

# Waratah Lodge Nursing Home

...information for prospective residents



Enriching our community's health...



# Orbost Regional Health

## Waratah Lodge Nursing Home

### ENQUIRY PACK

#### *Information for prospective residents*

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#### **Inserts –**

- **Application Form**
- **Waratah Lodge Current Fees, Statement of Assets, Age Pension and Rent Assistance**

#### **Important Note:**

You or your representative should read this booklet carefully. It explains many of the important aspects of residency at our facility. If you decide to take up residency at Waratah Lodge you will be asked to acknowledge that you have read and understood the information in this booklet and that information will become part of your agreement with us.

# 1. About Waratah Lodge

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Thank you for your request for information about residential aged care at Orbst Regional Health.

## **Our Aims are to:**

- meet your identified physical, emotional and social needs;
- respect your dignity and privacy;
- encourage you to participate in a variety of stimulating physical and mental activities;
- ensure you feel that Waratah Lodge is your home and you can have a say in your care and conditions; and
- provide a warm, home-like environment where you, your friends and family feel welcome.

## **Care services**

- Waratah Lodge caters for residents requiring a high level of professional nursing care.
- Full assistance is given with all aspects of daily living.
- Registered nurses are on duty 24 hours per day.
- Physiotherapy, Occupational Therapy and Podiatry services are available from our onsite staff and a visiting Podiatrist.
- Doctors attend twice weekly where your condition is assessed and you have the opportunity to discuss issues with your doctor.
- Clergy visit monthly, as listed on the Waratah Lodge notice board. Private visits can also be arranged.
- Each bed is supplied with a call system, allowing staff to be contacted when necessary. Ambulatory call systems are also available.
- Medications are supplied by Orbst Pharmacy. Accounts are your responsibility.
- You will be allocated a nurse to act as your primary carer. Your primary carer can assist you with organising appointments for haircuts (haircut at your expense) and will let family know when you require such things as new glasses, dentures etc that are not covered by the hospital.

## **Visitors**

Visitors are always welcome to come and see you. Family members and friends are also able to enjoy a meal with you if they wish (at a small charge), or take you on outings if you are able.

## **Facilities and Services**

- There are five single and five shared (2 bed) rooms, each with their own ensuite.
- All furnishings are supplied, however you are encouraged to bring small items from home to personalise your own space, e.g. pictures, doonas, small TV etc, noting there is limited space for belongings.



## **2. Orientation – what happens on your first day**

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On your first day at Waratah Lodge, staff will welcome you and carry out the following:

- Complete any required paperwork with you and your family.
- Prepare a plan of care that is based on your needs.
- Discuss your medications with you and assess whether you are able to take care of your medication yourself, or whether you need the staff to assist you.
- Arrange for any required prescriptions to be obtained or filled.
- Take you for a tour of Waratah Lodge, including the lounge, deck and dining room.
- Show you through your room and help you to get settled and add personal touches to your room.
- Discuss meal times.
- Introduce you to the other residents.
- Answer any queries you may have.



Some Waratah Lodge staff members

### **3. Other services available at Orbost Regional Health**

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Orbost Regional Health is a Multi Purpose Service and is therefore able to provide access to a wide range of health care services. Some of the other services located on the site are:

- Physiotherapist
- Dietician
- Occupational Therapist
- Medical Practitioners from Orbost Medical Clinic visit the residents at Waratah Lodge twice a week.
- Acute Wing (hospital services)
- Women's Health Program
- Community Health Services
- District Nursing Services
- Low Level Residential Aged Care
- Adult Education
- Dentist
- Counselling

