

Aged Care Information



For the Multicultural communities of

Queanbeyan

Funded by the Federal Government Department of Health and Ageing
under the Community Partners Program (CPP)

Community Partners Program

What is Community Partners Program (CPP)?

The goal of CPP is to identify and address barriers to accessing community and residential Aged Care services by older people from multicultural backgrounds and their families.

CPP also aims to raise awareness within the multicultural communities in relation to all aspects of the Aged Care services.

Additionally, through CPP we are able to provide support, assistance and advice to Aged Care service providers when dealing with older members of multicultural communities.



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* Section 1 is also available in Arabic, Chinese (simplified), Croatian, Dutch, German, Greek, Hungarian, Italian, Macedonian, Maltese, Polish, Portuguese, Russian, Serbian, Spanish, Tagalog, Turkish, Ukrainian, Vietnamese. Please check with your local CPP officer to attain a copy in one of these languages.



1 Types of Aged Care Services Available in Australia

There are three types of government-subsidised aged care services: Community Care, Respite Care and Residential Care.

Even if you do not require these services now, it is important to know what is available so you can plan for any care needs that you may have in the future.

1.1 Community Care

Most older people prefer to continue living in their own home, but some may find this difficult to do without assistance. Services that help older people to continue living in their own home are known as 'Community Care' services and there are four different options, depending on your needs:

1.1.1 Home and Community Care (HACC)

Home and Community Care provides basic support services for frail aged people who are experiencing difficulties managing daily tasks but who wish to continue living independently at home.

Services may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), Meals on Wheels and other



food services, home help (assistance with housework, laundry and shopping), home modification and maintenance, transport, counselling and social support.

Home and Community Care services are usually provided by local councils, community health centres and community organisations.

1.1.2 Community Aged Care Packages (CACP)

Community Aged Care Packages provide services to frail aged people with more complex care needs, or who require a greater range of services to help them continue living at home.

The packages of services are flexible and designed to suit individual needs, and may include: personal care (assistance with bathing, dressing and eating), meal preparation, home help (assistance with housework, laundry and shopping), gardening, transport and social support.

These services are planned and coordinated by an approved aged care service provider. Eligibility for Community Aged Care Packages is determined by an *Aged Care Assessment Team* (see page 3).

1.1.3 Extended Aged Care at Home Packages (EACH)

Extended Aged Care at Home Packages provide services to people who need more help than a Community Aged Care Package can provide.



The packages of services are flexible and designed to suit individual needs, and may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), home help (assistance with housework, laundry and shopping), transport and social support.

These services are planned and coordinated by an approved aged care service provider. Eligibility for Extended Aged Care at Home Packages is determined by an *Aged Care Assessment Team* (see page 8).

1.1.4 Extended Aged Care at Home Packages Dementia (EACH D)

Extended Aged Care at Home Packages Dementia provide services to people living with dementia.

The packages of services are flexible and designed to suit individual needs, and may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), home help (assistance with housework, laundry and shopping), transport and social support.

These services are planned and coordinated by an approved aged care service provider. Eligibility for Extended Aged Care at Home Packages Dementia is determined by an *Aged Care Assessment Team* (see page 8).



For more information about Community Care and how to find a service that meets your needs, call the **Commonwealth Carelink Centre** on **1800 052 222**.

1.2 Respite Care

Respite Care is short-term care, which enables the older person and their carer to have a break from their normal routine. Many older people are cared for by family members at home. It is important that carers are supported in this valuable role, especially as many carers are themselves elderly. Respite Care supports the carer to have a break from their caring responsibilities, while also helping the older person to continue living at home.

Respite Care provides care services to the older person on a temporary basis, which enables the carer to rest, attend to other responsibilities (eg shopping), or to have a holiday. It is usually planned in advance, but may be arranged in an emergency (eg if the carer is unwell). Respite care may also be accessed by older people who live on their own and feel unable to look after themselves and need a break. It can be provided in the older person's home, in day-care centres or in Residential Care.

Respite Care is provided through Home and Community Care, the National Respite for Carers Program and Residential Care. Access to Respite Care is based on eligibility, priority and need.



