



Mercy Health

Care first

Next steps



mercyhealth.com.au

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We understand that moving into an aged care home can be a challenging and emotional time for you and your loved ones. This guide is designed to help you understand the steps involved.

You are welcome to visit our home and meet our friendly team and residents at any time.

Our knowledgeable team is available to answer any questions you may have along the way, in person or over the phone. Simply call your local Mercy Place home.



Step 1 Confirm your eligibility

If you are considering moving into an aged care home, the first step is to have an aged care assessment to determine your eligibility for care.

How do I get an aged care assessment?

The assessment can be performed by a doctor, nurse or social worker of your choice who is a member of an Aged Care Assessment Team (ACAT) or an Aged Care Assessment Service (ACAS) if you live in Victoria.

They will talk to you about your needs and help you work out your options. You are also welcome to invite a friend, family member or carer along for support.

The ACAT or ACAS team will give you an Aged Care Client Record (ACCR) that details your care requirements and confirms your eligibility for aged care services.

Regional ACAT or ACAS teams can be contacted on 1800 200 422. Your local GP can also help you arrange an assessment.

If I have an aged care assessment do I have to move into aged care?

Having an ACAT or ACAS assessment does not mean you have to move into a residential aged care home. There may be other services available to you, such as Mercy Health Home & Community Care if you want help to continue living at home.

If you decide you would like to apply for residential aged care or a home care package you will need to undertake an aged care assessment.





Step 2

Find the right home for you

Take some time to view our Mercy Place homes at mercyhealth.com.au and create a shortlist of the ones you like that meet your needs. All of our homes are different and offer a range of care and accommodation options to help you live as independently as possible.

To help you find a home you are comfortable in that meets your individual needs, we encourage

you to visit us in person. Visiting in person gives you and your family the opportunity to see the rooms; experience our care, services and activities; meet our local team and residents; and ask any questions that arise along the way.

Contact the local home/s you are interested in to arrange a time for your guided tour.



Step 3

Understand your payment options

As part of the tour, you will have the opportunity to discuss your room options and the amount you may be asked to pay towards your care and accommodation.

How much you pay depends on your financial situation. The Australian Government sets the maximum fees for care and daily living expenses, and there are also rules about how much you can be asked to pay for your accommodation.

The brochure *Your accommodation options* outlines the rooms, accommodation costs and payment options for your chosen Mercy Place home.

The brochure *Understanding the costs* explains the care fees you may be asked to pay and the flexible options available to choose from when paying accommodation fees.

Our knowledgeable team can explain your payment options, but we also recommend you engage the services of a financial advisor specialised in aged care to support your financial decision-making.





Step 4

Apply for the home you want

Once you have completed your Aged Care Assessment, your eligibility for an Australian Government subsidy has been determined, and you've chosen a Mercy Place home, you are ready to apply for residency at that home.

Discuss availability with your local Mercy Place home representative. If there is a waiting list and you need a room immediately, our team will suggest an alternative Mercy Place home.

Your local Mercy Place home representative and our finance team will guide you through the application process. You can also access the Australian Government's *Five steps to entry into an aged care home* at myagedcare.gov.au



Step 5

Moving into your new home

As with any move into a new home, and to ensure your legal security, you will need to sign a comprehensive Residential Agreement with Mercy Health. Once this has been signed by all parties, you can move in to your new home.

All our rooms are fully furnished but we encourage you to personalise your room with items that are special to you. Your local Mercy Place home representative will support you to adjust to your new home with ease. They are the first point of contact for you and your family.

Mercy Health

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