Benetas
Offering a new approach to care

Benetas is bringing a new style of aged care to Victoria. The new approach to care will give you or your family member the best ageing experience possible.

Our new approach is one which takes into account the care our residents receive, the environment they live in and the opportunities they have, combined to create an individualised experience of ageing. It incorporates everything from the built environment through to the fit-out, rostering, staffing model and back-of-house services.

Benetas’ new residential model of care was developed based on extensive international and national research as well as the foresight and deep practice expertise of senior Benetas staff. The first full implementation of the model occurred at St Paul’s Terrace Frankston South in September 2016, and has since been rolled out at The Views in Heidelberg and the Peter Volk Apartments, St Georges in Altona West. Once completed, Dalkeith Hostel redevelopment in Traralgon will also support the new approach.

We want to ensure all of these aspects are aligned with our person-centred model, where our residents are at the centre of everything we do and decide what their ageing experience looks like.

Transforming care in Victoria

The new Benetas residential model of care is revolutionising aged care in Victoria.

Transforming every aspect of residential care delivery—from staffing to infrastructure and culture—the model draws on Benetas’ organisational values and beliefs, and is designed with you or your family member at the centre, enabling greater choice and control in everyday living.

The first principle of the model is a home first. The facility is primarily a home rather than a workplace. The built form is more homelike with each facility divided into ‘apartments’ comprising eight ensuite bedrooms radiating off a central living and dining area plus a full functioning kitchen.

The second principle of the model is people who care. With dedicated rostering of small teams of primary carers and clinicians in each apartment.

Residents experience greater continuity, supporting the development of deep relationships between staff and residents. When staff know residents well, they are better able to support and care for them. The focus on empathy as a key staff attribute influences recruitment, induction and training.

The final principle of the model is complete integration. This means that all of the services, systems, processes, tools and language are specifically designed to support the model. For example, there are no nurses’ stations or drug trolleys—these belong in a clinical environment, not a home environment.

This approach focuses on a person’s whole life, considering how each aspect interacts with every area and function of an aged care home. Benetas is continuously evaluating our model of care, learning from every iteration and making adjustments where we see the opportunity to improve.

To find out more visit
What our clients are saying:

“I feel very excited about the move into our new apartments, it is a positive time for all of us. It will be the best thing to happen for everyone, better for the Residents and Staff here at Dalkeith. I would recommend anyone thinking about coming to Dalkeith for care should do it, to me it’s a lovely place and everything I could have dreamed of”.

Meryle Connell
Dalkeith Hostel resident

“Since moving from Ivanhoe (Dowell Court) to The Views at Heidelberg I have noticed a huge improvement in my mother. She now comes out of her room for meals, participates in activities and is generally much happier. The more intimate environment with the carers is amazing for her, we love the continuity of having the same staff in the apartment. This new style of aged care is such an improvement, for aged care and for my mother.”

Loraine Watson
Daughter of The Views resident

“It’s so lovely having a home environment, sharing an apartment with just a few other people. I like that I can prepare meals in the kitchen any time I want...Sometimes I even make raisin toast and a cup of tea late in the night.”

Barbara Smith
St George’s resident

“In relation to the new model of care, I believe that the residents are much more comfortable in their environment and their privacy and dignity is respected. Providing residents with choice is paramount and person centred care is easily delivered by dedicated staffing in each department. Our clinical indicators are also showing improvement in the quality of our care we are providing”

Linda Van Egmond
Residential Manager
The Views at Heidelberg