

Cowra Retirement Village

Residential Care Information Pack



“Caring about others, running the risk of feeling, and leaving an impact on people, brings happiness”

Harold Kushner

Known locally as “Bilyara”

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General Information

We understand that moving is a major change. You need to feel comfortable and get to know us here at Cowra Retirement Village and we need to get to know you. To help us learn more about each other, we will be having some important conversations along the way. With this Information Pack, we hope to give you the information you need to get to know us a little better and to help you have the knowledge to make the right choice for you.

Cowra Retirement Village offers both Respite and Permanent Residential Care. You need to be assessed by the Aged Care Assessment Team (ACAT) to be eligible for both types of care. If you have not already been assessed for care in an aged care home, including residential respite, you (or your nominated representative) need to call My Aged Care on 1800 200 422. My Aged Care Staff will ask you questions about your current needs and circumstances so they can refer you for an assessment.

If your care needs show that you might be eligible for care in an aged care home, you will be referred for a free assessment with a member of your local Aged Care Assessment Team (ACAT).

You may be eligible for care in an aged care home if you are:

- an older person who can no longer live independently at home
- a younger person with a disability, dementia or other special care needs that are not met through other specialist services.

Residential Respite Care

If your carer(s) are unable to care for you at home for a short period, or they would like a break from caring for you, you may be eligible for respite care. Respite Care is a short stay at a Residential Aged Care facility like Cowra Retirement Village where we can take care of you for a while so you can rest and/or recover or your carer(s) may need a break as well.

You can access residential respite care for up to 63 days per financial year at a reduced rate, subsidised by the Australian Government.

Residential Permanent Care

If you are unable to care for yourself or be cared for at home, Cowra Retirement Village offers long-term permanent care. We can help to take the burdens of everyday living away so you can relax and rest.

We aim to provide a comfortable and safe environment for you to call home. We have individual rooms with ensuites and many spacious common areas for you to enjoy.

Some of the care and services provided at Cowra Retirement Village are:

Accommodation Services:

- utilities
- furnishings
- bedding
- cleaning
- laundry
- basic toiletries
- meals
- waste disposal

Personal Care & Wellbeing Services:

- bathing, showering, personal hygiene and grooming
- maintaining continence
- eating
- dressing
- moving
- communicating
- emotional support
- administering medicines and carrying out treatments
- arranging access to health professionals
- assistance in emergencies
- managing effects of any cognitive impairment
- physiotherapy and podiatry care
- hand and nail care
- daily activities
- bus trips and hairdressing services
(additional cost)
- church services

Admissions

To be eligible for admission into Cowra Retirement Village, there is an Application & Admission Pack for you to fill in. This process helps us to determine if your needs are in line with what Cowra Retirement Village can provide for you. If you would like to talk to us more about the application process, please contact our Care Manager on 02 6341 1666.

There is also an Admission Pack to be completed prior to an admission, once your application for admission has been approved.

Family and friends are welcome to stay overnight on the day of admission and are encouraged to visit as you wish. There are no set visiting hours. All visitors must sign in and out of the Visitor's Book, located at Reception and the Pengilly Wing, Lachlan-Waugoola Wing and Ganya Cottage entrances.

All consumers must be signed in and out of the Consumer's Book if they are going out. This is also located at Reception.

All clothing, including socks, must have the consumer's name labelled or printed on the items.

For permanent care only: We recommend either getting a landline telephone connected to your room or have a mobile phone you can use for personal calls. We are not always able to guarantee the availability of a spare phone when someone may call to speak with you.

Consumer safety is one of our highest priorities here at Cowra Retirement Village as well as making sure you and your family feel at home. It is important that we put certain measures in place to ensure the safety, comfort and wellbeing of our consumers while at CRV. In order for this to happen, we have outlined some information below that will enable us to work together to achieve these goals.

- *Footwear* – shoes are best kept flat and well fitted. High heels and narrow heels are discouraged due to the increased risk of falls while wearing them.
- *Chairs* – should be sturdy and of a suitable height and depth for the consumer. Chairs that are too low and soft are very difficult for the elderly to get out of. Please ask the Care Manager for advice in this area. If consumers need their feet up, they are better with a recliner chair than a footstool.
- *Linen* – bedspreads, linen, blankets, pillows and towels are provided.
- *Beds & refrigerator* – a bed and small refrigerator are available in every room (exception – no refrigerator in Ganya rooms).

