

GUIDE TO
AGED CARE

*TriCare, where
your care comes first*



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Welcome

Considering your options for Aged Care is a big step. Whether you're looking for yourself or a loved one, it's essential to find a residence that meets your needs and makes you and your family feel comfortable.

For over 52 years, TriCare has provided secure and supported Residential Aged Care to help and empower seniors to live their best life.

We know every resident is unique, which is why we tailor care to suit their needs. We take time to listen to and communicate with residents and their families, ensuring they feel understood and valued. And we treat our residents as we would our own family—with love, care and respect.

We hope this guide helps you feel confident in making the decisions ahead of you. If you choose to make one of our residences home, we look forward to welcoming you and your family.

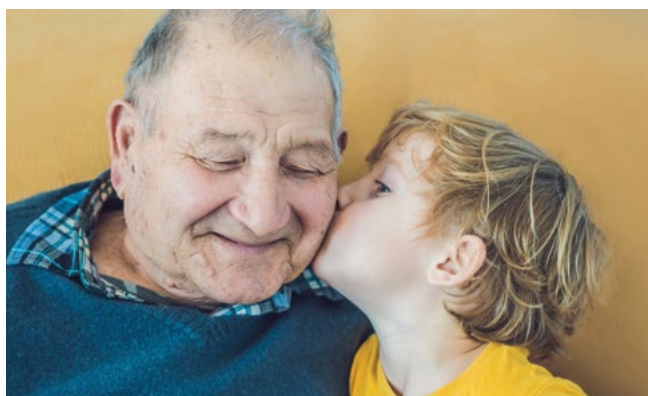
Understanding your care options

AS WE GET OLDER, OUR CARE NEEDS CHANGE

TriCare offers a range of Residential Aged Care options to help meet your needs, now and into the future.

Our Aged Care Residences offer differing levels of support with daily activities, mobility equipment, medication, meals, personal care items, and continence management. We can also help you access other health services.

Our residences have a Clinical Manager, Registered Nurses, and qualified Carers to deliver the care you need to live well, engaged and as active as possible.



RESPITE CARE

Respite Care is a short-term stay and is available to all seniors, most often when the primary carer is unavailable, or in an event of an emergency. You may also access Respite Care to trial Residential Aged Care before you make a decision.

Respite Care can be used for short stays to several weeks throughout the year. Funding is available through the Australian Government to eligible people for up to 63 days of Respite Care each financial year.

PERMANENT RESIDENTIAL AGED CARE

Residential Aged Care may be the right choice if you, or a loved one, can no longer live independently at home. If you need some extra help with daily tasks or require 24-hour support, we are here for you.

Our team of dedicated Aged Care professionals help our residents with showering, dressing, continence and medication management, and many other services that encourage independence and positive ageing for as long as possible.



SECURE DEMENTIA CARE

Some of our Aged Care Residences offer secure dementia care. This specialised care is best for residents who have severe symptoms of dementia and would benefit from a dedicated dementia-friendly environment.

We've purposely designed these spaces so residents can move around safely and freely, with access to tranquil outdoor spaces. In our dementia care areas, we provide a supportive, caring atmosphere for people to enjoy

PALLIATIVE CARE

Palliative Care can help your loved one live as comfortably as possible after a terminal illness diagnosis. This support can offer families peace of mind during a difficult time.

All our residences are equipped to offer this kind of specialised care and our trained team helps provide the best quality of life by managing symptoms and pain. We strive to honour your loved one in life and in passing.



Some of our Aged Care Residences are co-located with our Retirement Communities. This means couples can still be near each other, even if their care needs are different.



Your wellbeing is our priority

At TriCare, you will find a family-style atmosphere created for our residents. We want you to enjoy living with us, feeling happy and supported.

EXPERT CARE TEAM

All our residences are staffed 24 hours a day, 7 days a week. Our dedicated staff, including Clinical and Facility Managers, Registered Nurses, qualified Carers and Lifestyle Coordinators, are available to help with whatever you need.

