



Notes:

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 This guide will be reviewed and updated to ensure it is in line with consumer feedback. If you would like to provide any feedback on this booklet, please contact Gorrinn Village on (03) 5352 2654.



***Enquiring about
 Aged Care?***

See if our Model of Care is right for you...

Gorrinn Village, where quality meets comfort...

Introduction

The search for an appropriate aged care service can be a difficult and confusing time.

Often there is a lot of information to take in all at once and securing a place and moving into care can often happen quite quickly.

We are providing this guide to help you understand the admission process and to enable you to settle in as easily as possible and continue enjoying your life.

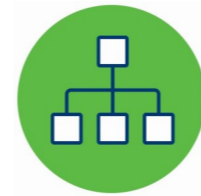
For a much more detailed guide on the referral process for Aged Care, please refer to the My Aged Care Website at:

www.myagedcare.gov.au/

A Step by Step guide to Admission

This brochure will take you through:

- The ACAT Assessment
- Financial advice
- Declaring your assets and the fees you may be required to pay
- Choosing a facility
- Getting on the Waiting List
- Admission
- **General Information About Gorrinn Village**



Standard 8 - Organisational governance

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Consumer Statement: "I am confident the organisation is well run. I can partner in improving the delivery of care and services."

The facility has a voluntary Board of Governance whose role is to oversee the strategic direction and legislative responsibilities of the Village.

The operational management of Gorrinn Village is the responsibility of the Chief Executive Officer, who is in turn accountable to the Board.

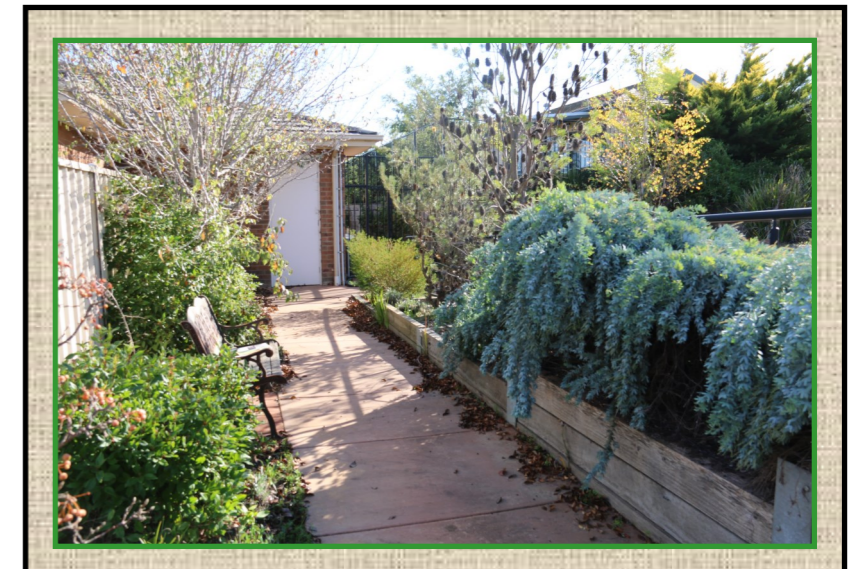
The CEO and Manager - Admin/Finance work together to ensure the facility runs smoothly and residents are treated to the very best care we can manage.

Facility management is easily contacted with the CEO available 5 days per week.

Management make themselves available to talk with families if there is a concern and ensure any complaints are reviewed within the allocated timeframe.

Financial reports for the facility are available from Reception.

The Charter of Aged Care Rights is easily accessible and a copy is included on page 4 of this brochure.





Standard 7—Human resources

Consumer Statement: “I get quality care and services when I need them from people who are knowledgeable, capable and caring.”

Gorrinn Village provides quality care and services for our residents, 24 hours per day.

We have approximately 100 staff across all roles, all of various qualifications and training. Personal Care staff have a minimum of Certificate III in Aged Care and we have a Registered Nurse on site 7 days per week.

Gorrinn Village encourages respectful interactions between residents, families and staff. Staff are experts in treating residents with respect and dignity and respecting their privacy. Staff speak to residents courteously, in a personal way, by name or title, as per the resident’s wishes. Interactions by staff reflect a genuine relationship and respect for the resident.

