

Steps for Entry - New Residents

Seasons Mango Hill Care Suites



- 1. Aged Care Assessment:** Arrange a comprehensive assessment with Aged Care Assessment Team (ACAT). You can discuss this with your GP who can assist in arranging this assessment or you can call My Aged Care - 1800 200 422 or visit <https://www.myagedcare.gov.au/assessment>. This should be organised as soon as possible as it allows Seasons to claim government subsidies in relation to the care provided and as such may reduce the fees otherwise payable by you (or your appointed representative).
- 2. Income and Asset Assessment:** Complete an income and asset assessment with Services Australia. This assessment will determine how much you will pay towards the cost of your care. It is not a mandatory requirement to complete an income and means assessment, however if not completed the resident will not be entitled to Government subsidies and will need to pay both the maximum fees for your care and the agreed accommodation price.

Information regarding income and assets assessments for Residential Aged Care can be found at - <https://www.servicesaustralia.gov.au/residential-aged-care-means-assessment?context=23391>

- 3. Come meet with us:** We welcome the opportunity to meet with you (and your support person/s) to discuss your care and lifestyle needs. We would like to show you our Care Suites, and facilities and discuss how we can meet your needs. At this time you will also meet with our Clinical Care Coordinator to discuss your care needs to ensure that we are able to provide the level and quality care you require.

If you feel that Seasons Mango Hill Care Suites is the right place for you (or your loved one) to call home, you can complete an application form. This information will assist us in understanding your care needs and what payment options might suit your situation.

- 4. Approval Process:** Once your application has been considered, if approved, an offer of a place will be provided to you. We will send you a Residential Care Agreement (contract) which sets out your rights and responsibilities including applicable fees and charges.

You may be offered a respite agreement first, while both parties work through eligibility for Seasons Care Suites placement and agreement.

- 5. Seek independent legal and financial advice:** We strongly encourage all residents (and their support person/s) seek independent legal and financial advice from an adviser or solicitor that specialises in aged care to ensure you are making sound decisions relevant to your own individual circumstances.

Further information on where to get financial and/or legal support and advice can be found on the My Aged Care website;

<https://www.myagedcare.gov.au/financial-support-and-advice#tools-and-information>

- 6. Entry:** Upon entry our friendly staff will welcome, assist, and support you to settle into your new home. Members of our management and clinical teams will meet with you (and your support person/s) to gather additional information, including the commencement of clinical and care assessments to assist us in developing a comprehensive care and service plan in consultation with you to ensure we are fully aware of your needs, goals, and preferences.

Useful Resources

My Aged Care

1800 200 422

<https://www.myagedcare.gov.au/>

Services Australia (Aged Care Line)

1800 227 475

<https://www.servicesaustralia.gov.au/>

Department of Veterans Affairs

133 254

<https://www.dva.gov.au/>

Older Persons Advocacy Network (OPAN)

1800 700 600

<https://opan.org.au/>