

Guide to
Aged Care



Relax

it's the TriCare difference

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.

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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.

Bathroom facilities may be ensuite and/or shared, depending on the particular TriCare Aged Care Residence.

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
<https://agedcare.health.gov.au/aged-care-funding/extra-service-status/listof-services-where-extra-service-is-in-operation>



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.

AGED CARE ACCOMMODATION AND FEES			
APRIL 2017			
Category/Address	Max Rate	Min Rate	Commonwealth Contribution (70% of 2017-18 rate)
Shared ensuite	\$175,000	\$45.50	\$187,500 = \$157.28 per day
Companion share room with shared ensuite	\$160,000	\$44.45	\$175,000 = \$147.50 per day
Quad share room with shared ensuite	\$160,000	\$44.45	\$175,000 = \$147.50 per day
Residence Types			
Category/Address	Max Rate	Min Rate	Commonwealth Contribution (70% of 2017-18 rate)
Single room with private ensuite	\$490,000	\$82.46	\$500,000 = \$451.23 per day
Single room with shared ensuite	\$375,000	\$58.36	\$387,500 = \$339.18 per day
Share 1 single room with private ensuite	\$375,000	\$58.36	\$387,500 = \$339.18 per day
Share 2 single room with private ensuite	\$430,000	\$62.44	\$430,000 = \$374.28 per day
Share 3 single room with private ensuite	\$490,000	\$66.36	\$512,500 = \$451.18 per day
Share 4 single room with private ensuite	\$490,000	\$66.36	\$512,500 = \$451.18 per day
Share 5 single room with private ensuite	\$490,000	\$70.27	\$525,000 = \$461.13 per day
Share 6 single room with private ensuite	\$490,000	\$70.27	\$525,000 = \$461.13 per day
Share 7 single room with private ensuite	\$490,000	\$74.18	\$537,500 = \$471.08 per day
Share 8 single room with private ensuite	\$490,000	\$78.09	\$550,000 = \$481.03 per day

At times we subsidise entry. Subsidies represented below as % of 2017-18 rate. All charges 2017. New and changes are correct for the period 1 April 2017 to 30 June 2017. Accommodation pricing is correct at the date of publication and is subject to change at any time.

Coastal Drive, Clear Island Waters
1300 TRICARE or tricare.com.au

Cypress Gardens
Aged Care Residences

TriCare

PRICING SHEETS

AGED CARE FEES, ACCOMMODATION AND SERVICES SUMMARY	
CARE	<p>BASIC DAILY FEE Set by the Commonwealth Government. Covers the basic living costs such as meals, cleaning, laundry, heating and cooling.</p> <p>MEANS TESTED FEE Set by the Commonwealth Government. Contribution made based on an individual's income and assets.</p>
ACCOMMODATION	<p>ACCOMMODATION FEE Covers the cost of accommodation, both as your room, bathroom facilities and access to all communal areas.</p> <p>RAP (Daily charge) DAP (Daily charge) RAP & DAP (combination)</p>
ACTIVITIES	<p>ADDITIONAL AND/OR EXTRA SERVICES FEE Set by the Commonwealth Government and the aged care provider. Covers items such as higher standard of room furniture, entertainment equipment, food services such as alcohol and more menu options, transportation or equipment, plus TV subscriptions and additional technology requirements.</p>

For more information call 1300 TRICARE, email agedcare@tricare.com.au or visit tricare.com.au

TriCare

FEES AND CHARGES EXPLANATION SHEET

FREQUENTLY ASKED QUESTIONS ABOUT AGED CARE

Q. Can residents have their own room?
A. Where available, we allocate single rooms on an as-needed basis. Having two people in each individual resident's care needs.

Q. Are there any activities?
A. Residents, their families and friends are able to see the monthly schedule of activities in the particular Residence newsletter. We provide a wide range of activities including bingo, games, movie nights, singing, community events and church services. Family and friends are welcome to join in activities with residents.

Q. What services are provided?
A. Our residents have many services on-site including daily activities, and additional services are provided by visiting healthcare and wellbeing professionals. For the health and comfort of residents, we provide 24/7 registered nursing care, dietetic services, physiotherapy, occupational therapy, speech pathology, aromatherapy, hydrotherapy and palliative care. Other services include optometry, podiatry, dentistry, hairdressing, regular church services and non-dependent people.

Q. Can we visit our own doctor?
A. Yes, you are welcome to arrange your GP to visit a resident on an on-call basis. To arrange medical attention in a resident's routine, please advise one of our staff of arrangements in advance.

Q. What are the visiting hours?
A. There are no restrictions on visiting hours. However we must that you respect other residents especially if visiting after hours.

Q. What can residents bring with them?
A. We need to care the resident's particular vision first and then decide in relation to furniture. We encourage residents to bring personal items such as photos, a bedspread and cherished keepsakes, to help them feel more at home. These items can be brought in an envelope.

TriCare

FAQS

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



BAYVIEW PLACE
Runaway Bay, 07 5503 2500

Care available:
Permanent
Short term – respite



BUNDABERG
Bundaberg, 07 4151 2611

Care available:
Permanent
Short term – respite
Dementia



LABRADOR
Biggera Waters, 07 5537 1066

Care available:
Permanent
Short term – respite
Dementia



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



SUNNYBANK HILLS
Sunnybank Hills, 07 3276 9000

Care available:
Permanent
Short term – respite



TOOWOOMBA
Toowoomba, 07 4631 8700

Care available:
Permanent
Short term – respite
Dementia



UPPER MT GRAVATT
Upper Mt Gravatt, 07 3343 9254

Care available:
Permanent
Short term – respite





CYPRESS GARDENS

Clear Island Waters, 07 5644 6300



Care available:

Permanent
Short term – respite



JINDALEE

Jindalee, 07 3723 3500

Care available:

Permanent
Short term – respite
Dementia



KAWANA WATERS

Kawana Waters, 07 5436 9000



Care available:

Permanent
Short term – respite



PIMPAMA

Pimpama, 07 5549 5800

Care available:

Permanent
Short term – respite
Dementia



POINT VERNON

Point Vernon, 07 4303 2700

Care available:

Permanent
Short term – respite
Dementia



STAFFORD LAKES

Chermside West, 07 3359 1529



Care available:

Permanent
Short term – respite
Dementia



This Aged Care Residence is co-located with a TriCare Retirement Community, handy for couples with individual accommodation and care needs.

1300 TRICARE
tricare.com.au