Wherever possible, the same team members will care for you each day, getting to know you and what you like.

We also have doctors and physiotherapists who regularly visit our residences. Or, if you prefer, you can continue to keep seeing your family doctor.



COMFORTABLE ACCOMMODATION

At TriCare, our private or companion accommodations are comfortable and air-conditioned. Feel relaxed and at home, with plenty of space for family and friends to visit at any time.

Your accommodation is your personal space, which you can furnish and decorate with your favourite belongings.

Some rooms overlook beautifully landscaped gardens, lakes or courtyards, and our premium suites can include kitchenettes with pantry and mini-fridge, plenty of storage, lounge space and desk.

Accommodation prices will depend on the type of room you select. This will be clearly outlined in your residential care agreement.

COMMON AREAS

TriCare's Aged Care Residences make life more enjoyable and easy.

Relax in spacious lounges, dining areas and peaceful outdoor spaces where you can meet friends and family.

Many of our residences feature health facilities, hair and beauty salons, wellbeing centres, arts and crafts studios, private dining rooms and manicured gardens.

Be part of an active community

Our Aged Care Residences have dedicated Lifestyle Coordinators who run daily group activities, exercise classes and spend one-on-one time with residents.

Staying active and engaged, both mentally and physically, and taking part in social activities helps our residents maintain their independence. The key is finding something for everyone.

Our activities can include social outings into the community, news reading, pop-up fashion events, chair yoga, music concerts, gardening and an intergenerational music program with children.

We also run the popular Armchair Travel Program, where we celebrate different holidays and cultures. Residents from all backgrounds can share their experiences and stories, including cooking traditional dishes or dressing in traditional clothing.

These activities vary from month to month and between our different residences. You can choose to be involved as little or much as you want.

We encourage residents to suggest new activities they may enjoy or like to try. We also welcome your friends and family to join in.



Lifestyle & Activities Calendar



WEEK SAMPLE	TIME	ACTIVITY
MONDAY	9.30am 10am 10.30am 1pm 2.30pm 3.20pm	Morning Exercise Morning Tea / Bingo Arts & Crafts / Pampering Board Games & Trivia Coffee Club News & Views Movie
TUESDAY	9.30am 10am 1pm 1.30pm 2.30pm 3.20pm	Morning Exercise Morning Tea / Gardening Bowling Concert Coffee Club News & Views Movie
WEDNESDAY	9.30am 10am 1pm 2.30pm 3.20pm	Morning Exercise Morning Tea / Bingo Countdown Coffee Club News & Views Movie
THURSDAY	9.30am 10am 1pm 1.30pm 3.20pm	Morning Exercise Morning Tea / Hoys 1:1 Live Music Concerts Devonshire Cream Tea & Music Movie
FRIDAY	9.30am 10am 10.30am 1pm 3.20pm	Morning Exercise Morning Tea Countdown Lawn Bowls & Music Happy Hour Movie
SATURDAY	9.30am	Family & Visitors Day Bingo 1:1 time with residents
SUNDAY	9.30am	Family & Visitors Day Pampering 1:1 time with residents



Enjoy fresh, nutritious meals

Nutrition plays a big part in maintaining our wellbeing and quality of life. At TriCare, we offer food that not only tastes delicious but helps meet the nutritional needs and preferences of our residents.

Our Aged Care Residences have a dedicated Chef who prepares meals onsite daily, using only the freshest ingredients. We design our seasonal menus in consultation with dietitians and residents to cater to dietary and religious requirements.

Our residents enjoy various cuisines, meal choices, cultural-specific dinners, and continental and hot breakfast options. We also offer puree diets.

Mealtimes are an event to look forward to and an opportunity to connect with others. Your family and friends are also welcome to join you for a meal at any time.