For more information about Respite Care and other support services for carers, call the **Commonwealth Carers' Respite Centre** on **1800 059 059**.

1.3 Residential Care

As an older person's level of frailty increases, it may no longer be an option for them to continue living in their own home and an aged care home may need to be considered. Aged care homes are also known as 'Residential Care'.

There are two types of Residential Care: low-level care and high-level care. Both levels of care provide a range of specified services, including: accommodation, basic furnishings, laundry, cleaning, meals and refreshments, staff to help at all times, personal care (assistance with bathing, dressing and eating), occasional nursing care and social activities.

High-level care is designed for people who are very frail, require 24-hour assistance and on-going nursing care. Some aged care homes provide low-level care and high-level care, enabling people to stay in the same home even if their care needs change. This is known as 'ageing in place'. Aged care homes are run by approved aged care service providers. Eligibility for Residential Care is determined by an *Aged Care Assessment Team* (see page 8).

For more information about Residential Care and how to find a home that meets your needs, call the



Commonwealth Carelink Centre on 1800 052 222 or the Aged Care Information Line on 1800 500 853.

1.4 Additional Information

Aged Care Assessment Team (ACAT)

The first step in accessing most government-subsidised aged care services is to receive an assessment by the Aged Care Assessment Team (ACAT).

Eligibility for Community Aged Care Packages, Extended Aged Care at Home Packages and Residential Care is determined by an ACAT assessment, which determines eligibility by assessing a person's needs. This is a free and confidential service, and the process is not as daunting as it may sound.

An ACAT representative (usually a doctor, nurse, social worker or other health care professional) will assess your situation and specific care needs. You will be informed about the services you are eligible to receive and how to find a service that meets your needs.

You may choose to have a relative or friend with you during the assessment. You also have the right to ask ACAT to provide an interpreter. If you are not satisfied with the outcome of the assessment, you have the right to appeal the decision. To arrange an ACAT assessment, you can ask your doctor for a referral or call the Commonwealth Carelink Centre on **1800 052 222**.



Fees & Charges

The cost of receiving aged care services is based on a person's assessed care needs and their ability to pay. Special consideration is given to people who are financially disadvantaged. It is important to know that you will not be denied access to a service if you are unable to pay. All people receive the same quality of care regardless of the level of fees paid. To find out more about fees and charges, contact the Aged and Community Care Information Line on **1800 500 853**.

Your Rights & Responsibilities

Aged care service providers are obliged to inform you of your rights and responsibilities regarding the services you are receiving. Whether you are receiving Residential Care or Community Care, it is important to be aware of your rights, which include the right to:

- Be informed about your rights;
- Be involved and informed about all decisions related to your care;
- Be in charge of your life, your money and your possessions;
- Be treated with dignity and respect;
- Continue your cultural or religious practices and retain the language of your choice without discrimination;
- Good quality care that meets your needs;
- Complain and take steps to sort out any problems;
- Privacy.



For more information about your rights and responsibilities regarding aged care services, contact the National Aged Care Advocacy Line on **1800 700 600**.

Concerns and Complaints

If you have a concern or complaint about the quality of care or services you are receiving, you may like to discuss this with the Manager of the aged care service. If you are uncomfortable doing this, or you do not like how your complaint has been handled, you can contact the Aged Care Complaints Investigation Scheme on 1800 550 552. This is a free and confidential service.

1.5 National Contact Numbers

(*Note that calls to numbers beginning with '1800' are free, except when made from mobile phones.)

Translating and Interpreting Service 13 14 50

If you need an interpreter to help you to communicate over the phone, call the **Translating and Interpreting Service** on **13 14 50**. This is a free service.

Aged Care Complaints Investigation Scheme: 1800 550 552

The Aged Care Complaints Investigation Scheme investigates complaints and concerns about government-subsidised aged care services, including community care, respite care and residential care. Contact the Aged Care Complaints Investigation Scheme if you have a concern or complaint about the services you are receiving. Complaints can be made anonymously. This is a free service.