## 4. Care

### *4 a. The services we provide based on your needs*

	Includes, unless otherwise stated:
<b>Administration</b>	General operation of the facility including maintenance of your documentation.
<b>Maintenance of all buildings and grounds</b>	Adequately maintained buildings and grounds.
<b>Accommodation</b>	Utilities such as electricity and water.
<b>Furnishings</b>	Other than where you choose to provide them: bed-side lockers, chairs with arms, containers for personal laundry, dining, lounge and recreational furnishings, wardrobe space, over bed tables and towel rails.
<b>Bedding</b>	Beds, mattresses, bed linen, blankets and absorbent or waterproof sheeting.
<b>Bedding materials appropriate to each resident's individual needs</b>	Bed rails, continence aids, mobility aids, restrainers, ripple mattresses, sheepskins, tri-pillows and water and air mattresses appropriate to each resident's condition.
<b>Cleaning services, goods and facilities</b>	Maintain cleanliness and tidiness of the entire residential care service, including resident rooms/bathrooms.
<b>Waste Disposal</b>	Safe disposal of organic and inorganic waste material.
<b>Toiletry goods</b>	Bath towels, bath mats and face washers, soap and toilet paper. Continence aids, tissues, toothpaste, denture cleaning preparations, shampoo and conditioner, and talcum powder.
<b>Meals and Refreshments</b>	<ul style="list-style-type: none"> <li>• Meals of adequate variety, quality and quantity are served each day at times generally acceptable to both you and management and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper.</li> <li>• Supply of special dietary requirements, having regard to either medical need or religious/cultural observance.</li> <li>• Provisions of food, including fruit of adequate variety, quality and quantity; and non-alcoholic beverages, including fruit juice.</li> </ul>

<b>General laundry</b>	The provision of heavy laundry and personal laundry services, including laundering of clothing that can be machine washed. Excludes: cleaning of clothing that requires dry cleaning or other special cleaning process, or personal laundry if you choose and are able to do this yourself.
<b>Goods to assist residents to move themselves</b>	Crutches, quadruped walkers, walking frames, walking sticks, wheelchairs. Excludes custom-made aids and motorised wheelchairs.  We are not required to provide motorised wheelchairs, however we have some motorised scooters which have been donated to Orbost Regional Health. These can be used by you when available if you are deemed fit by your doctor to use them.
<b>Goods to assist staff to move residents</b>	Mechanical devices for lifting residents, stretchers and trolley.
<b>Goods to assist with toileting and continence management</b>	Absorbent aids, commode chairs, disposable bed pan and urinal covers, disposable pads, over toilet chairs, shower chairs and urodomes, catheter and urinary drainage appliances, disposable enemas.
<b>Basic medical / pharmaceutical supplies and equipment</b>	Analgesia, anti-nausea agents, bandages, creams, dressings, laxatives and aperients, mouthwashes, ointments, saline, skin emollients, swabs, urinary alkalisating agents.  Excludes any goods prescribed by a health practitioner for you and used only by you.
<b>Medications</b>	The administration of medications is by a qualified Nurse and self administration can be arranged if necessary.
<b>Provisions of therapy services for rehabilitation or other purposes such as speech therapy, podiatry, occupational therapy, physiotherapy.</b>	<ul style="list-style-type: none"> <li>• Therapies are delivered by health professionals, or care staff as directed by health professionals. These are designed to maintain a level of independence in activities and daily living.</li> <li>• More intensive, or any individualised, therapies are delivered by health professionals or care staff as directed by health professionals, on a temporary basis designed to allow residents to attain a level of independence at which maintenance therapy will meet their needs.</li> </ul> <p>Excludes intensive, long-term rehabilitation service required following serious illness or injury, surgery or trauma, for example.</p>
<b>Dental</b>	Staff will assist in making regular appointments for dental care. Payment is the responsibility of the resident.
<b>Assistance in obtaining access to specialised therapy services</b>	Arrangements for speech therapy, podiatry, occupational or physiotherapy practitioners to visit you, whether the arrangements are made by your relatives or other persons representing your interest.