Spring Menu

MENU SAMPLE

SEASONAL DISHES

BREAKFAST

A choice of a continental breakfast or a hot breakfast each day (site specific)

Selection of cereal, freshly sliced fruit, natural yoghurt, toast breads, assorted jams and spreads, homemade oatmeal porridge, fresh daily juice, coffee & tea

MORNING TEA

Freshly baked treats

Croissant, danish, muffin on rotation

2 COURSE LUNCH

Main Meal Choices:

- 2 hot meal options (served with daily seasonal vegetables)
- Fresh sandwiches
- Salad and cold cuts plate

Apricot chicken, baked seafood mornay puff, chicken stir-fry with vegetables, chicken meatloaf, fish and chips with tartar sauce and coleslaw, bangers and mash with onion gravy, pickled pork, shepherd's pie, braised beef cheek, ham steak vegetable pattie, steak and onion pie, lamb rissole with gravy, corned beef with mustard sauce, roast leg of lamb

Dessert

Chocolate mud cake, crème caramel, apple crumble with custard, mango panna cotta, orange pudding, eton mess, bread and butter pudding

AFTERNOON TEA

Freshly baked treats and tea

Cookies, scones, tea, cake on rotation

3 COURSE DINNER

Dinner Soup

Soup of the day made with fresh ingredients

Main Meal Choices:

- 2 hot meal options
- Fresh sandwiches
- Salad and cold cuts plate

Baked beef lasagne with garlic bread, bratwurst sausage roll with tomato and cheese, crumbed prawns, mushroom and spinach frittata, chicken kiev with gravy, spinach and ricota cannelloni, chicken and leek quiche

Dessert

Fresh fruit salad, ice cream or yoghurt cup

This menu sample is for information purpose only as it changes regularly. Hot breakfast and additional meal options may only be available for residents who opt-in for Additional and Extra Services. Contact our Aged Care Team to find out more.

Choosing your accommodation

We offer a range of accommodation to suit every lifestyle and budget. With a variety of features and services available, you can find the home that's right for you. All accommodations are equipped with an Emergency/ Nurse Call Bell system.

CLASSIC

Classic accommodations can be single or companion and offer a homely style and décor. These rooms have natural light, individually controlled heating and cooling, a wardrobe, and often a TV.

Please note that the same genuine care is provided by TriCare staff regardless of the room type.

SUPERIOR

Superior accommodations are often more spacious and comfortable. Most of them have a private ensuite, automated bed, air conditioning, smart TV, storage and space for personal belongings, and floor-to-ceiling louvred windows that allow for fresh air and plenty of natural light.



TriCare Upper Mt Gravatt
Aged Care Residence Superior Room



TriCare Upper Mt Gravatt
Aged Care Residence Premium Room

PREMIUM

Premium accommodations are spacious and contemporary with hotel-style decor. These rooms are light and airy, displaying floor to ceiling windows, many with water and garden views.

They offer quality furnishings, including your own architecturally designed bedhead, king single bed, electronic ceilings hoist, premium care system, as well as ample storage, free wi-fi, desk, a large wall-mounted smart TV, telephone connection and an electric recliner.

Our studio-style premium rooms include a kitchenette with pantry, mini-fridge and stone benchtop, and beautiful private ensuite with a walk-in shower, and a modern vanity unit and tapware.



EXTRA AND ADDITIONAL SERVICES

Some accommodations and residences include extra or additional services that are hotel-style services, and can include premium room features and furniture, more choices of food and beverage, beauty and wellbeing services and access to VIP lounges. These services are only available at certain residences.

Steps to entering Aged Care

At TriCare, we can guide you through your move and help you get settled in your new home. Our dedicated team of Aged Care Specialists are here to answer any questions you may have.



STEP 1: ASSESS YOUR FUNDING ELIGIBILITY

The first step is to contact My Aged Care to arrange a free Aged Care Assessment Team (ACAT) assessment. This assessment will determine your level of support and access to Australian government-subsidised aged care services.