Aged Care Information Line: 1800 500 853

The Aged Care Information Line provides information about aged care services, including information on fees and charges, incoming testing and financial assistance.

Centrelink - Disability, Sickness and Carers: 13 27 17

Call this number for disability, sickness and carer enquiries, including Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance and Sickness Allowance.

Centrelink - Multilingual Call: 13 12 02

Call this number to speak to Centrelink employees in your preferred language.

Centrelink - Retirement Services: 13 23 00

Call this number for retirement enquiries, including Age Pension, Pensioner Concession Cards, Commonwealth Seniors Health Card and for enquiries regarding income assessment for residential care fees. You can also call this number to access Centrelink's Financial Information Service, which is a free and independent service available to everyone in the community (even if you are not receiving a pension or benefit).

Commonwealth Carelink Centre: 1800 052 222

The Commonwealth Carelink Centre provides a single point of contact for information about aged care services. Contact the Commonwealth Carelink Centre to find out what aged care services are available in your area or anywhere in Australia, as well as information on costs,



assessment procedures and eligibility criteria. This is a free and confidential service.

Commonwealth Carers' Respite Centre: 1800 059 059

The Commonwealth Carer Respite Centre coordinates access to respite services in your local area, provides information and advice about respite options, help with organising emergency or planned respite, and financial assistance for short-term or emergency respite. This is a 24-hour service.

National Aged Care Advocacy Line: 1800 700 600

Contact the National Aged Care Advocacy Line to find your local advocacy service. Advocacy services help to promote your rights in relation to aged care services and can increase your involvement in decision-making processes. These services may play an important role in supporting you through a complaint process and advising you of your rights in negotiations with aged care service providers. This is a free and confidential service.

National Dementia Helpline: 1800 100 500

The National Dementia Helpline is a 24-hour national telephone and support service run by Alzheimer's Australia. It provides support, practical information and advice, as well as information on the full range of services provided by Alzheimer's Australia. This is a free and confidential service.

This information was compiled by the Centre for Cultural Diversity in Ageing 2008. For further information or to access this information in another language visit: www.culturaldiversity.com.au.



2 Costs of Aged Care Services

The following pages provide information regarding the costs of residential Aged Care facilities provided by the Department of Health and Ageing and are exact copies of information sheets available on their website at:

<http://www.health.gov.au/feesandcharges>

Fees and Charges - An Overview

What you may be asked to pay when you enter an aged care home

The level of a resident's daily fees and accommodation payments can be negotiated between the resident and/or their representative, and the aged care provider. However, the Australian Government sets the maximum level of the daily fees and accommodation payments.

All residents in aged care, including respite residents, can be asked to pay a basic daily fee, as a contribution towards accommodation costs and living expenses, like meals, cleaning, laundry, heating and cooling.

Residents (other than respite residents) may also be asked to pay an income tested fee, depending on their income and level of care.

Residents with assets over \$36,000 may be asked to pay



an accommodation payment (accommodation bond for residents requiring low care or residents who receive high care on an extra service basis, or an accommodation charge for residents with high care needs).

Basic Daily Fees

The maximum basic daily fee for all permanent residents who enter an aged care home on or after 20 March 2008 is 85% of the annual single basic age pension, which is currently \$33.41 per day. This amount is also the maximum fee for all respite residents excluding those, receiving respite care on an extra service basis.

If you are a pensioner (ie in receipt of a means tested pension from Centrelink or the Department of Veterans' Affairs DVA)

*Basic daily fee

Up to \$33.41 per day

+

Daily income tested fee

Up to \$25.88 per day

+

Accommodation payments (only payable if your assets exceed \$36,000)

Accommodation bond: as agreed with the aged care home or

Accommodation charge: up to \$23.22 per day.

If you are a non-pensioner (ie a self funded retiree)



*Basic daily fee

Up to \$33.41 per day

+

Daily income-tested fee

Up to \$58.96 per day

Accommodation payments (only payable if your assets exceed \$36,000)

Accommodation bond: as agreed with the aged care home or

Accommodation charge: up to a maximum of \$26.88 per day.