<p><b>Performance of nursing procedures</b></p>	<p>Initial and ongoing assessment, planning and management of care for you, carried out by a registered nurse.</p> <p>Technical and nursing procedures carried out by a qualified nurse or other professional appropriate to the service.</p> <p>Services may include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• Establishment and supervision of a complex pain management or palliative care program, including monitoring and managing any side-effects.</li> <li>• Insertion, care and maintenance of tubes, including intravenous and naso-gastric tubes.</li> <li>• Establishing and reviewing a catheter care program, including the insertion, removal and replacement of catheters.</li> <li>• Establishing and removing a stoma care program.</li> <li>• Complex wound management.</li> <li>• Insertion of suppositories.</li> <li>• Risk management procedures relating to acute or chronic infectious conditions.</li> <li>• Special feeding for care recipients with dysphagia.</li> <li>• Suctioning of airways.</li> <li>• Tracheostomy care.</li> <li>• Enema administration.</li> <li>• Oxygen therapy requiring ongoing supervision because of a care recipient's variable need.</li> <li>• Assistance with oral care.</li> <li>• Dialysis treatment on approval/request from renal physician and according to the Orbest Regional Health Dialysis Admission Criteria Policy.</li> <li>• Administration of medicines.</li> </ul>
<p><b>Provision of emotional support to, and supervision of, residents</b></p>	<p>Residents and/or their families or other representatives are involved in all care planning and ongoing reviews. The Unit Manager and other care staff are able to address issues and concerns as they arise.</p>
<p><b>Provision of assistance in obtaining health practitioner services</b></p>	<p>Arrangements for aural, community health, dental, medical, psychiatric and other health practitioners to visit residents whether the arrangements are made with relatives or other persons representing their interest, or are made direct with the practitioner.</p>
<p><b>Provision of oxygen and oxygen equipment.</b></p>	<p>Oxygen and oxygen equipment if needed.</p>

<b>Diversional Therapy</b>	Recreation activities suited to residents, assistance with participation in those activities and the provision of communal recreational equipment.
<b>Gardening</b>	Residents, if they wish, may participate in gardening activities in co-operation and under the supervision of the Orbst Regional Health gardening staff.
<b>Support for residents with cognitive impairment</b>	<p>We provide individual attention and support to residents with cognitive impairment, including individual therapy activities and specific programs designed and carried out to prevent or manage a particular condition or behaviour.</p> <p>We aim to enhance the quality of life and care of these residents and provide ongoing support to motivate or enable the residents to take part in general activities of the nursing home.</p>
<b>Residents' and Carers' communication</b>	<p>Consultation between residents and management is held on a regular basis through the Residents and Carers meeting. This meeting takes place every three months. The minutes of the meeting are placed on the noticeboard and provided to the residents, their family member or advocate.</p> <p>Residents are urged to participate in the Residents and Carers meeting to ensure their views are communicated to other residents, staff and management.</p>
<b>Assistance in the activities of daily living</b>	<p>Personal assistance, including individual attention, individual supervision and physical assistance with:</p> <ul style="list-style-type: none"> <li>• Bathing, showering, personal hygiene and grooming.</li> <li>• Maintaining continence or managing continence problems and the use of aids and appliances designed to assist continence management.</li> <li>• Eating, use of eating utensils and eating aids, including actual feeding where necessary and the provision of eating aids.</li> <li>• Dressing, undressing and the use of dressing aids.</li> <li>• Moving, walking, wheelchair use and the use of devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids.</li> <li>• Communication, including addressing difficulties arising from impaired hearing, sight or speech, or lack of common language, including the fitting of sensory communication aids, checking hearing aid batteries and cleaning spectacles.</li> </ul>

## 4. Care

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### ***4 b. Charter of Residents' Rights and Responsibilities***

#### **Each resident of Waratah Lodge has the right to:**

- full and effective use of his or her personal, civil, legal and consumer rights;
- quality care appropriate to his or her needs;
- full information about his or her own state of health and about available treatments;
- be treated with dignity and respect and to live without exploitation, abuse or neglect;
- live without discrimination or victimisation and without being obliged to feel grateful to those providing his or her care and accommodation;
- personal privacy;
- live in a safe, secure and homelike environment, and to move freely both within and outside the aged care facility without undue restriction;
- be treated and accepted as an individual and to have his or her individual preferences taken into account and treated with respect;
- continue his or her cultural and religious practices and to keep the language of his or her choice, without discrimination;
- select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
- freedom of speech;
- maintain his or her personal independence;
- maintain control over and to continue making decision about the personal aspects of his or her daily life, financial affairs and possessions;
- be involved in the activities, associations and friendships of his or her choice, both within and outside the aged care service;
- have access to services and activities available generally in the community;
- be consulted on and to choose to have input into decisions about the living arrangements of Waratah Lodge;
- have access to information about his or her rights, care, accommodation and any other information which relates to him or her personally;
- complain and to take action to resolve disputes;
- have access to advocates and other avenues of redress; and
- be free from reprisal, or a well-founded fear of reprisal in any form for taking action to enforce his or her rights.