The team will ask you and your family a series of questions over the phone to properly understand your care needs. They may also arrange a face-to-face assessment by a trained assessor.

After your assessment, My Aged Care will send you a letter that outlines your approved level of care. You can find information at myagedcare.gov.au or call them on 1800 200 422.

STEP TWO: UNDERSTAND YOUR FINANCIAL OPTIONS

Costs for Aged Care will vary according to your needs and the type of care accommodation you choose. The Australian government can subsidise some Aged Care fees and costs.

To find out if you're eligible for government assistance, you will need to complete an income and assets assessment. Depending on your financial situation, you may also need to pay a means-tested care fee.

We recommend you seek help from your financial advisor to understand the best funding option for your situation.

STEP THREE: CHOOSE THE RIGHT RESIDENCE

Choosing the right Aged Care Residence is a big decision. Every location is different, so it's important to choose one that best meets your needs. Your impression of the management, presentation and staff will help you decide which home is right for you.

At TriCare, we offer a range of accommodation across our residences, some that include extra premium services. Come and visit one of our centres and experience the environment for yourself. We encourage you to ask questions and join in any activities on offer.

STEP FOUR: APPLY TO MOVE IN

Once you have chosen your preferred residence, you will need to complete an application form. This form will ask you to provide personal information. This helps us understand your particular care needs and assess the suitability of any vacancies that become available.

At TriCare, we understand that your privacy is important. We keep all personal information safe and confidential. You will receive a copy of our privacy policy with your application form.

Once you have completed the application form, please email it to our main office at agedcare@tricare.com.au

If you wish to access or change your personal information, don't hesitate to get in touch with the residence you have applied to.



Aged Care fees explained

1. BASIC DAILY FEE

Everyone pays a basic daily fee. This fee helps pay for your day-to-day services such as meals, cleaning, facilities management, and laundry.

Set by the Australian Government and is 85% of the full single person rate of the basic age pension. This applies to all permanent and respite care residents. The fee applies for every day you are a resident, including days when you might be away overnight—for example, on holiday or in hospital.

2. MEANS TESTED FEE

The means-tested care fee is an extra contribution that some people are required to pay towards the cost of your personal and clinical care. Services Australia work out if mean tested care fees apply. Annual and lifetime caps apply*.

Until the determination is received from Services Australia, an interim fee of \$25.00 will be charged to residents who have not presented a valid and current Australian Pension Card. Your account will be reconciled subject to the DHS advice once received.

3. ACCOMMODATION FEE

There are 3 ways to pay the accommodation fee. You will have 28 days from admission to notify us how you would like to pay your accommodation costs. Until you notify us you will be charged a Daily Accommodation Payment.

RAD - Refundable Accommodation Deposit

Fee paid as a lump sum; you have up to 6 months to pay. A DAP will apply until paid.

DAP - Daily Accommodation Payment

Fee paid as a daily payment, calculated using the government approved interest rate. This rate will vary from time to time but is fixed at the date of admission.

RAD & DAP - Combination Payment

This provides you with the opportunity to combine the lump sum and daily payment options.

4. ADDITIONAL AND EXTRA SERVICES FEE

Additional and extra services are hotel-type services. They can include premium room features and furniture, entertainment equipment, Pay TV subscription, beauty and wellbeing services, exclusive food services such as alcohol and more menu options, additional activities and access to our VIP lounges.

These services and fees varies across our residences. Contact our Aged Care team to find out more.

*There are annual and lifetime caps that apply to the means tested care fee. Once these caps are reached, you cannot be asked to pay any more means-tested care fees. For current caps please refer to <https://www.health.gov.au/initiatives-and-programs/residential-aged-care/about-residential-aged-care>

Fees and charges

Current at ____ / ____ / ____

Room Type _____

The fee structure below is for those who had received a confirmation of eligibility for funded residential aged care from the Aged Care Assessment Team (ACAT).