Staff support and help residents with daily life whilst maintaining the dignity and independence of those they are helping. Staff are encouraging and relaxed whilst supporting and assisting the resident. Staff have enough time to spend with residents due to our Model of Care.

Gorrinn Village has attentive staff, who are keen to offer support and comfort if a person is experiencing emotional upset. If residents are feeling a bit sad or worried, there is always someone here who they can talk to.

Staff communications with each other do not intrude on resident time or space.

Staff are attentive, interested and able to give relevant information or direction to residents who need this.

Staff provide clear answers to questions, or direct the resident to the appropriate staff member if they aren’t able to help. Introductions are made to key people who may offer support and help in the future.

Staff are appropriately attired and identifiable and greet residents warmly. They are both professional and friendly, warm and welcoming.

People are greeted and welcomed into the care home and offered assistance and direction if needed.



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Some questions to ponder as you read this guide:

Do you have a Power of Attorney arrangement in place?

Do you have a financial advisor?

Do you understand the costs you will be asked to pay?

Do you understand the Agreement?

Do you understand the income and assets assessment requirements for entry to a residential aged care facility?

The Charter of Aged Care Rights

I have the right to:

1. Safe and high quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care and services;
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence;
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it adversely affecting the way I am treated.

Each resident of a residential care service has the responsibility:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- To respect the rights of staff and the proprietor to work in an environment that is free from harassment;
- To care for his or her own health and well-being, as far as he or she is capable; and
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.



Standard 6—Feedback and complaints

Consumer Statement: "I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken."

Gorrinn Village makes it easy for you to provide feedback.

We have a robust complaint system with brochures available explaining how concerns can be expressed. These are available from the brochure rack in the front reception area.

Gorrinn House encourages residents and their representatives to voice their concerns and suggestions. We are eager to improve our services, but require information in order to do so.

The internal complaints system has many aspects, such as:

- ⇒ Each Wing meets regularly with staff to voice concerns and facilitate resident feedback
- ⇒ There are Daily Issues books in each care station to capture comments and these are reviewed monthly - unless the concern is urgent, in which case it is reported to the CEO immediately.
- ⇒ There are complaints forms in the foyer and care stations and any staff member can help you to make a complaint.
- ⇒ There is also a suggestion box in the front foyer and a feedback book for you to write general feedback.
- ⇒ We conduct annual surveys of residents and relatives
- ⇒ Concerns can be expressed by letter, email, phone call or in person, or anonymously

All concerns are investigated within 24 hours and analysed at our monthly Continuous Improvement (CI) meeting.

Should you remain dissatisfied on any issue, you also have the option to contact the Aged Care Complaints Commissioner at the Commonwealth Department of Health and Ageing, Free-call 1800 550 552 during business hours or pick up a brochure with the postal details. These can be accessed from the foyer and are distributed as part of the admission process as well.





Standard 5 - Organisation's service environment

Consumer Statement: "I feel I belong and I am safe and comfortable in the organisation's service environment."

Gorrinn Village is welcoming and inviting, has a warm and homelike feel and relaxed atmosphere throughout. The atmosphere is focused on and contributes positively to the experience of people living in care.

The communal indoor and outdoor areas are safe, accessible, secure, comfortable and attractive.

Residents have individual rooms, with an ensuite, which residents are encouraged to personalise with their own furniture and belongings, but furniture can also be supplied for those who need it. There are also provisions available for couples who enter care. Resident's rooms and belongings are maintained with care according to the resident's wishes.

We believe the facility has a neutral and pleasant smell and the controlled temperature is comfortable, with residents able to adjust this in their individual rooms with heater and fan as applicable.

We accommodate individual resident's needs through spaces that enable and support people living with dementia.

It's easy to find your way around the building with good signage, lighting and different areas of the home that are easily identifiable by colour and décor.

Accessibility for all levels of mobility e.g. walkers, wheelchairs and handrails

Plenty of quiet areas throughout the facility, where residents can sit or entertain guests.

The buildings are well-maintained and there are fire, safety and security measures in place. Smoke detectors are in all rooms and areas and are well maintained. There are also adequate locking systems, accessible emergency call bells, secure windows and doors.

Noise levels are comfortable – no consistently loud or competing noises. Ambiance is created with music or pleasant sounds, or silence if preferred. This makes for a comfortable atmosphere without lots of intrusive announcements, and minimal noise and disruption from kitchen, laundry or cleaning.