***Note**

For former prisoners of war, DVA will pay the basic daily fee on your behalf.

Income tested fee

Residents (other than respite residents) may be asked to pay an income tested fee, depending on their income and level of care. This fee is paid directly to the aged care home. No resident will pay more than they can afford, and no resident will pay more than the cost of their care.

Residents will not pay an income tested fee for the first 28 days of their care.

The maximum amount of a resident's income tested fee will be equal to 5/12 of any assessable income in excess of the maximum income of a full pensioner.

The maximum income threshold is currently \$713.80 per



fortnight for a single person and \$695.80 per fortnight for a member of a couple*.

***Note:**

An extra service charge applies to residents occupying Extra Service places (both permanent and respite), for the provision of a significantly higher standard of accommodation services and food.

Accommodation payments

Accommodation payments are a contribution to the cost of your accommodation.

The two types of accommodation payments are accommodation bonds and accommodation charges. (See information sheets on accommodation bonds and accommodation charges for more detail).

Accommodation Bond

If your assets exceed \$36,000 and you require low (hostel) level care or if you enter an extra service place you may be asked to pay a bond.

Bond amounts and payment methods can vary and should be negotiated with the aged care provider.

However, you cannot be charged a bond that would leave you with less than \$36,000 in assets.

The aged care provider is able to retain up to \$292.00 per month for the first five years, and the balance of the bond



is repaid to you or your estate when you leave the aged care home.

Accommodation Charge

If your assets exceed \$36,000 and you require high (nursing home) level care (but not on an extra service basis), you may be asked to pay an accommodation charge. The Department of Health and Ageing will write to you to advise the maximum amount of accommodation charge you may be asked to pay, based on the value of your assets.

If you choose not to have an asset assessment, or your assets are above \$91,910.40, the amount of the accommodation charge you may be asked to pay will be the maximum applicable rate. This is currently \$23.22 per day for pensioners and \$26.88 per day for self-funded retirees.

Financial Information

Financial decisions, for instance about how you pay an accommodation bond or 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 10 21**

***Note:** From 1 July 2009, reference to a partner and/or couple includes both opposites and same sex couples.



Disclaimer: This document is a guide for residents who first entered care on or after 20 March 2008 only, and cannot take account of individual circumstances. The Department of Health and Ageing recommends that you seek appropriate professional advice relevant to your particular situation.

An overview of Fees and Charges for Community Residential Care can be obtained in the following languages: Arabic , Chinese, Croatian, Dutch, German, Greek, Hungarian, Italian, Maltese, Polish, Serbian, Spanish, Vietnamese.

Order forms for free translations are available at: <http://www.health.gov.au> or by contacting your local CPP Officer.

For further information call Aged and Community Care Information Line - **1800 500 853**



3 How to access Aged Care Facilities

The 5 steps to follow if you would like to move into a Residential Aged Care Facility.

Step 1: Assessing your eligibility

To find out if you are eligible for Australian Government support for residential aged care, you will need to be assessed by an Aged Care Assessment Team (ACAT). See page 26 for contact details.

Step 2: Finding an Aged Care Home

Once you have been assessed by an ACAT to be eligible for residential aged care, you may choose to start looking for your future Aged Care Home.

Step 3: Working out the costs

You will have to work out the fees and charges that you may have to pay.

Step 4: Applying

Complete an *Application for Respite Care or Permanent Entry to an Aged Care Home*.

The completed form should then be photocopied, signed and sent to each aged care home to which you wish to apply. A downloadable copy of the application can be found at:

www.health.gov.au/internet/main/publishing.nsf/Content/ageing-rescare-resentry.htm



Or contact your nearest CPP Officer.

Step 5: Moving and settling in

Living in an aged care home will be different from the way that you have lived before. Not only is it a new environment but you are living with many new people all under one roof. Each aged care home will have different routines and environments.

When you know which home you're going to live in, you may arrange to visit before moving in, to familiarise yourself with the home's surroundings.

For help with any aged care matters, call the Aged Care Information Line on **1800 500 853**.