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## *Charter of Residents' Rights and Responsibilities*

### **Each resident of Waratah Lodge has a responsibility to:**

- respect the rights and needs of other people within Waratah Lodge and the aged care service, and to respect the needs of the aged care service community as a whole;
- respect the right of staff and the proprietor to work in an environment free from harassment;
- care of his or her own health and well-being, as far as he or she is capable;
- inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health; and
- to abide by the Rules of Occupancy as described in 4.c Our Guidelines.

## 4. Care

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### **4 c. Our Guidelines**

*As per Schedule 8 of the Aged Care Act and the Agreement that you sign at admission.*

### **Care of Rooms**

The accommodation is to be used for the purpose of a dwelling and rooms will be cleaned thoroughly daily, at a time of least inconvenience to you. Residents are not permitted to drive screws or nails into the walls or fittings, nor paper or paint the walls except with our prior agreement. Maintenance staff will be asked to do this for you.

### **Residents' belongings**

Although we can supply all necessary furniture, residents are encouraged to bring any furniture or other belongings for use in their room, providing space is available.

### **Privacy**

We will respect your right to privacy in your room and will only enter with your consent, or when the nursing staff are required to carry out the necessary nursing care you need; or for purposes of cleaning the room, changing the bed linen and viewing the condition of the room.

Other residents are not able to enter your room without an invitation and permission from yourself. Likewise, you would require an invitation and permission to enter other resident's rooms.

### **Next of kin**

Upon admission you will be required to provide details of your next of kin. Any change of next of kin should be notified in writing to our Nurse Unit Manager.

### **Legal matters**

We encourage you to have an Enduring Power of Attorney. We suggest you consider creating an Enduring Power of Attorney in favour of a close friend or relative.

You should also consider reviewing your will and ensure it is relevant should you decide to live at Waratah Lodge. We will need to know the whereabouts of your will and also the details of the executors of the will.

### **Finance generally**

You are requested to pay the Resident Fees and any other charges under your Agreement with Orbost Regional Health, at the times and in the manner agreed upon.

### **Money and valuables**

We would discourage you from keeping a large amount of cash in your room. We accept no responsibility for money or valuables kept by you in your room, however we will endeavour to assist you to care of your property. You may ask the Nurse Unit Manager to lock cash or valuables in a safe and secure location we have delegated for Waratah Lodge. Personal property insurance is your responsibility.

### **Medical requirements**

We will need to be advised of the name, address and telephone number of your doctor prior to admission. On admission we will ask you to provide us with a brief medical history and details of your current medication.

You will need your pensioner medical card and any private health insurance.

### **Choice of doctor**

You can choose your own doctor to provide care. If you do not have a preference, aged care service staff will provide the names of doctors.

### **Care during emergencies**

Staff are free to enter your room without notice in the event of an emergency.

### **Appointments**

Should you require care staff to accompany you on an appointment, you would need to pay the costs as stipulated by us.

### **Levels of Care**

Should your level of care change, Orbost Regional Health has the right to arrange, in consultation with yourself and your family, to transfer you to a more appropriate facility as per the Aged Care Act.

### **Clothing**

Clothing is expected to be provided and maintained by family. All personal laundry is washed and dried in the Nursing Home. It is suggested that dry cleaning or delicates be looked after by the resident's family if possible and that items be labelled prior to bringing them in.

### **Laundry services**

We are responsible for general laundry services (bed linen, towels, etc) and personal laundry.

# Care

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## ***Our Guidelines***

### **Dress standards**

Out of respect for each other and to maintain a dignified and homely atmosphere, you are expected, when not in your room, to be suitably attired in clean and respectable clothing. Dressing gowns are acceptable at breakfast.

### **Motorised scooters**

Scooters are to be stored in the allocated area of the facility. We are not responsible for the maintenance or repair of motorised scooters.

### **Visitors**

Relatives and friends may visit you at any reasonable hour. You may not have another person reside in your room overnight unless a prior arrangement is made and the visitor's name is registered. This is necessary in case of fire. This does not prevent you from having friends visit in the privacy of your room.