Measures are taken to ensure that any intrusive behaviours of other residents do not inappropriately disturb others.

There is also access to public or other transport if residents are capable of using these.



IMPORTANT INFORMATION:

The information in this booklet is provided to assist residents and their representatives when making a decision about accepting an offer of a bed at Gorrinn Village. Before accepting the offer of a bed you will need to understand our **Model of Care** and read and accept the following provisions. If you are not comfortable with any of them, then you may wish to source accommodation elsewhere.

Prospective residents and their representatives need to read this information, discuss it with the CEO and complete the declaration form which will be supplied to you separately at admission.

Provisions

Provision ONE - Medications

Gorrinn House does not offer self-administration of any medication.

All medications must be administered by staff.

All medications – including over the counter medications – must be ordered by a medical practitioner.

We do not offer self-administration of any medicine except for Insulin Pens in which case the resident would need to undergo a thorough competency assessment on a regular basis. **No medication of any sort may be housed in a resident's room.**

Provision TWO - Medical Care

The Ararat Medical Centre provides several doctors who visit each week on set days.

In order to provide timely and accurate medical care we require that all residents see a GP on site for routine care. The purpose of this is to ensure real time communication between the facility and the doctors regarding resident's health and medical needs.

Residents who do not already see one of our doctors need to choose one to manage their medical care. If you already see one of the doctors who visit the facility weekly, then you are more than welcome to continue to see that doctor.

If you do not currently see one of our visiting doctors, we ask that you choose one.

Provision THREE - Resuscitation

Gorrinn House does not initiate cardiopulmonary resuscitation (CPR).

If the signs of life are absent – (no pulse, not breathing) the resident's family and GP are notified. If a resident is discovered without any signs of life they are placed on their bed and their family contacted. Paramedics are not contacted.

We do not initiate CPR.

"If you decide to accept these provisions, you will be provided with a declaration to sign at your admission interview..."

Philosophy

Gorrinn House Hostel focuses on improving physical health, social engagement and mental wellbeing through a strongly rehabilitative process.

Residents are encouraged to partner with their doctor, the registered nurses, care, catering and lifestyle staff in order to achieve the healthiest and best life possible.

Care is delivered in a way that fosters inclusiveness, maintains cultural preferences, encourages independence, and the continued experience of the normal components of daily living, including the right to take risks.

Guiding Principles

- To maintain and where possible improve the functional status of residents and prevent functional decline.
- Optimal health and rehabilitation are achieved through attention to the following key elements:
 - * Improving nutrition
 - * Improving functional mobility
 - * Avoiding the loss of skin integrity
 - * Reducing incontinence
 - * Reducing the incidence and impact of falls
 - * Understanding and managing delirium and dementia
 - * Supporting the maintenance of independence
 - * Managing depression
- Preventing and minimizing the incidence of infection
- The provision of a suitably chosen, rostered and educated staff who are committed to best practice and Continuous Improvement.
- Timely nursing and medical care on site.
- The satisfaction of the hierarchy of human needs which consists of the following elements:
 - * Physiological needs – food, warmth, shelter, rest
 - * Safety needs – security, safety
 - * Love/belonging – friends, family, intimate relationships
 - * Esteem needs – prestige and a feeling of accomplishment
 - * Self-actualization – achieving full potential.

Strategies

The provision of a clinical governance system under the guidance of registered nurses with the appropriate skills to manage chronic diseases and acute health events.

Medical care is provided on site under the auspices of the registered nurses and in partnership with the resident and their representative (where they would like them involved) in order to achieve optimal health.

Routine, non-emergency medical management takes place in the facility doctor's surgery by local GPs on set days and set times several days a week.

Employment of staff who are caring, qualified, competent, conscientious and committed.

Rostering practices which promote continuity of care, the development of relationships between carers, residents and relatives and a resident knowledge base.

Ratios of an average of 6 residents to each personal carer on a morning shift (1 to 5 in higher care areas and 1-7 in lower care areas). Care staff are allocated to their group of residents and perform no tasks other than their care. Medication administration, clinical nursing, cleaning, food service, laundry and lifestyle are provided by separate staff and are not counted in that ratio. The ratio is between 1-6 and 1-10 on evening shift (with the other staff separate as mentioned before) There are 3 staff on overnight.

