Guide to Aged Care
Our TriCare Aged Care Residences have a family-style atmosphere that helps residents feel at home.

We ensure that residents experience daily opportunities to engage in a stimulating environment, while providing genuine care, delicious meal choices prepared daily and a range of accommodation, all to meet individual needs.

You’ll find many of our Aged Care Residences are co-located with TriCare Retirement Communities, handy for couples with individual care and accommodation needs.

Relax, you’re in good hands with TriCare.
Understanding your care options

Residential aged care is the provision of accommodation, care and services for older people who are no longer able to live at home without assistance. Reasons can include deterioration in health, a disability, an emergency, or your family or carer is no longer able to look after your needs.

Common terms used are:

**PERMANENT RESIDENTIAL AGED CARE**

Permanent residential aged care offers high-care support with daily activities, plus mobility equipment, medication assistance, all meals, personal care items, continence management and assistance with access to other health services.

**SHORT-TERM RESIDENTIAL CARE, ALSO KNOWN AS RESPITE CARE**

Respite care is short-term care which allows the primary carer to take a much-needed break. Respite care can be used for a planned holiday, or an emergency basis to help with carer stress, illness or unexpected unavailability. Commonwealth funding for respite services is available to eligible persons for up to 63 days each financial year.

**PALLIATIVE CARE**

Palliative care is care for the terminally ill and their families. All our residences are able to offer this kind of specialised care. Our highly-trained staff and comprehensive, onsite medical services will ensure peace of mind for you and your loved ones during this time.

**SECURE DEMENTIA CARE**

Some TriCare Residences are able to offer purpose-designed areas with specific care and services for residents who have special needs, such as wandering residents. Our policy, where possible, is to allow residents the freedom to move about safely in a secure environment without restraint.

**SERVICED APARTMENTS**

If you need a little assistance in your everyday activities but still want to remain independent, a TriCare Serviced Apartment could be ideal. Enjoy the retirement lifestyle with peace of mind, knowing your meals, weekly cleaning and a heavy laundry service is available.*

*Optional for an additional fee at some locations
The TriCare philosophy to aged care

When a family member or friend needs to move into an aged care residence, it’s a big decision and it’s important to make the right one. Our genuine care philosophy encourages you to ask questions and always be comfortable with your decisions.

5 STEPS TO GENUINE CARE
1. Are you eligible?
2. Choosing the right facility
3. How much will you pay?
4. How to apply
5. Considerations during the move

STEP 1 - ARE YOU ELIGIBLE?
To find out if you are eligible for any of the Government-supported aged care services, call My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au.

They will ask you a range of questions over the phone to form a picture of your needs and care arrangements. They may arrange a face-to-face assessment of your needs by a trained assessor. This is commonly referred to as an Aged Care Assessment Team (ACAT) assessment.

Once an ACAT has determined you are eligible for residential aged care, either permanently or on a respite basis, you can then start the process of finding an appropriate aged care residence.

STEP 2 - CHOOSING THE RIGHT FACILITY
When you have been assessed as requiring care, you can start the process of finding a suitable aged care residence. All facilities will have very different feels, so it is important when making your decision that you are comfortable with the management, presentation and staff at that facility.

You have two choices when selecting residential aged care accommodation - standard or extra services, and the option for additional services.
Extra services are hotel-type services, with a higher standard of room than basic aged care accommodation. It includes room features, entertainment equipment, and food services such as alcohol and more menu options. Extra service status varies by Residence. Residents are required to pay a fee for these services as determined by the Department of Health†.

Additional services are also available. These are optional and agreed between the resident, or their representative, and the TriCare Aged Care Residence. Fees for additional services cover premium services such as newspapers or magazines, Pay TV subscriptions or additional technology requirements. Costs vary based on the resident’s preference and location.

At TriCare, we also classify our room types as Classic and Premium:

Classic
- Classic rooms are more traditional in style, clean and comfortable with space for personal items. Classic rooms can be single or companion share.

Premium
- Premium rooms are more contemporary in style, with modern furnishings and décor akin to a hotel suite. Many boast superior water or garden views. Premium rooms are generously proportioned, light and airy with space for lounge seating of guests. These rooms also have ample storage, a wall-mounted TV and tea/ coffee making facilities. All Premium rooms have a private ensuite with walk-in shower, a modern vanity unit, contemporary tapwear and European décor. At most facilities, this level of room has the latest in living aids, such as lift chairs and ceiling hoists.

Importantly, please note that the same genuine care is provided by TriCare staff regardless of the room type. The definition reflects the décor and amenity-based aspects of the room.