Residents can choose to pay their accommodation in one of three ways below:

ACCOMMODATION PAYMENT

OPTION 1

Fully Refundable Accommodation Deposit (RAD)

OPTION 2

Daily Accommodation Payment (DAP)

The interest rate used to calculate a DAP is called the Maximum Permissible Interest Rate (MPIR). Set by the Australian Government.

OPTION 3

A Combination of RAD and DAP

Residents can pay a lower refundable accommodation deposit upfront, plus a daily accommodation payment for the difference.

RESIDENT 1

Deposit

\$ _____

Or daily payment

\$ _____

MPIR _____ %

Or combination RAD

\$ _____

Plus DAP

\$ _____

MPIR _____ %

RESIDENT 2

Deposit

\$ _____

Or daily payment

\$ _____

MPIR _____ %

Or combination RAD

\$ _____

Plus DAP

\$ _____

MPIR _____ %

DAILY FEE STRUCTURE

RESIDENT 1

RESIDENT 2

BASIC DAILY CARE FEE

Set by the government and is standard across all providers in Australia.

\$ _____/day

\$ _____/day

EXTRA AND/OR ADDITIONAL SERVICE FEE

For premium inclusions beyond the standard Government requirements.

\$ _____/day

\$ _____/day

MEANS TESTED DAILY CARE FEE

Determined by the Australian Government, and subject to change.

Maximum means tested fee a resident can be asked to pay per year

\$ _____

\$ _____

\$ _____

\$ _____

Maximum lifetime limit means tested fee

\$ _____

\$ _____



Moving and settling in

Leaving your home and moving into a new place can be an emotional experience. These feelings are a normal part of the settling-in process. Remember, other residents will have also experienced these emotions.

Our caring team is here to support you at every step and help you feel at home.

PERSONAL ITEMS

We encourage new residents to bring personal items to make their rooms more comfortable. You can make your room your own with family photos, favourite books, a few quilts, and other sentimental possessions.

These items will help your new space feel more familiar and comfortable.

MEDICATION

Bring any currently prescribed medications with you and give them to one of our Registered Nurses. Our qualified staff will administer any prescribed medicines as per your Doctor's instructions.

DAILY ROUTINES

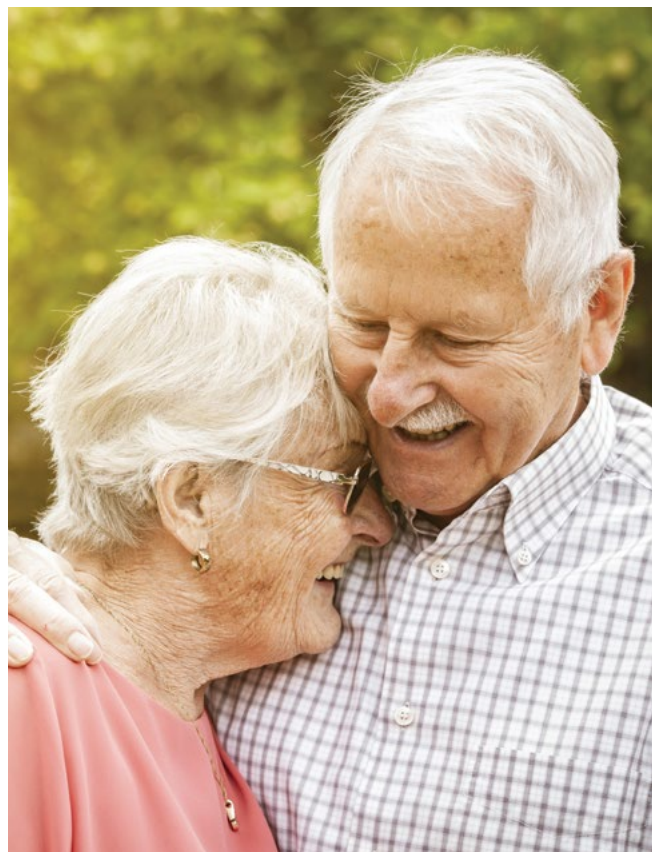
Talk to our staff about your previous daily routines. You may have particular hobbies, interests or activities that you can continue in your new residence. Maintaining your regular routine can help you feel more in control and reduce any stress you feel about moving.