- *Mats* – we do not allow mats in the consumer rooms as they present a trip hazard.
- *Clutter* – it is best to keep furniture and furnishings in the consumers' room to a minimum to allow for free and safe movement within the room.
- *Electrical Tagging* – tagging of your personal electrical items will take place once per year. This is a legal requirement.
- *NOT ALLOWED* – electric blankets, electric jugs, glass tables or glass cabinets.

Cowra Retirement Village Fees

The financial arrangements around aged care can be quite complicated. We will try to break it down for you here:

DAILY CARE FEES

Basic Daily Care Fee: All consumers in aged care are required to pay a basic daily care fee. This fee is used for covering the day-to-day living costs of consumers such as meals, heating, cleaning, etc.

The basic daily care fee is set at 85% of the single aged pension. This fee increases as the pension increases (20th March and 20th September each year).

Means Tested Care Fee: The amount, if any, of a means tested care fee will depend upon the outcome of a Centrelink Assets & Income Assessment. A means tested fee is an additional contribution towards the cost of your care. This effectively means that you pay a higher share of the cost of your care and the government pays less.

This fee is calculated by either the Department of Human Services (DHS) or Veterans' Affairs (DVA). You will need to complete a "Residential Aged Care – Calculation of your cost of care" and/or "Residential Aged Care – Property Details Assessment" form and lodge it with either DHS or DVA. This can be done prior to moving into Permanent Care (*not applicable for Respite Care*). You will receive a letter back from either DHS or DVA which will inform you if you have to pay the additional means tested care fee.

The means-tested fee is a calculated fee for each day of care. Generally, if assets are above a set amount or assessable annual income is above a set amount, a means tested care fee will apply. If the means tested care fee is applicable, it is capped at an annual amount. Once the cap is reached, this fee reduces to zero for the rest of that year (the year begins from your admission date). It reduces permanently to zero once you have reached the lifetime cap.

ACCOMMODATION PAYMENTS

Some consumers will have their accommodation costs met in full or part by the Australian Government. Others will need to pay the full accommodation price set by Cowra Retirement Village. The Department of Human Services (DHS) will advise which applies to you based on the assessment of your income and assets.

If assessed assets are under a set amount, you will be a fully supported consumer, which means the Australian Government will cover your accommodation costs.

If assessed assets are between a set amount, a partial accommodation payment (called an accommodation contribution) will be required. The DHS will advise what portion the consumer pays and the Australian Government will pay the balance.

An incoming consumer with assets above a set amount will be required to make a full accommodation payment.

The current Accommodation prices for Cowra Retirement Village vary depending on the room.

An Accommodation payment can be paid in a number of ways:

Refundable Accommodation Deposit (RAD): A RAD is a lump sum payment which is 100% refundable when a consumer leaves Cowra Retirement Village.

RAD/DAP combination: Consumers can also choose to pay a partial lump-sum RAD (amount determined by the consumer) and use a rental-style DAP to make up the difference. Consumers may choose to deduct the DAP from the RAD, effectively reducing the RAD, or the DAP can be invoiced and paid monthly, preserving the RAD amount paid to be 100% refundable.

Daily Accommodation Payment (DAP): A DAP is a rental-style daily payment, calculated using a government interest rate and the following formula: (RAD x interest rate) divided by 365 days.

Partially supported payment options:

Daily Accommodation Contribution (DAC): A DAC is the daily amount the DHS will advise you to pay if you are assessed as needing to pay a partial accommodation payment. This fee is re-assessed by the DHS several times per year and may change (either more or less).

Refundable Accommodation Contribution (RAC): A RAC is a lump sum payment, similar to the RAD. The RAC is calculated based on the DAC the DHS allocates you. The DAC is converted to a RAC amount and you can pay the RAC amount if you wish. As the DAC may change throughout the year, this will also affect the RAC amount. If the DAC goes up, the RAC will go up. If the DAC goes down, the RAC will go down.

All consumers, unless a RAD is paid on or before the admission date, will be charged a DAP until a Department of Human Services fee letter is received. This payment type can be altered if the fee letter indicates a different result or if you decide to pay your Accommodation costs with a RAD payment.

Please see the attached fee schedule for a more specific look at the fees and charges for Cowra Retirement Village.