

Frequently asked Questions about Accessing Care.

A: Getting Started

1. How do I know if a person needs to consider moving into Residential Care?

We appreciate that making this decision can be difficult. We recommend you talk to someone you trust and who understands your situation, perhaps a family member, a close friend or your doctor.

2. Am I eligible for Residential Aged Care?

A person must have significant care needs that cannot be appropriately met at home. The Aged Care Assessment team (ACAT) will make this determination. We then can assess our ability to meet the care needs of all prospective residents.

3. Do I need an ACAT assessment?

An ACAT assessment is a compulsory requirement for admission into residential care, for either permanent or respite care. You will be provided with an Aged Care Client Record (ACAR).

4. When should I complete an Assets Assessment?

When enquiring, you will be asked if you have completed a Centrelink or Department of Veteran Affairs (DVA) Application for an 'Assets Assessment'. This is not compulsory but essential for fully or partially supported residents and provides information to ensure the correct fees are charged upon admission. Application forms for an Assets Assessment are available in the 5 Steps Pack or from Centrelink or DVA. Following submission to Centrelink or DVA, these can take 6-8 weeks to be processed.

5. When should I complete an Income Assessment?

These forms should be completed immediately upon receipt of forms during the ACAT Assessment process. Any delays or if you choose not to submit, will result in the full charges being payable.

6. Why choose Chaffey?

At Chaffey we strive to provide our residents with comfortable and fulfilling lives in first class surroundings, ensuring comfort and security for both them and their loved ones.

7. How do I contact Chaffey ?

Contact our friendly and knowledgeable team at Merbein on 03 50 251 200.

8. What if I only need care for a short period?

If you live on your own and feel you're unable to look after yourself or you or your carer need a break, this type of break is called 'respite care'. We will look after you for a short while, in an Chaffey Aged Care residence. Respite specific information can be obtained from the Commonwealth Carelink Centre (1800 052 222).

If you are considering permanent placement, this short stay will enable you and the residence to determine whether this facility can meet your needs. Respite residents do not necessarily receive priority should a permanent vacancy arise.

9. Where can I get more information?

There are many services offered to provide information on Residential Aged Care:

- Your GP
- Social Worker
- Aged Care Assessment Team located at Government hospitals and the Sunraysia Community Health Service
- Commonwealth Carelink Centres
- Aged & Community Care Information Line (1800 500 853)
- Department of Health (1800 200 422)

B: Expression of Interest

10. How do I apply for a place?

First an interview will be conducted with our Manager Corporate & Hospitality Services or Manager Clinical Services where we complete pre-admission documentation. This is used to assist you or your representative(s) understand the Financial and other considerations that impact the admission. Upon completion, you may request a copy for your information.

An Application for Admission, a more comprehensive document which provides us with all details required for addition to the waitlist and to offer a bed, will be provided. Please complete and return this important document as soon as possible.

11. How does the Waitlist work?

Where there is a waiting list, the Application will be kept on file until a suitable vacancy arises. Please advise us if you have accepted another residential aged care place and wish to be removed from our waitlist. Often vacancies are only suitable for a small portion of the waitlist. As a result, we cannot advise of a position on the list or offer an opinion on the likelihood of placement. Advertised vacancies do not automatically mean an appropriate place is available.

12. What happens when a vacancy occurs?

When a vacancy arises, the Senior Management Team considers all applications based on care needs. The ability of the Facility to meet each person's needs is one key consideration. The location and type of room may influence the appropriateness of each prospective resident for the vacancy.

The Facility will then contact you or your representative to offer a place.

13. Can I Relocate within the facility?

While the room offered may not be in a preferred location, the opportunity to relocate within the facility is only possible where it is appropriate to the care needs of the resident. If the resident is satisfied with the location, while the Aged Care Act allows for security of tenure, Senior Management reserves the right to relocate the resident to another area or room to enable the provision of more appropriate care. A full consultation process will ensure the reasons for this decision are discussed and parties are able to provide input.

14. Where do I find out about costs?

We understand the financial arrangements when entering residential aged care can be daunting. We will assist where possible to ensure this important area is fully explained prior to admission. We have a prepared specific information packs to assist. We also suggest you seek advice from your accountant or financial advisor.

15. Please explain the Resident Agreement?

Upon admission you will be provided with a Resident Agreement to be reviewed, signed and returned to the Facility as soon as possible. This important document protects your interests and confirms commitment by the resident and their representatives to meet their obligations. The document, while comprehensive, represents an industry best practice and is supported by all major aged care associations.

Glossary:

ACAT (Aged Care Assessment Team)

Aged Care Assessment Team members would visit you in your home or in hospital to talk with you about what services you may need and what is available in your area and complete your ACAT assessment.

Source: [Department of Health](#)

ACCR (Aged Care Client Record)

ACCR (Aged Care Client Record) is the form used to maintain a record of a client's assessment and approval for submission to Medicare Australia as required under the Aged Care Act 1997. It is important to record information correctly in the ACCR as this helps to ensure that the ACAT is operating within the legal framework of the Aged Care Act 1997 and that the client has access to appropriate aged care services.

Source: [Department of Health](#)

EPA (Enduring Power of Attorney)

A power of attorney (POA) or letter of attorney is a written authorisation to represent or act on another's behalf in private affairs, business, or some other legal matter. The person authorising the other to act is the principal, grantor, or donor (of the power), and the one authorised to act is the agent, donee, or attorney. Formerly, a power referred to an instrument under seal while a letter was an instrument under hand, but today both are under hand (i.e., signed by the donor), and therefore there is no difference between the two.

TCP (Transition Care Program)

The Transition Care Program aims to help you improve your independence and confidence after a hospital stay. It provides a package of services including low intensity therapy and personal and/or nursing care as part of an ongoing but slower recovery process. This means that you and your family or carer have time to consider your long-term care arrangements, which may include returning home with community support or accessing the level of care provided by an aged care home.

Source: [Department of Health](#)