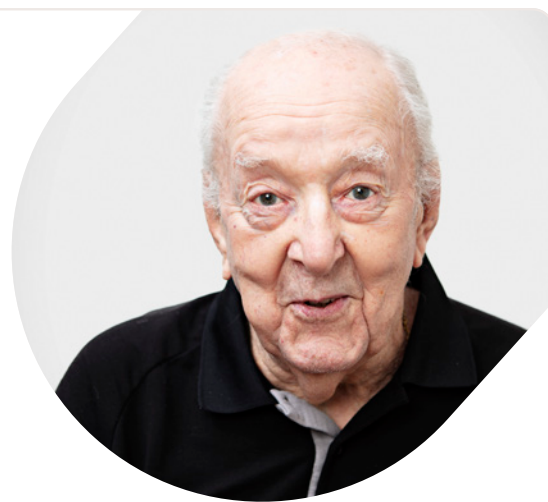


# 5 steps to entering aged care.



A helpful guide for residents & their families.

When it comes to Aged Care, we understand that taking the first step is often the hardest. Lutheran Services is here to help. That's why we have created a brief step by step guide to help you navigate your aged care journey. We'd be happy to chat—call us on 1800 960 433 and we'll link you with our nearest Client Services Advisor to make sure your questions are answered.

## Step 1: Assess eligibility

Before entering aged care, you will need to be assessed by a member of an Aged Care Assessment Team (ACAT). The assessment will include talking to you about your current situation and help you work out your options. There are a few ways you can access an ACAT assessment:

1. Call us for a referral on 1800 960 433
2. Contact your local hospital or GP for a referral
3. Call My Aged Care on 1800 200 422

## What happens next?

Once you have completed the ACAT assessment, you will receive a letter to let you know if you have been approved as eligible for Australian Government subsidised aged care services.

Your letter will tell you which type of care and services you are eligible for and approved to receive, as well as the reasons why. You should keep a copy of this letter because you will need to provide this as confirmation of eligibility to receive subsidised services during the admission process.

## Types of care

### Permanent care

Accommodation, care and support services offered within an aged care setting on a permanent, long term basis. Residential Aged Care is available for residents who can no longer live independently in their own home and require ongoing support with daily tasks or managing their health care.

### Respite care

Accommodation, care and support offered within an aged care service on a temporary, short term basis. Respite care may be required for a number of reasons, including when carers are unavailable or on holidays, or if a person is transitioning from hospital and needs some extra support before returning home.

### Dementia Care

Specialist care for people with dementia. Some residential aged care services offer secure units that are purpose designed for residents living with memory impairment, so they can receive the care and support they need in a safe environment.

### Palliative care

We offer professional end of life care for our residents where we help them live as fully and as comfortably as possible. On top of our professional clinical care and skilled symptom management, we also offer emotional and spiritual support for our residents and their loved ones. All of our aged care services has an onsite chaplain ready to provide pastoral care. Good communication is so important during this time and our caring team give you their best.

## Step 2: Find an aged care community

After you have had your ACAT assessment, it can take a little while to receive your letter of assessment.

While you're waiting, you can start researching providers and booking tours. Tours are a great way to meet the other residents and staff and get a feel for the setting. It might be a good idea to put a shortlist of your favourites together. This can help narrow down the options when it comes time to choose.

All aged care homes are unique and have different features, lifestyle activities, room sizes, communal areas and dining menus. It's a good idea to make a list of the most important things you are looking for in your new home and what would suit your personality best. Do you like the peace and quiet of a more rural setting or the hustle and bustle of an inner city location? Are you a green thumb? Do you enjoy having pets around for company? Do you love craft and music? There are so many choices, it can feel overwhelming. Researching providers is a good starting point.

Once you have found a location you like and have met with the staff, you'll be ready to apply when your letter comes through.

## Step 3: Understand fees and charges

The next step is to understand the aged care fees and charges. In Australia, Residential Aged Care is funded by both the Australian Government and contributions from residents. The government pays for the bulk of aged care services however funding does not cover the whole cost. Aged care residents are expected to contribute to the costs of their care if they can afford to do so. We'd be happy to chat—call us on 1800 960 433 and we'll link you with our nearest Client Services Advisor to make sure your questions are answered.

When moving to an aged care home, you may be asked to pay towards your care, accommodation, and daily living costs. There are a number of different costs:

### A basic daily fee

All residents pay a basic daily fee to cover meals, laundry, cleaning, electricity, etc. The fee is the equivalent to 85% of the standard full aged care pension.

### A means-tested fee

An extra contribution towards the cost of care that residents may need to pay, on top of the basic fee, depending on income and assets. This fee is also set by the Australian Government based on a sliding scale.

### An accommodation payment

Covers your aged care accommodation. Comes in the form of a refundable lump sum, non-refundable daily payments, or a combination of both.

## Step 4: Apply to a provider

Once you have received your letter of assessment, researched providers and understand the fees and charges, it's time to apply to a provider. You can apply to as many aged care homes as you like. When a place becomes available, the aged care home will contact you or your nominated contact person.

There is a bit of paperwork you will need to fill in or provide, such as:

1. Application form
2. Resident Agreement
3. Charter of Residents Rights and Responsibilities
4. Identification documents

If you would like more information on the application process please talk to a Client Services Advisor on 1800 960 433.

## Step 5: Moving into your new home

Congratulations, you have reached the final step of your aged care application journey!

Moving to a new aged care facility is an emotional decision and can feel a bit overwhelming. On the other hand, you now have assistance around you and a friendly, ready-made community of people.

It may take some time to adjust to your new lifestyle but there are lots of familiar things that you will still be able to enjoy, as well as new and exciting activities to try your hand at. You might like to bring special mementos, furnishings to decorate your new room and make it feel like home. Enjoy the peace of mind that aged care can bring.



Discover the Lutheran Services difference.  
Call **1800 960 433** to speak to our friendly team today.  
[w. lutheranservices.org.au/aged-care](http://w.lutheranservices.org.au/aged-care)



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