† Australian Government Department of Health
STEP 3 - HOW MUCH WILL YOU PAY?

Residents will be asked to pay fees which contribute toward accommodation, services and care. The Commonwealth Government has enacted protections to ensure that residential aged care is affordable for all Australians, regardless of their financial situation. Specific dollar amounts have not been included in this brochure as they are subject to change. For current fees, please refer to our Fees and Charges sheets or call 1300 TRICARE to speak with one of our Client Services Specialists available 24/7.

STEP 4 - HOW TO APPLY

After you have confirmed your eligibility and selected your preferred Residence, you will then need to complete an application form. This form can be supplied by any one of our Residences or our Client Services Specialists. Once you have completed the application form, please email the form to our main office at agedcare@tricare.com.au.

You will be asked to supply personal information which helps us to determine your particular care needs, so that when a vacancy becomes available we can assess whether it will be suitable for you.

We can assure you this personal information is safe and you will receive a copy of our privacy policy with the application form. Alternatively, you may download a copy directly from our website at tricare.com.au. If you wish to access or change your personal information, please contact the facility you have applied to.

To find out more, call us on 1300 TRICARE, email agedcare@tricare.com.au or visit tricare.com.au.

STEP 5 - CONSIDERATIONS DURING THE MOVE

Residential Care Agreement

You will be offered a Residential Care Agreement when a place becomes available. The Residential Care Agreement specifies the care and services we will provide, and your rights and responsibilities while living in the residence. It will also set out fees and charges, and any other matters agreed between us.
Personal possessions

- Residents are strongly encouraged to bring personal items such as photographs, pictures and other keepsakes which will help make their new room feel like home.
- Residents should bring a range of clothing which they enjoy wearing and provides comfort in all seasons. All clothing must be labeled; your facility can assist in labeling your clothes with labels that don’t fade or fall off.

Furniture

- It is best to view the room first and discuss with management at the Residence what furniture to bring. Workplace Health and Safety requirements influence what furniture you can bring to ensure that a resident will be safe in their room, and all exits and walkways are clear.

Medication

- Prior to admission you will be asked to arrange for your doctor/s to complete a form which will inform us, and our contracted pharmacy, of all your medication requirements. TriCare has a contracted pharmacy to supply medications ensuring you have access to the best possible pricing, and that consistency in delivery is maintained.
- Upon admission, bring any current prescribed medications with you and hand them to the Registered Nurse. Medications prescribed by your medical practitioner will be administered by qualified staff in accordance with your doctor’s instructions.

Support from family and friends

- Moving home for most people, regardless of your age, can be stressful and often difficult. It is very beneficial for you to have family and friends visiting often, especially in the first few months to assist you in settling into your new home. We also encourage friends and family to join in any activities at the facility to help you meet other residents.
Additional resources from TriCare

At TriCare, we have many resources to assist families in the aged care journey. Visit tricare.com.au, call 1300 TRICARE or ask your nearest Residence for copies of our information sheets.

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**PRICING SHEETS**

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**FEES AND CHARGES EXPLANATION SHEET**

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**FAQS**

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Our Aged Care Residences

You will find many of our Aged Care Residences conveniently located with medical facilities, public transport, of local shopping precincts and attractions close by. Every Residence has the family-style approach and genuine care that is the foundation of TriCare.

**ANNERLEY**
Annerley, 07 3435 2700
**Care available:**
Permanent
Short term – respite

**LABRADOR**
Biggera Waters, 07 5537 1066
**Care available:**
Permanent
Short term – respite
Dementia

**SUNNYBANK HILLS**
Sunnybank Hills, 07 3276 9000
**Care available:**
Permanent
Short term – respite

**BAYVIEW PLACE**
Runaway Bay, 07 5503 2500
**Care available:**
Permanent
Short term – respite

**MERMAID BEACH**
Mermaid Beach, 07 5554 7300
**Care available:**
Permanent
Short term – respite

**MT GRAVATT**
Mt Gravatt, 07 3349 9122
**Care available:**
Permanent
Short term – respite
Secure dementia unit

**TOOWOOMBA**
Toowoomba, 07 4631 8700
**Care available:**
Permanent
Short term – respite
Dementia

**BUNDABERG**
Bundaberg, 07 4151 2611
**Care available:**
Permanent
Short term – respite
Dementia

**UPPER MT GRAVATT**
Upper Mt Gravatt, 07 3343 9254
**Care available:**
Permanent
Short term – respite
This Aged Care Residence is co-located with a TriCare Retirement Community, handy for couples with individual accommodation and care needs.