### **Absence generally**

To meet fire regulations and to alleviate concern in the event of an emergency, you are requested to do the following when leaving for an outing or appointment:

- advise the staff and sign the Occupancy Register when leaving and returning;
- if you plan to be away overnight, provide staff with a contact address and/or phone number;
- give some indication of the approximate time of return - more than 7 continuous days away would need to be discussed with our Nurse Unit Manager.

### **Absence at meal times**

You must notify the nursing staff if you will be absent at meal times. At the discretion of staff, arrangements may be made to hold over or serve a meal other than at the regularly stated meal times.

### **Telephone services**

You are permitted to receive and make telephone calls on the Waratah Lodge telephone, subject to availability and with the prior consent of the Nurse Unit Manager.

Residents must pay for telephone use as determined from time to time and you are expected to restrict telephone use to 10 to 15 minutes unless there are exceptional circumstances.

You are permitted to have a telephone installed in your room and will be responsible for all installation costs, rental and other user charges.

### **Television**

You may have a personal television in your room, however you must pay any installation costs that may be incurred.

If a multi-unit aerial has been installed, you may attach your set to the aerial, provided there is no interference to other sets and providing you pay for any costs associated with installation.

You must ensure that your use of the television does not cause inconvenience or annoyance to any other resident.

Any television installed in community areas is for the mutual use of all residents, who must always respect the rights of other users.

### **Electrical appliances**

All electrical equipment brought into Waratah Lodge must be checked and tagged by our maintenance staff.

Items not permitted in the rooms include: refrigerators, other than bar fridges; toasters or electrical cooking appliances; electric heaters or gas appliances; candles; or electric blankets.

The installation of extra power points for lighting, heating or other electrical devices is generally not permitted, unless a prior agreement has been made.

### **Occupational Health and Safety**

We need to abide by Occupational Health and Safety legislation and we ask that you do not do anything that would cause us to be in breach of the legislation in respect to yourself, our staff, another resident or visitor.

### **Breakages**

You are responsible for the replacement cost of any item or portion of the property of the aged care service damaged by you, but not for damage caused by fair wear and tear.

### **Car parking**

Visitors may park at the front Waratah Lodge or the hospital entrance on Boundary Road, noting any parking restriction signage.

### **Pets**

A pet therapy program is in place at Orbost Regional Health. Pets are allowed to visit, however this must be with permission from the Nurse Unit Manager.

# Care

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## ***Our Guidelines***

### **Smoking**

Smoking is not permitted inside Waratah Lodge under any circumstances. Staff are not permitted to smoke in the hospital grounds and visitors are also discouraged from this practice. If you smoke on admission you will be encouraged to QUIT and replacement therapy will be ordered if required. It is acknowledged that some residents may continue to smoke and may require supervision. An agreed plan will be put in place to ensure residents' needs are met and staff safety and work flow is not impeded.

### **Alcohol**

You are not permitted alcohol in your room without the express consent of the nurse in charge. Alcohol is allowed with meals and during 'Happy Hours' at the discretion of the nursing staff. You and your visitors are to ensure that you conduct yourselves in a manner in keeping with the values and standards of the aged care service community.

### **Activities**

Various activities are provided by the aged care service and are free to all residents. For some optional special activities, a fee will be charged that will be related to costs involved.

### **Gifts**

Our staff are not permitted to accept gifts. Please do not offer any.

### **Waiting Lists**

A waiting list is maintained for people waiting for placement in Waratah Lodge. The process to be included on the waiting list is as follows:

- Potential resident, family member(s) or appointed guardian / power of attorney make an appointment with the Nurse Unit Manager to visit the facility and obtain relevant information and documents.
- An appointment will be made for the potential resident, family member(s) or appointed guardian / power of attorney to meet with the Manager of Finance and Administration to discuss and review the financial details related to admission to Waratah Lodge.
- When a bed becomes available in Waratah Lodge, the waiting list will be reviewed. The urgency of need, along with the length of time a person has been on the waiting list, will be reviewed and following consultation with relevant health professionals involved with the persons care, a decision will be made as to who will be offered the placement.