A staff commitment to ongoing education.

Care planning which takes into consideration the resident's background, their lifestyle preferences and aims to provide as rich and varied a life as possible.



Standard 4 - Services and supports for daily living

Consumer Statement: "I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."

Gorrinn Village encourages engagement and activity by offering a range of activities that relate to the resident's interests. This includes creating opportunities for residents to enjoy activities independently e.g. knitting, puzzles, reading, watching television, and accessing the internet. Individual and group activities are aimed at social engagement, occupation or enjoyment, and are created with the purpose of being meaningful to the residents.

We offer a "Contributing to Village Life" Program, which actively encourages residents to participate in activities for the benefit of all residents. The program incorporates daily chores that residents would ordinarily complete were they still living in their own home, such as peeling veggies, setting the table, watering the garden, etc. to create a sense of normalcy in an abnormal setting.

We treat our care facility as a community and celebrate special events like birthdays, Easter, Melbourne Cup, Christmas and many other themed activities, many of which we encourage family and friends to get involved with.

We also encourage and support connections the resident has with family, friends and other groups and clubs to visit and spend meaningful time with the residents. Regularly we welcome community groups into the home as well as participating in community events and celebrations.

We acknowledge and include cultural and spiritual preferences into the daily life of the home where a resident chooses this. We can also provide access to local community support groups and various other resource centres, such as those for multicultural groups and other diverse needs where these are required.

The facility has its own transport for outings with the Leisure and Lifestyle staff.

We have various in-house services including an onsite canteen and a hairdresser who regularly visits the facility. Residents can also continue to see their own hairdresser if they chose.



We know food and meals are important so we display current menus so residents always know what's being served that day. The meals are varied and appetising with a range of choices. We also allow residents and families to make themselves at home. For example, visitors can help themselves to a tea or coffee, and provision can be made for them to stay on for a meal (there is however an additional cost for meals for visitors)

Visitors are allowed to bring in family pets to visit, so long as they are appropriately secured.





Standard 3 - Personal care and clinical care

Consumer Statement: "I get personal care. Clinical care, or both personal and clinical care, that is safe and right for me."

Care is focused on comfort and support.

Individual needs and preferences are included on all care plans.

Rehabilitation programs and therapies are readily available.

Gorrinn Village assists in supporting families while caring for their loved one.

Gorrinn Village has access to a range of external allied health services, both onsite and external, such as podiatry, dental, optical and hearing and can support families to transport residents to medical appointments as necessary.

Gorrinn Village promotes routines which are flexible and organised around resident's care needs.

Residents who need assistance with meals and/or personal hygiene and toileting are assisted by staff with dignity and respect.



Care delivery that is based on nurturing and focusing on the abilities which the resident retains or newly displays and seeks to regain those which may have been lost. **7**

The performance of normal, everyday tasks is actively encouraged and residents are able to contribute to Village life and give as well as receive.

Residents are given the opportunity to engage in meaningful tasks daily as well as entertainment and the enjoyment of private space.

Care delivery occurs when, where and how it suits each resident's chosen routine with facility routines kept to a minimum.

The normal components of life - children, animals, plants and the wider community are incorporated into daily care.

Care delivery is evaluated regularly, is inclusive of the resident, their representative and all staff with changing needs responded to in a flexible, imaginative and resourceful manner.

Care planning begins with comprehensive assessment of each resident's needs.

Assessment consists of physical, medical, cultural, social and spiritual information.

Information is gained from family and friends, the resident, and formal assessment tools.

Residents, unless undergoing end of life care are out of bed during the day.

Showering routinely occurs 3 times a week in line with best practice skin integrity recommendations.

Physical exercise in various forms is strongly encouraged.

Meals and between meal snacks are served in dining rooms to ensure a base level of exercise and social engagement takes place each day.

Medication is managed by facility staff – self-administration is not offered at Gorrinn Village.

Residents who do not already see one of the visiting doctors are required to nominate one of them on admission.

The care and comfort of residents with life-limiting conditions and especially the provision of end of life care is regarded as a privilege and a source of pride.

Smoking is prohibited everywhere on Village grounds. Staff are not permitted to assist residents to smoke.