LIFESTYLE ACTIVITIES

Find out what activities are being held in the month you move in. We design our lifestyle activities to keep you active, introduce you to new experiences and help you develop friendships. If you have activities that you enjoy but don't see on our calendar, we'd love to hear about it. Have a chat with your Lifestyle Coordinator and they will see if they can add that in!

FAMILY AND FRIEND CONNECTIONS

Ask your loved ones to visit your new home, especially in the few weeks following your move. This is a time where you may feel most vulnerable. Invite them to explore the facility or take you out on an adventure. You are free to come and go as you please.



Checklist

- Apply for an ACAT Assessment | My Aged Care www.myagedcare.gov.au/assessment or 1800 200 422
- Complete an Income and Asset Assessment | Services Australia (SA) or Department of Veteran Affairs (DVA) for determination of residential aged care fees
 - No need to complete these forms if the prospective care recipient is on a pension and doesn't own a home – check here humanservices.gov.au/individuals/forms/sa486
 - If the prospective care recipient receives a pension and owns a home, please complete humanservices.gov.au/individuals/forms/sa485
 - If the prospective care recipient is financially independent and does not receive a pension, please complete SA457 humanservices.gov.au/individuals/forms/sa457
- Consult with your Financial Advisor
- Contact Aged Care providers | TriCare: tricare.com.au
1300 TRICARE (1300 874 2273)
- Book a tour at your preferred residence
- Sign an Enduring Power of Attorney (EPOA) to appoint someone to make personal and financial decisions in case you can't make them
- Doctor's letter of capacity if EPOA has any condition stating that the attorney can only act on resident's loss of capacity
- Submit the Application Form, EPOA and doctor's letter, if applicable | TriCare: agedcare@tricare.com.au | 1300 874 2273
- Sign and return the Offer Of Place
- Move into an Aged Care Residence
- Sign and return the Residential Care Agreement



TriCare Aged Care Residences

Brisbane

ANNERLEY	07 3435 2700	421 Annerley Road, Annerley 4103
JINDALEE	07 3723 3500	22 Endeavour Street, Jindalee 4074
MT GRAVATT	07 3349 9122	20 Somerfield Street, Mt Gravatt 4122
STAFFORD LAKES	07 3350 7000	682 Rode Road, Chermside West 4032
SUNNYBANK HILLS	07 3276 9000	330 Jackson Road, Sunnybank Hills 4109
UPPER MT GRAVATT	07 3343 9254	20 Agay Street, Mt Gravatt 4122

Gold Coast

BAYVIEW PLACE	07 5503 2500	86 Bayview Street, Runaway Bay 4216
CYPRESS GARDENS	07 5644 6300	Gooding Drive, Clear Island Waters 4226
LABRADOR	07 5537 1066	71 Brighton Street, Biggera Waters 4216
MERMAID BEACH	07 5554 7300	2424 Gold Coast Highway, Mermaid Beach 4218
PIMPAMA	07 5549 5800	6 Anembo Avenue, Pimpama 4209

Regional

BUNDABERG	07 4151 2611	12 FE Walker Street, Bundaberg 4670
KAWANA WATERS	07 5436 9000	90 Nicklin Way, Kawana Waters 4575
PT VERNON	07 4303 2700	193 The Esplanade, Pt Vernon 4655
TOOWOOMBA	07 4631 8700	Cnr Curzon & Wooldridge St, Toowoomba 4350

Call now for a free consultation with one of our Aged Care Specialists

tricare.com.au | 1300 874 2273

