

## Living in Your New Aged Care Home

### What to Take with You

Personalising your space is an important part of feeling comfortable in your new aged care home. While each care home has different guidelines, almost all will encourage you to bring in some of your own furnishings. This could range from photos and other memorabilia to small furniture, such as a favourite chair.

Before moving in it is important to check with your aged care home to see what you can bring with you, as well as discuss options for insuring any valuables.

If you would like staff at your aged care home to wash your clothes, make sure that each garment is labelled with your name, and that your labels are waterproof and can withstand clothes driers.

### If You Can't Move in Straight Away

Once you have agreed to accept a place in a residential aged care home, you are considered to be a resident of that home. You have up to seven days to move in.

You may be charged for your care from the date you accept your place, even if you can't move in straight away.

### Notifying Friends and Organisations

Notifying friends, family and organisations about your move and change of address can take time. Some of the people and companies you may need to notify are:

- Family, friends and neighbours;
- Your doctor and other health professionals;
- Your community nurse;
- Your gardener or lawn mowing person;
- Your cleaner or home help person;
- Meals on Wheels and other community support services;
- Centrelink;

- Department of Veterans' Affairs;
- Australian Taxation Office;
- Medicare;
- Your medical insurance company;
- Your superannuation company;
- Service SA (for your driver's licence);
- Your local post office;
- Your bank, building society or credit union;
- Your local office of the Australian Electoral Commission;
- Other aged care homes to whom you have applied (if you no longer wish to consider moving in there).

If you are a pensioner or part-pensioner and have made changes to your financial circumstances, you will also need to advise Centrelink so that they can update your income and asset details.

If your doctor can no longer visit you when you move, you should ask to have your medical history sent to your new doctor.

### Coping with the Move

Moving into an aged care home can be a very emotional and difficult time. Talking with your aged care representative can help, as they may be able to:

- address any particular concerns you may have;
- advise you on new resident support programs and other sources of help;
- arrange for a carer, family or friend to stay with you while you familiarise yourself with the home;
- schedule your arrival for a quiet time of day so that staff can spend more time with you.

### Important

This document is only a guide to the Government's law and policies and does not take into account your individual circumstances. Senexus Aged Care Solutions recommends that you seek appropriate professional advice relevant to your particular situation.

# *Simplifying access to aged care*

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### **Managing Fees and Charges**

You will need to organise financial matters, such as how fees and charges will be paid. This information may already have formed part of the resident agreement.

If you do not feel confident managing the costs associated with your aged care home you can appoint a professional adviser or relative to take care of this. You may also wish to appoint a nominee to deal with the Department of Social Services on your behalf.

### **Appointing a Nominee to Deal with the Department of Social Services**

The Department of Social Services is the Australian Government organisation responsible for Australia's aged care system.

You can nominate someone to act on your behalf in dealings with the Department of Social Services about your care fees. To appoint a nominee, you need to complete an *Appointment of a Nominee* form which is available from your aged care home. Your Senexus aged care specialist will usually take care of this as part of our standard service.

The form is different from the one used by Centrelink and the Department of Veterans' Affairs to appoint nominees.

### **Personal Preferences in the Event of Serious Illness**

It is important to ensure that your wishes regarding your health and personal care, finances and your estate are documented.

#### *Health and Personal Care Decisions*

You may wish to provide your aged care home, as well as your family, with information about your care preferences in the event of a serious illness.

It is recommended that you document your preferences and wishes in an Advance Care Directive. This is a written statement that outlines the type of health care you would like should you no longer be able to take part in decisions about your medical treatment. See *Information Guide 3* for more information on Advance Care Directives.

#### *Wills and Estate Planning*

To ensure your estate is distributed according to your preferences you need to have a Will. While there is no legal requirement to have a lawyer prepare your will, doing so will help ensure that your Will is properly prepared and is valid. *Information Guide 2* has more information on making a Will.

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