Residents are housed in the right room in the right Wing for them. If that is not possible initially it will be worked towards.

In order to provide a congenial and comfortable atmosphere for all residents certain care requirements may necessitate a room move to another Wing.

All rooms are single with an ensuite and have 2 call points for summoning staff.

Residents are encouraged to personalize their rooms with furniture, pictures and photos of their choice.

Onsite Services

A range of allied health and other services are available on site.

The facility employs an occupational therapist and specimen collection for pathology testing is provided by facility RNs.

Allied health services provided on site as needed by East Grampians Health Service include speech pathology, aged psychiatry and dietetics.

A private podiatrist attends or residents can access the podiatry service at EGHS.

Where residents are required to attend medical appointments locally or elsewhere the facility can provide transport if family are unable to. There is a fee for this service.

Other

- Assisted dying is not available at Gorrinn Village at this time.
- In line with best practice recommendations, Cardio Pulmonary Resuscitation is not initiated at Gorrinn Village.

Please read this information carefully and consider whether our strongly rehabilitative model of care, and the strategies we use to achieve such, will suit you.

We welcome all enquires and questions.

Where to Start:

ACAT Assessment

It is essential that you have an ACAT (Aged Care Assessment Team) assessment completed for admission to any Residential Aged Care facility. This assessment determines what type of care you will need to investigate.

There are 3 general types of care: respite, residential, and community aged care packages. There is no distinction between high and low care for residential care any longer.

You no longer need a doctor's referral to the ACAT Team, this is all processed through the My Aged Care website <https://www.myagedcare.gov.au/> who will then contact you to arrange an appointment for an assessment.

At this assessment, usually completed in your own home, the ACAT member/s will ask you a series of questions about your daily living activities and the kind of help you need. They will also want to talk about your general health, memory and specific health conditions. This will help them to decide what type of help, or care you might need. They may also, with your consent, contact your doctor about your medical history. There is more information about this on the My Aged Care website.

When the ACAT Assessment is completed, they'll explain their decision and may give you a copy of their completed assessment, or may post it out to you. This assessment will inform you what types of services you're eligible and approved for, as well as leaving you with information about all the services that may be available in your local area.

You should keep a copy of the assessment and any approval that has been granted for you to access services. If you're not approved for aged care services, you'll get a letter explaining why and some information on how to appeal the recommendations if you don't feel the decision was correct.

Any aged care services you try to access, including accommodation at Gorrinn Village, will require a copy of your ACAT assessment, so keep it handy!

Financial Advice

When you are offered a bed at Gorrinn Village, we will ask you to fill out an *Application for Combined Income and Assets assessment* in order for us to accurately quote on what your care fees will cost

Gorrinn Village staff are not qualified to give financial advice and strongly suggest that you enlist the assistance of a financial adviser. This is not only to advise you on your best course of action for your hard-earned savings, but to also help you complete the relevant financial paperwork required, as well.

What happens if I don't have the assessment?

If you don't complete an income and assets assessment, you will not be eligible for Australian Government assistance towards your accommodation costs. You can also be asked to pay the full cost of your care until you reach the annual and lifetime caps.



Standard 2 - Ongoing assessment and planning with consumers

Consumer Statement: "I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

Staff consult residents on their preferences before initiating care. Staff actively seek information about the person requiring care so as best to provide support for their care needs and preferences.

Staff get to know resident's personal backgrounds, preferred routines and interests

Staff understand each resident's abilities and support their independence

Staff understand each resident's wishes for the future

Residents or their families/carers have input into the way the facility caters for their needs

Residents and their families are consulted and informed about events, issues and changes

Gorrinn Village has special provision for the palliative care needs and wishes of residents according to *Guidelines for a Palliative Approach in Residential Aged Care*. Residents' wishes are actively sought and respected. Special arrangements are made for families at this time. We also ensure the feelings of other residents are considered and respected at this time and offer a memorial service for them to mourn passed friends.





Standard 1 - Consumer dignity and Choice

Consumer Statement: "I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services and live the life I choose."