### **Management – resident consultation**

You are free to consult the Nurse Unit Manager at any mutually agreeable time. If you wish, you may have a relative or friend represent them in any discussions.

## 4. Care

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### ***4 d. Assessing a Residential Aged Care facility - How do you know if this service can provide the right care for you or your family member?***

- Take advice from a number of people.
- Look up information about residential aged care services in books, journals and magazines in the library, or see what's on the internet. If you do not have access to the internet, ask your local library, a family member, or a friend to help.
- Ask to see brochures and the organisation's annual Quality of Care report.
- Ask the person in charge of the service how they would manage particular care needs of the person you are caring for. Ask about programs or activities to promote continence, mobility and emotional and spiritual wellbeing.
- Check on the internet to see if there have been any audit reports  
[www.accreditation.org.au](http://www.accreditation.org.au)
- Check on the internet to see if Commonwealth Government sanctions have been imposed [www.health.gov.au/internet/main/publishing.nsf/content/ageing-rescare-sanction.htm](http://www.health.gov.au/internet/main/publishing.nsf/content/ageing-rescare-sanction.htm)
- Ask if the service policy to address safety issues gives people some freedom. A certain amount of risk is inevitable for good quality of life.
- Ask if the service has policies or activities that encourage residents to connect with the wider community.
- Ask if the service has a policy about drug use and pain management. If so, will it meet the person's requirements? Is the service, in consultation with the doctor, allowed to increase or change a person's medication without permission from the carer?
- What strategies are used to prevent falls? Is there a range of strategies to suit different needs?
- How do they manage different behaviours of people? Do they try a range of strategies before medication? Are restraints such as bedrails or lap belts used?
- How do they manage people who have trouble communicating?
- Do they take account of a person's past history?

## 5. Fees and Charges

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### 5 a. Fees

The Department of Health & Ageing sets the fee structure for your care. Because we are a Multi Purpose Service we are responsible for assessing your income and assets to determine the exact amount of the fees, following the Department's guidelines. Fees are indexed by the Department on 20 September and 20 March each year.

**There are two fees for Waratah Lodge residents**

<b>Basic Daily Fee</b>	+	<b>Accommodation Charge</b>
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The Basic Daily Fee is the same for everyone.

The Accommodation charge varies depending on your net assets.

Refer to the insert ***Current Fees, Statement of Assets, Age Pension and Rent Assistance*** for the current fees.

Look at the section **5 d. Sample Statement of Assets and Debts** to determine your net assets.

Refer to the sections **5 b. Accommodation Charge** and **5 c. Basic Daily Fee** for further information about each of these fees.

Under the Department of Health & Ageing guidelines an additional income tested fee for care may be charged, however Orbest Regional Health chooses not to charge this fee.

### How will I pay my fees?

Fees are required to be paid monthly by direct debit to the following account:

BSB No: 083 768 Account Number: 628068422 Account Name: Orbest Regional Health Bank: National Australia Bank
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The Direct Debit Request form is included in this pack.

Your monthly fee will be deducted from your bank account on the 1st of each month.

## **Fees and Charges**

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### **5 b. Accommodation Charge**

#### **What is an Accommodation Charge?**

An accommodation charge (the charge) is a daily amount you may be asked to pay when you enter Waratah Lodge (high care). It is fixed from the date you enter care until you are discharged from care. It is used to improve building standards and the quality and range of aged care services provided.

#### **How much will I pay?**

The agreed accommodation charge will be stated in your resident agreement.

Refer to the insert ***Current Fees, Statement of Assets, Age Pension and Rent Assistance*** for the current rates.

#### **What if I already have an Accommodation Bond?**

If you are moving from Lochiel House and have an Accommodation Bond, you can choose to either:

- leave the Accommodation Bond as it is and not pay the Accommodation Charge; or
- have the remaining Accommodation Bond refunded to you (less any retention amounts) and pay the Accommodation Charge.

If you are moving from another aged care service and have an Accommodation Bond, you can choose to either:

- transfer the Accommodation Bond to Orbost Regional Health and not pay the Accommodation Charge; or
- have the remaining Accommodation Bond refunded to you (less any retention amounts) and pay the Accommodation Charge.

