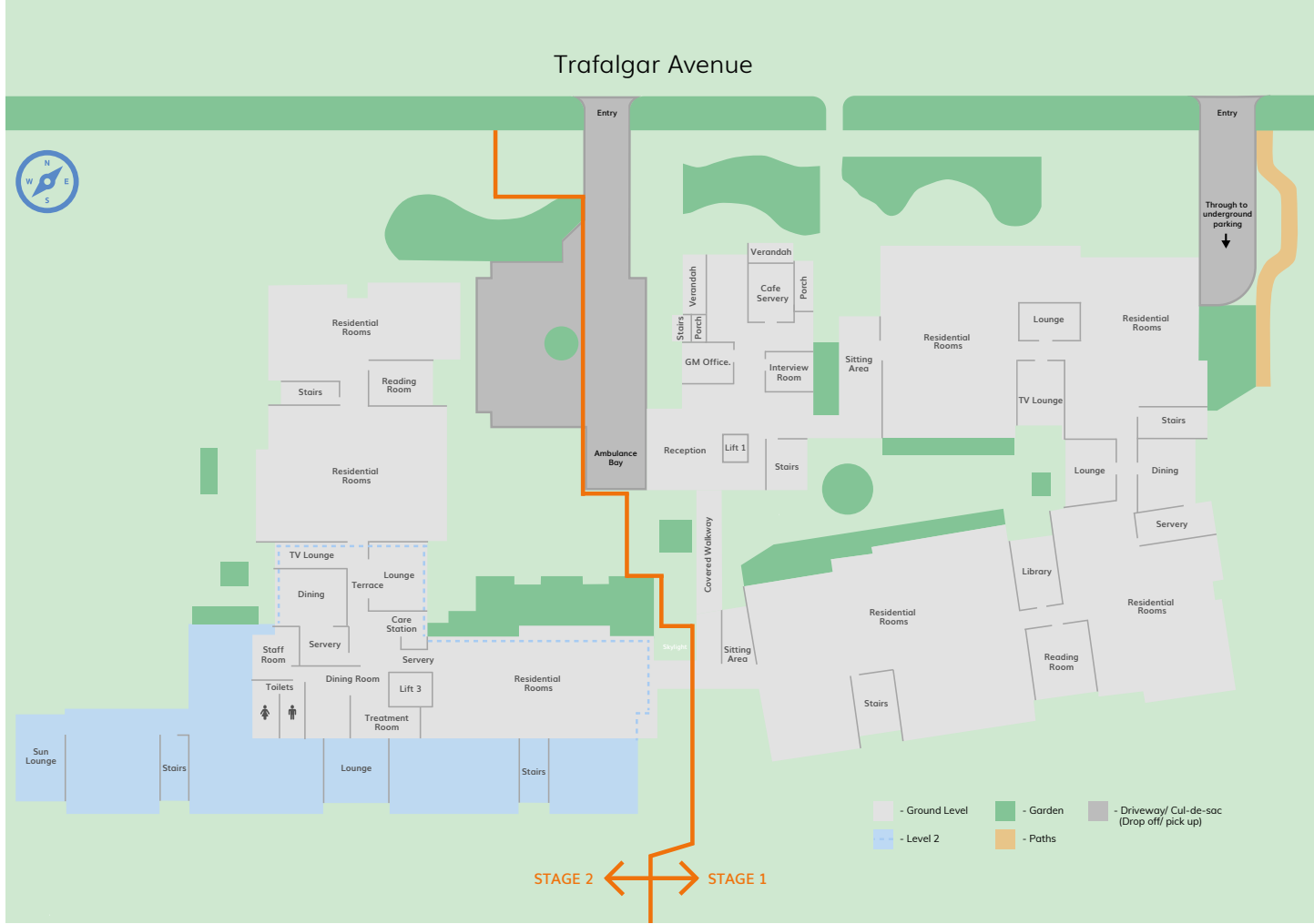
As well as looking after their clinical health, we want residents to be mentally stimulated so life is engaging and fun.

Mealtimes are upbeat and social, with private table bookings and guest meals available to order for visiting guests. We also welcome a range of volunteers and performers.

These visitors provide a diverse array of entertainment as well as friendly conversation.

The leisure and lifestyle activities on offer for our residents include:

- Pet therapy
- Art therapy
- Supervised outings
- In-house hairdresser
- Beauty salon
- Book club
- Gardening
- Bingo
- Art therapy
- Music therapy
- Social gatherings
- Light exercise classes



# Kopwa's exciting future

## Opening in 2021!

KOPWA is currently developing a brand new, architecturally designed Aged Care facility, which will accommodate up to 102 residents.

Located in Roseville at the original KOPWA site, we have considered our history and beautiful heritage surrounds, and planned what we want for our residents - and now we are prepared for the future.

Our new development is set to have the latest technology and creature comforts to ensure the very best quality of life for residents and a wonderful working environment for our staff.

The new facility is designed to reflect its local heritage and surroundings, while providing ample space for socialising and spending time outdoors.

Our extended buildings also incorporate the following features:

- A visiting doctor or allied health consultation room
- A physiotherapy room with equipment for rehabilitation services
- Multipurpose breakout rooms for residents
- A café for visiting families and staff

With beautifully appointed rooms that feature ensuites, built-in wardrobes, flat-screen televisions and air conditioning, our new Aged Care residence is expected to experience high demand.

Apply now to join our waiting list or contact us to find out more on (02) 9412 0284.



**Your loved ones deserve the best care.**

**Book a tour with KOPWA today.**

Visit [www.kopwa.org.au](http://www.kopwa.org.au) or call (02) 9412 0284

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