Gorrinn Village gets to know you as an individual, and respects your room as your home. Staff respect a person's room as their personal space by knocking and seeking permission to enter

People are treated with dignity and respect and acknowledged as an individual

Residents' rooms can be personalised by the resident according their choice

Residents are encouraged to remain as active as possible for as long as possible, which is facilitated by the resident being able to maintain and assist with their own room cleaning, if they wish

Residents' spiritual, cultural and emotional needs are known and supported through our extensive Leisure and Lifestyle program

Privacy, personal space and time are respected

We recognise a resident's family and previous home life are important

Residents are able to make choices about their daily living activities

Residents have control of their own finances for as long as they are able

Each resident is treated as an individual and their needs are acknowledged

Residents say they feel reassured, supported and informed

Gorrinn Village takes into consideration all residents' specific cultural needs, special diets, religious observances, sexuality, war service and any other individual needs.

If you have any questions about our ability to cater to your diverse requirements, please don't hesitate to ask.



Choosing a Facility

You will need to contact Gorrinn Village to arrange an appointment for a tour. We will be able to show you through the home, explain the fee structure and answer any questions you may have.

We have included some information in this handout about Gorrinn Village, to help you make an informed decision and choose the right facility for your needs.

Please read the information in full as it will help to answer many questions you may have.

We have also provided a notes page where you can write down additional questions, if there is anything that's not answered in this brochure.

Getting on the Waiting List

Once you have made a decision, you can place your name on the waiting list.

The facility will need to know some details, such as, your full name, a contact phone number and the name and contact details of the person responsible for your financial and/or care decisions.

You may also be asked if you have had an ACAT assessment. If you have not already, you will need to arrange it as soon as possible.

It is also preferable if you have completed the *Application for Combined Assets and Income Assessment* and have the summary ready for us to provide you with a quote.

Is Aged Care Expensive?

Everyone can afford aged care.

The system is set up so that those who require financial assistance from the Australian Government in order to access Aged Care, can do so.

Please read on in this brochure regarding information about the fees, bed price and other general information about Gorrinn Village.

We have also provided a Notes section so if you have questions about anything not covered in this document, you can write them down and ask when you arrange an appointment with the CEO or Admissions Manager.

Declaring your assets & the fees you may be required to pay

Prior to admission, you will receive a checklist for your reference, to assist you with ensuring all tasks are completed. On the day of, or shortly after admission, you will need to make an appointment with our Admissions Manager who will provide you with all the information and instructions you need.

Residents with assets that total more than the current Asset Free Threshold according to the *Schedule of Fees and Charges for Residential and Home Care* will be asked to make an accommodation payment or accommodation contribution, previously known as the “bond”.

There are 3 main fees for Residential Aged Care.

Basic Daily Care Fee

Basic daily care fees are paid to providers to help cover the cost of your daily living expenses such as meals, laundry, heating and cooling, as well as nursing or personal care. The maximum basic daily fee for all aged care residents is **85% of the single basic Age Pension**. For some residents this is the only fee they are required to pay.

Means Tested Care Fee

For others, a means tested care fee is an additional contribution towards the costs of your care. The government will work out if you are required to pay this fee based on an assessment of your income and assets and will advise you of the amount.

You may be asked to pay a means tested care fee to us, if:

- you have not had a combined assets and income means test, or
- your combined assets and income assessment shows that you have the financial capacity to make an additional contribution to your care costs.

If you *have not* had a combined assets and income means test assessment you can be asked to pay a fee equal to the cost of the subsidy the government would have paid for your care.

If you *have* had a means test assessment, then the fee you may have to pay will be the lower amount of:

- the amount you are assessed as being able to contribute based on your income and assets, or
- the cost of your care

NB: We are a not-for-profit organisation.

The means tested care fees are monies paid in place of government subsidies that would otherwise be paid to us under what is called ACFI funding. When we receive the money from a resident – or if the resident has the ability to pay a higher means tested care fee, the government reduces our ACFI payment accordingly.

If a resident has the ability to pay a higher fee, which we are not currently charging for, the government then requires us to recover the lost fee costs from the resident.

The means tested care fee component is currently capped both on a per year amount and a lifetime cap. Current cap figures can be obtained from the current *Schedule of Fees and Charges for Residential and Home Care*, from the Department of Health. Once these caps are reached, you cannot be asked to pay any more in means tested care fees. You can also view the current annual and lifetime caps on the My Aged Care website.

Care fee amounts are indexed and change twice annually in March and September in line with the pension changes. The government will automatically send both the service provider and resident/representative a revised fee statement.