## **Fees and Charges**

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### ***5 c. Basic Daily Fee***

All residents of Australian Government subsidised aged care can be asked to pay a basic daily fee as a contribution towards accommodation costs and living expenses, such as meals, cleaning, laundry, heating and cooling.

The basic daily fee is indexed on 20 March and 20 September each year by the Department of Health & Ageing in line with the indexation increases to the age pension.

This fee forms part of the overall fees a resident can be asked to pay.

Refer to the insert ***Current Fees, Statement of Assets, Age Pension and Rent Assistance*** for the current basic daily fee.

# Fees and Charges

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## 5 d. Sample Statement of Assets and Debts

Fill this in to determine your net assets. This is for your own records.

You can then refer to the insert **Current Fees, Statement of Assets, Age Pension and Rent Assistance** to determine:

your Accommodation Charge

whether you need to complete the **Statement of Assets and Debts** in the application form.

ASSETS	Dollar Value
Savings Accounts	\$
Cheque Account	\$
Term Deposits	\$
Bonds	\$
Shares	\$
Debentures	\$
Trust Fund	\$
Insurance Surrender	\$
Superannuation	\$
Real Estate – your home see note below*	\$
Real Estate – other	\$
Investment Collection	\$
Household Content	\$
Vehicle	\$
Other Assets	\$
<b>Total Assets</b>	\$ insert below

\* Refer **Section 6. Answers to Frequently Asked Questions - Will my home be protected?** to decide whether to include your home here.

DEBTS	Dollar Value
Loans	\$
Other	\$
<b>Total Debts</b>	\$ insert below

<b>Net Assets</b>	=	Total Assets	-	Total Debts
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## 6. Answers to frequently asked questions

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### Will my home be "protected"?

The value of your former home will not be counted as an asset if, at the time of the assets assessment or the date of your entry to care (whichever is the earlier):

- your spouse, partner or dependent child is living there;
- a carer who is eligible for an income support payment has been living there for at least two years;
- a close relative who is eligible for an income support payment has been living there for at least five years.

Aged care residents who pay an accommodation charge are able to rent out their former home without the value of the home or the rental income affecting their aged care fees and, if applicable, their pension.

The former home is exempted from the pension assets test for two years for all people entering residential care (and longer if the person's partner remains living in the home).

### Gifts

Assets gifted away from 10 May 2006 over \$10,000 in a single financial year or \$30,000 in a five financial year period will be included in your assets assessment.

As a result, you may not be eligible for government assistance with your accommodation costs.

If in any doubt, you should call Centrelink on **1800 227 475** or DVA on **13 32 54**.

### Financial Hardship Assistance

Financial hardship provisions are there for people who would face genuine financial hardship if they were required to pay an accommodation payment.

To receive an application for financial hardship assistance call the Aged Care Information Line on **1800 500 853**.

### Financial advice

Financial decisions, for instance about how you pay an accommodation charge, can have different effects on pensions, aged care fees and tax. You are advised to seek expert financial information to help make the decisions that are best for you.

A free Financial Information Service is available through Centrelink. To make an appointment call Centrelink on **13 23 00**.

### **What if I move to another aged care home?**

If you move from one aged care home where an accommodation charge was payable to another aged care home where an accommodation charge is also payable, the level of your charge in the new home will be capped at the maximum accommodation charge you were eligible to pay in the previous aged care home.

You cannot be asked to pay a higher charge in the new home unless there is a gap of more than 28 days between leaving the earlier home and entering the new home.

### **What happens to my Accommodation Bond if I move from Lochiel House (low care) to Waratah Lodge (high care)?**

Accommodation bonds are only required to be paid when residents are in low care (e.g. Lochiel House).

So, if you were to move from Lochiel House to Waratah Lodge and have an Accommodation Bond, you can choose to either:

- leave the Accommodation Bond as it is and not pay the Accommodation Charge; or
- have the remaining Accommodation Bond refunded to you (less any retention amounts) and pay the Accommodation Charge.

If you were to move from another aged care service to Waratah Lodge and have an Accommodation Bond, you can choose to either:

- transfer the Accommodation Bond to Orbost Regional Health and not pay the Accommodation Charge; or
- have the remaining Accommodation Bond refunded to you (less any retention amounts) and pay the Accommodation Charge.





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