



5 Steps to Aged Care

Introduction

The purpose of this document is to provide key information to anyone considering Residential Aged Care in Gladstone or the surrounding areas.

During New Auckland Place Aged Care's 10 years of operation, we have learnt the key components that families and residents are required to understand in relation to aged care.

We have summarised those key points in this guide, and trust that this information will support a smooth transition from the community into an aged care home.

Aged care homes can help with day-to-day tasks (including cooking cleaning and laundry), nursing care, access to additional services such as physiotherapy and podiatry, lifestyles and activities programs to name a few.

Residents can enter an aged care home on a permanent or short-term respite basis to recover from an injury or illness, to give a carer a well-earned break, or to experience an aged care home.

If you would like to know more about any part of this document or New Auckland Place, please contact our admissions team on **07 4978 9000** or visit www.newaucklandplace.com.au.

1. Assessing Eligibility

You will first need a free assessment with a member of an Aged Care Assessment Team (ACAT) in your local area to determine whether you are suitable for permanent or respite care in a residential aged care setting. Your first step to achieving approval is to call My Aged Care on 1800 200 422 to be referred for a free assessment with an ACAT. ACAT will be able to provide you information about facilities in your area, help you with accessing the care you require and much more.

2. Finding the Right Aged Care Home for You

There are many ways of learning about the aged care homes available to you in your area. Some of the most effective ways include:

- Asking hospital discharge planners and social workers
- Asking your GP or medical practice
- Searching online at www.agedcareguide.com.au or www.myagedcare.gov.au
- Asking your friends or family about homes they already have information about
- Using Google to search



Once you have a list of the homes that interest you, call and make an appointment. Tours are a great way for you to ask all the questions you need answers to, and allow you to experience what each home offers.

Most homes have a designated Admissions Officer to handle enquiries, tours, questions relating to fees and admissions paperwork including resident agreements.

Visiting an aged care home is a great opportunity to ask about nursing care, meal arrangements, activities programs, family interaction with residents and anything else that is important to you.

Want More Information About Finding an Aged Care Home for You?

Contact New Auckland Place Aged Care

Admissions Team - Leanne Salter

P 07 4978 9000

E admissions@newaucklandplace.com.au

3. Fees & Charges

Section 3 is usually where families can become a little confused, mostly in relation to which fees residents are required to pay. The most important thing to remember is that all aged care homes operate under the Aged Care Act, and fee structures have been set by the Australian Government.

To ensure you know what fees you will be required to pay, it is essential that you speak with Centrelink or DVA and complete the financial assessment form relevant to you. This can be accessed by contacting Centrelink or visiting the Department of Human Services website: www.humanservices.gov.au.

Furthermore, a comprehensive fee brochure can be downloaded from New Auckland Place's website:

<http://www.newaucklandplace.com.au/our-care-and-services/resident-fees>

This brochure provides great information on each of the aged care fees residents can be asked to pay. If at any stage you feel daunted or uncertain about aged care fees, please contact New Auckland Place's friendly admissions team for assistance: **07 4978 9000**.

4. Applying to Aged Care Homes in Gladstone

There is no limitation to how many homes a person can apply to, or restrictions on what location you would like to live in. It is important to be aware though that homes have varied room prices and services available, so it is essential to understand the type of accommodation you are looking for, and what you can afford. The aged care homes that you speak with will be able to work with you to ensure you find a suitable living arrangement that compliments your care requirements.

Most aged care homes have a very simple application process, which includes filling out an application form and providing information about the residents care requirements and personal preferences.

If you would like to understand New Auckland Place's application requirements, feel free to contact **07 4978 9000**. A copy of these documents can be posted or emailed to you for your reference.



5. Moving into an Aged Care Home

Once you have submitted your application(s) and a home has offered you the opportunity to enter as a respite or permanent resident, you can arrange an admission date with the home. The home will require your ACAT assessment, medical records (can be supplied by your medical centre or Doctor), personal information, Medicare card and pension details and other key information to ensure your admission proceeds as smooth as possible.

If you have a local Doctor that will continue to treat you at the aged care home, that is absolutely fine. If not, you will be able to utilise one of the aged care home's other treating Doctors. It is important to check the aged care home's arrangements with Doctors before you enter as a resident.

Most aged care providers will allow you to bring your personal items for the duration of your stay, however, there are usually limitations on larger items, as these can be a hazard to your nursing care and the safety of the home's nurses. This can be verified with the home you are entering.

Conclusion

We hope that this information has been beneficial to you. If the aged care process feels overwhelming or too complex, please remember that you are not alone and our team is more than happy to walk you through the process. Residential aged care is a fantastic service for our elderly community. Come along to New Auckland Place and see for yourself.



More Information

Contact New Auckland Place
Admissions Team - Leanne Salter

P 07 4978 9000

E admissions@newaucklandplace.com.au