Following a revision in 2018, the new Quality Aged Care Standards framework came into effect on 1st July 2019.

In accordance with the Aged Care Act 1997 and the current Accreditation Guidelines, all facilities will be accredited against the new standards, via unannounced re-accreditation visits.

Residents and representatives are given notice that an accreditation visit is scheduled in the near future and facilities are obligated to contact resident’s representatives on the day of the surveyor’s arrival, to advise they have arrived so that everyone is given the opportunity to provide feedback to the Accreditation Team.

On the following pages we will show you how Gorrinn Village is meeting the Aged Care Quality Standards.

Each standard is underpinned by an “I statement” which you will see at the top of each page, marked as the “*Consumer Statement*”. This is the outcome for each of the 8 new standards that all aged care facilities are expected to meet.

Read on to find out more about our quality care and services.

If you wish to see a copy of any relevant documents please contact the CEO/Director of Care. If there is anything you don’t understand, or have questions about, please don’t hesitate to contact us.



Flu-Vax

Unless there is a medical exemption, all residents are expected to have the annual flu immunisation. The immunisation is offered at the Village routinely and is given by a Registered Nurse while there is a Doctor on the premises. This is a free service. Family members and visitors who are unwell or suffering from a respiratory illness are encouraged to refrain from visiting the hostel until they are well again, or alternatively ring and discuss your concerns with the CEO/Director of Care/RN.

Respite Care

Gorrinn House Hostel supports the respite for carers program and provides this service when there is a room available. These residents receive the same care and support and comply with the same general conditions as permanent residents.

Telephone

Residents are strongly encouraged to connect a private phone in their room, which they are capable of using and hearing. All rooms have a call point connection.

All telephone lines to resident rooms are independent and we are unable to transfer calls from Reception to resident's private rooms, the resident's line must be called directly.

Residents are also encouraged to list their telephone numbers on the government's "Do Not Call Register" to avoid confusing and potential scam phone calls from telemarketers, etc. This list does not expire, once you register, your telephone number will remain on the list unless you remove it.

Zero tolerance policy towards violence and aggression

Staff have a right to be safe at work. Verbal or physical aggression directed at staff by residents, resident's family or visitors will not be tolerated and will be reported to the police.



In addition to the **basic daily care fees** and the **means tested care fees**, you may also be asked to pay additional fees towards the cost of your care in the form of an **Accommodation Payment or Accommodation Contribution**.

To tell us what rate we can set, you will need to complete the **Permanent Residential Aged Care Request for a Combined Asset and Income Assessment form** and return it to Centrelink or the Department of Veterans Affairs (DVA). There is a copy of the form included with this pack.

Centrelink/DVA will then write a report summary and return the results of the assessment to **you**.

You will need to provide us with a copy of the letter that they send to you unless you wish to pay the Flat Rate Bed Price of \$350,000.00.

This document also includes instructions regarding how much money we must legally leave each resident with. As these amounts are subject to change, the current amount can be accessed from the current *Schedule of Fees and Charges for Residential and Home Care*.

If your assets total less than the minimum figure, there will be no Accommodation Payment to pay.

If the resident is a part of a couple, whom are both coming into care, this amount of course doubles.

If only one of a couple enters care, assets are divided equally, but may excluded the family home if a "protected person" will still be residing there. Everyone has differing circumstances so you will need to get some financial advice, depending on your situation and complete the Assessment Form and return it to Centrelink/DVA, even if you do not have a pension.

Accommodation Payment

Depending on your assets, you may be liable to pay an Accommodation Payment of \$350,000.00. This is our flat rate bed price.

An accommodation payment (formerly 'bond') is the amount that you pay towards the cost of your accommodation in an aged care home. Accommodation payments are different to basic daily fees and means tested fees. Some people will have their accommodation costs met in full, or part, by the government, while others will need to pay the full accommodation price agreed with the care provider.

If, based on the income and assets test, you are not eligible for government assistance with your accommodation costs, you will need to agree on an accommodation price with Gorrinn Village. Accommodation prices are published on the My Aged Care website.

Accommodation contribution

If you are eligible for government assistance with your accommodation costs, you may still be asked to make an *accommodation contribution*. In this case the government will advise you, and us as the service provider, of the amount. In addition to your contribution, the government will also pay an accommodation supplement to us to assist with the cost of your care.