It is advisable to read the document "5 Steps to Entry into Residential Aged Care" from the Department of Health and Ageing in its entirety to gain more information on entry into a Residential Aged Care Facility. To access this document in its entirety please go to:

<http://www.health.gov.au>

or contact:

National Mailing and Marketing

PO Box 7077

CANBERRA MAILING CENTRE ACT 2610

fax: 02 6260 2770

or telephone: 02 6269 1080



4 Aged Care Service Directory for Queanbeyan

AGED CARE SERVICES

Information and Referral

Commonwealth Carelink

1800 052 222

Information about support services.

Aged Services

Ph: 6298 0281

Short term case coordination, referral, advocacy, information service.

Equipment services and Home modifications/maintenance

Lightening Industries

Ph: 6297 6672

Personal Appliances for Disabled People

Ph: 4823 7949

SCOPE ACCESS

1300 765 887

Home modifications and maintenance for the elderly.

Independent Living Centre ACT

Ph: 6205 1900

Equipment display and information.



Technical Aids for the Disabled NSW
Ph: 1300 663 243
Custom designed aids.

Vision Australia
Ph: (02) 6247 1000
Equipment, support and retraining for people with visual impairment.

Continenence Aids Assistance Scheme
Ph: 1800 330 066

Food Services

HACC- Meals on Wheels Queanbeyan Inc.
Unit 6, 142 Monaro St. Queanbeyan 2620
PO Box 712 Queanbeyan 2620
Ph: (02) 6299 3000
Fax: (02) 6297 0669
Email: mowq@canberranet.com.au

Home Baked Favourites Cafe
Ph/Fax: 6297 6028
Home delivery of meals

HACC- Home modification and Maintenance
257 Crawford St. Queanbeyan 2620
PO. Box 90 Queanbeyan 2620
Ph: 6298 0122
Fax: 6298 0120
Email: council@qcc.nsw.gov.au
Home modification and maintenance



Advocacy

IDEAS
Ph: 1800 029 904
Support and advocacy for the elderly.

ACT Disability Aged and Carer Advocacy Service
Ph: 6242 5060

TARS- The Aged-Care Rights Service
Ph: (02) 9281 3600
NSW Country Callers: 1800 424 097
Fax: (02) 9281 3672
Email: tars@tars.com.au

Therapy/Rehabilitation Services
HACC/Health- Queanbeyan Community Health
26 Anthill St.
PO Box 729 Queanbeyan 2620
Ph: 6298 9233
Fax: 6299 6920
Email: Maxine.lloyd@sahs.nsw.gov.au
Service types: Community nursing allied health

TRACKS
Ph: 6298 9233
Short term post hospital rehabilitation for over 65 yrs.

Aged and Chronic Care and Dementia Services
Ph: 6298 9233

Community Nursing
Ph: 6298 9233



Falls Clinic
Ph: 6298 9233

Post Hospital Care

Transitional Care Program
Ph: 6298 9233

Short term post hospital care for over 65 yrs.

Aged Care Assessment Services

Healthy at Home

Ph: 6298 9233

Short term care for over 65 years with recent deterioration to prevent admission to hospital

Aged Care Assessment Team

Ph: 6298 9233

Assessment to access packages of care, respite and residential care.

Home Respite

HACC- Weja Home Care

Morisset House Morisset St. Queanbeyan 2620

PO Box 2188 Queanbeyan 2620

Ph: 6297 8830

Fax: 6219 1572

Email: MWilliams@homecare.nsw.gov.au

Service types: Home help personal care respite

Residential respite/ Accommodation

HACC- Queanbeyan and District Respite Care

257 Crawford St. Queanbeyan 2620

PO Box 90 Queanbeyan 2620



Ph: 6298 0252
Fax: 6298 0120
Email: council@gcc.nsw.gov.au
Respite and social Support