We are able to give you an estimate on what you would most likely pay, based on your assets. Please ask to make an appointment with the Admissions Manager.

Care fees and means-tested care fees are direct deposited from the bank account of the resident to Gorrinn Village.

At the time of admission, you will be presented with a letter to take to your bank. This contains our account details, the date of your first payment due and the amount you will need to pay. You will need to set up a direct deposit through your bank into ours.

We do not use direct debit, so we will never ask for your account details, we also do not have facilities for EFTPOS or credit cards.

On the day of admission, you will need to pay the first fortnightly payment of basic daily care fees in advance, or part thereof up until the first direct deposit date, this amount will be provided on the bank form mentioned above at your admission interview.

Paying the Accommodation Payment/Contribution

Assuming you are liable to pay an Accommodation Payment, there are several different ways you can do chose to pay:

- (RAD/RAC) Refundable Accommodation Payment/ Refundable Accommodation Contribution - Paid as a lump sum or several smaller lump sums totalling the RAD figure – this amount becomes completely refundable when the resident leaves our care (i.e. Transfers or passes on)
- (DAP/DAC) Daily Accommodation Payment/Daily Accommodation Contribution – Paid as a daily amount – these amounts are not refundable
- (RAD/DAP & RAC/DAC combination) As a combination of lump sum and daily amounts – any amounts paid as a lump sum will be refundable, whereas again, any payments made as daily amounts, will not be refundable
- The final method is called a “DAP drawdown” – You can choose to pay us a smaller lump sum, leaving a portion which is then repaid as a daily amount. This is then subtracted from the lump sum. You will then be sent an account to periodically top up the lump sum amount. Again, daily amounts paid are non-refundable so when the resident leaves care, they will have only the remainder of their lump sum returned.

You have 28 days from the date of entry to decide how you would like to pay the RAD.

You have 6 months from the date of entry to pay the RAD, but you can chose to pay it sooner.

You must pay by Daily Payments until you pay the RAD.

Any amount of Accommodation Payment that is left unpaid after 6 months from admission will be charged interest, which is backdated to the date of your admission, for which you will be billed on your account. The interest rate is calculated on the maximum permissible interest rate (MPIR) at the time of entering care. This will be explained to you fully when you meet with us for an admission interview.

Privacy

Gorrinn Village respects your privacy and the privacy of your personal information. It is bound by a set of National Privacy Principles and Victorian Health Privacy Principles that establish the benchmark for how personal information should be handled. These principles have been embraced by Gorrinn Village as part of standard operating procedures. What this means is that all personal information that enters Gorrinn Village is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times. You will be given a copy of our Privacy Policy on admission and your consent will be declared at that time.

Smoking – Visitors, staff and residents

Smoking is both an OH & S and fire hazard. Smoking has not been permitted on the grounds of Gorrinn Village since 1st July, 2014 for visitors.

Residents who smoke are encouraged to quit, however, if they wish to continue to smoke the following policy applies. Residents are not permitted to smoke on the Village grounds from July 1st 2019.

Therefore, residents must be able to smoke independently, as well as being safe to smoke unsupervised. Staff are not able to supervise or assist with smoking in any way. Once assistance becomes necessary, residents will either not be able to smoke, or family will need to be present to assist/supervise, on each occasion. No smoking is permitted inside the building. Anyone who does smoke inside the building could be liable for any fire brigade call out costs incurred as a result of the fire alarm being activated.

Electrical Items and Furniture

Safety is paramount for all residents and staff. No resident, visitor or staff member may compromise the safety of another person.

Electrical items - All electrical equipment must be tagged by a qualified person prior to it being brought into the facility when a resident accepts an offer of a bed.

We have access to a qualified person as part of our maintenance team, or residents will need to source their own qualified electrician.

Annual testing and tagging of all equipment is completed by our maintenance staff and will be billed to the resident or their representative. Items found not to be safe will be removed and resident's representative advised to collect the item, or we can dispose of e-waste for a cost.

Furniture - All furniture brought into the facility must be approved by the Occupational Health and Safety Representative. If furniture is found to be unsafe, it will need to be removed and/ or replaced, at the resident's own cost.