Commonwealth Carer Respite Centre
Ph: 1800 059 059

Queanbeyan Nursing Home
Ph: 6297 1811

Kawaree Hostel and Independent Living Units
Ph: 6299 2158

George Forbes Hostel
Ph: 6298 9600

Domestic Assistance/Personal Care

HACC- Home Care Service

Morisset House Morisset St. Queanbeyan 2620

PO Box 481 Queanbeyan 2620

Ph: 6200 7364

Fax: 6299 1572

Email: avallentine@homecare.nsw.gov.au

Service types: Occupational Therapist

Home Care

Ph: 1300 881 144

HACC- Kincare Community Services

Suite 2, 16 Napier Close

PO Box 218 Deakin West 2600

Ph: 1300 733 510



Fax: 1300 733 520
Email: june.buchanan@kincare.org
Service types: Home help personal care

Baptist Community Services
Ph: 0434 563 012

Warrigal Care
Ph: 6297 3511
Aged Care Packages

Transport
HACC- Community Transport
257 Crawford St. Queanbeyan 2620
PO Box 90 Queanbeyan 2620
Ph: 6298 0107
Fax: 6298 0120
Email: council@gcc.nsw.gov.au

Deanes Buslines
Ph: 6299 3722
Local Link service (from your door to Queanbeyan City)

Community Transport
Ph: 6298 0281

Queanbeyan Taxi Co-op
Ph: 13 22 11 or 6285 1000

Taxi Transport Subsidy Scheme
Ph: 1800 623 724
Discount Taxi vouchers for the elderly



Carer Support
HACC- Carer Support and Training
257 Crawford St. Queanbeyan 2620
PO Box 90 Queanbeyan 2620
Ph: 6298 0295
Fax: 6298 0120
Email: council@gcc.nsw.gov.au
Service types: Respite- non HACC

Carer Support Program
Ph: 6298 0281
For carers from a culturally or linguistically diverse background

Dementia Respite Services
Ph: 6298 0281
Support for those diagnosed with dementia and their carers

Centre-based Day Care
Ph: 6298 0281
Day programs for the elderly with memory loss, socially and geographically isolated people, including a men's group.

Mental Health
Aged Care Mental Health Intake
Ph: 1800 677 114

Older Persons Mental Health
Ph: 6297 7800



Palliative Care

Community Health Intake

Ph: 6298 9233

Social Support

St. Benedict's Community Centre

Ph: 6297 5331

Drop in day program and meals

Mud Hut Club

Ph: 6297 8298

RSL Club group program Mondays

HACC- Neighbour Aid Program

257 Crawford St. Queanbeyan 2620

PO Box 90 Queanbeyan 2620

Ph:6298 0281

Fax: 6298 0120

Email: council@gcc.nsw.gov.au

Home based volunteer Social support and one-to-one social visiting

Personal Alarms

Vital Call

Ph: 1300 360 808

Red Cross

Ph: 6297 5854



Queanbeyan Aged Care Facility

High care, offline, operational, provisional

HACC- Aged Services

257 Crawford St. Queanbeyan 2620

PO Box 90 Queanbeyan 2620

Ph:6298 0281

Fax: 6298 0120

Email: council@gcc.nsw.gov.au

Service types: Access

HACC- Community Options

257 Crawford St. Queanbeyan 2620

PO Box 90 Queanbeyan 2620

Ph: 6298 0196

Fax: 6298 0120

Email: council@gcc.nsw.gov.au

Service types: Case management

HACC- Day Programs

257 Crawford St. Queanbeyan 2620

PO Box 90 Queanbeyan 2620

Ph: 6298 0281

Fax: 6298 0120

Email: council@gcc.nsw.gov.au

Service types: Social Support- Dementia



Disclaimer

This resource was prepared as a useful directory of information for the Multicultural communities of Goulburn region. It is not an exhaustive list of all available services or service providers. All efforts were made to ensure accuracy of information; however, the authors do not accept liability for any inaccurate or incomplete information.

Do not hesitate to contact the CPP Project Officer in your area if you wish to include or update details for future editions.

Your local CPP Project Officer is:

Queanbeyan Multilingual Centre
Client Services
12 Rutledge St, Queanbeyan NSW 2620
Phone: 02 6297 6110
info@qmlc.org.au

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