

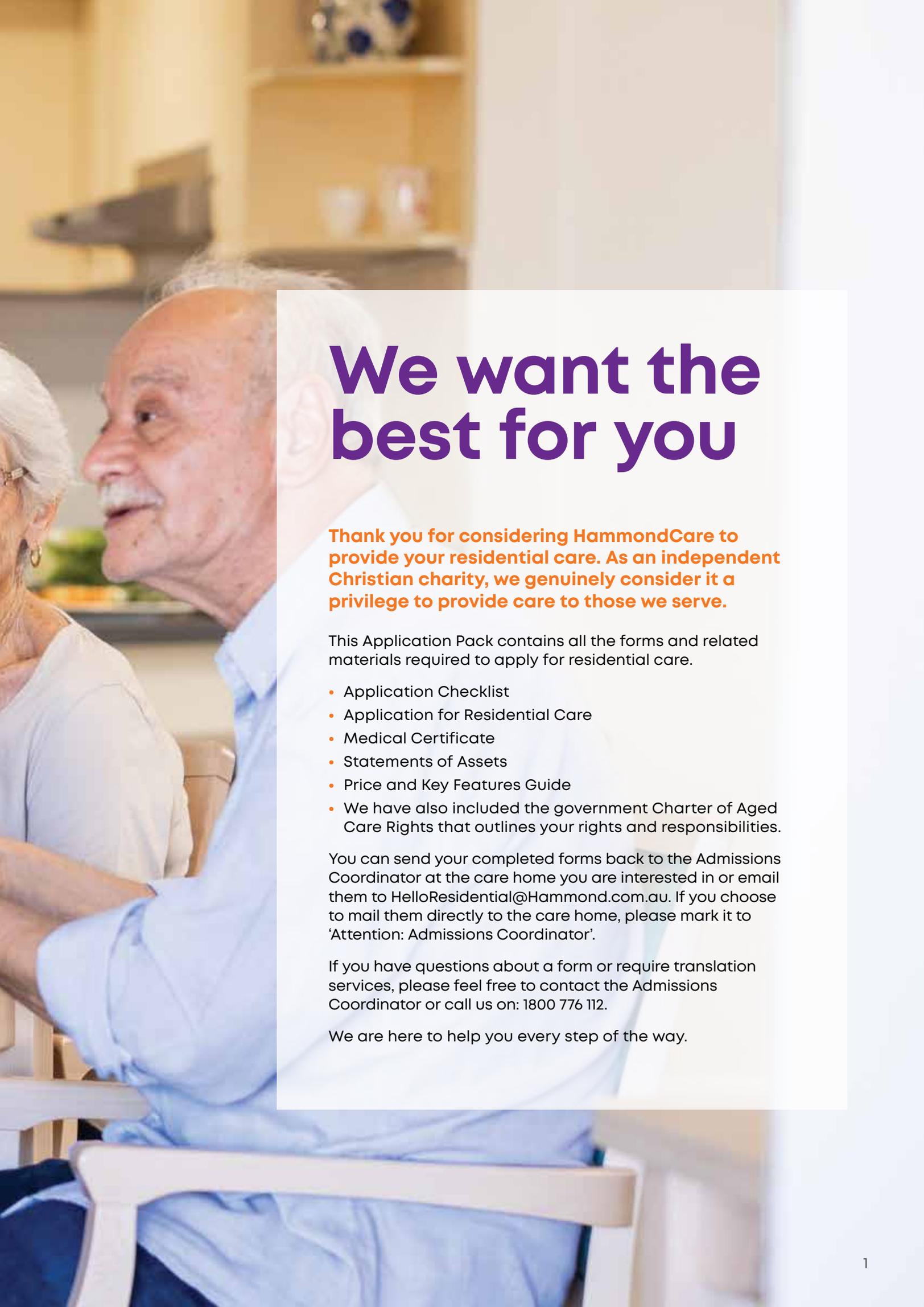


# Application Pack

## HammondCare Residential Care

As an independent Christian charity, HammondCare champions life.





# We want the best for you

**Thank you for considering HammondCare to provide your residential care. As an independent Christian charity, we genuinely consider it a privilege to provide care to those we serve.**

This Application Pack contains all the forms and related materials required to apply for residential care.

- Application Checklist
- Application for Residential Care
- Medical Certificate
- Statements of Assets
- Price and Key Features Guide
- We have also included the government Charter of Aged Care Rights that outlines your rights and responsibilities.

You can send your completed forms back to the Admissions Coordinator at the care home you are interested in or email them to [HelloResidential@Hammond.com.au](mailto:HelloResidential@Hammond.com.au). If you choose to mail them directly to the care home, please mark it to 'Attention: Admissions Coordinator'.

If you have questions about a form or require translation services, please feel free to contact the Admissions Coordinator or call us on: 1800 776 112.

We are here to help you every step of the way.



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Application forms are located within the sleeve in the back cover.



# How to complete an application

Now that you have all of your forms, follow these **5 steps to complete your application** for residential care.

The Application Checklist contained in this pack outlines the documents to be returned.

## STEP 1. Organise an ACAT/ACAS assessment



Before you can apply for a place in any residential care home in NSW or VIC, either permanent or respite, you will need to have a current assessment from a local government Aged Care Assessment Team/Service (ACAT/ACAS) that states you are eligible to receive residential care.

The ACAT/ACAS assessment is completed face to face by the ACAT/ACAS and can be organised by contacting My Aged Care on 1800 200 422 or you can visit their government website at [myagedcare.gov.au](http://myagedcare.gov.au) for more information.

Once you have had the ACAT/ACAS assessment, you will need to include a copy of the Support Plan with your application. Or alternatively, you can provide us with the appropriate referral codes to access a copy electronically.

## STEP 2. Complete the Application form



The Application for Residential Accommodation form will contain your key details and the type of accommodation that you are seeking. As with all the other forms, please feel free to contact us if you have any questions whatsoever.

## STEP 3. Obtain a Medical Certificate from your GP



You can find the Medical Certificate you need your GP to complete at the back of this guide. Everyone has different care needs and the medical certificate from your GP, along with your ACAT/ACAS assessment, will help HammondCare understand your individual care needs.

## STEP 4. Complete the Statement of Assets form



The Statement of Assets form is used to help us determine the applicable fees to charge whilst waiting for confirmation from Centrelink or the Department of Veterans' Affairs (DVA). You can find this form at the back of this pack. Once completed, it will need to be signed in front of a JP/ Solicitor (NSW) or authorised person (VIC). If you have already organised an income and assets assessment for residential care with Centrelink/DVA, please provide HammondCare with a copy of the full 'pre commencement fee letter' (when received).

For your peace of mind, you can rest assured all information you provide us will be held in confidence and only used for the purpose of your entry into residential care. For more information, please visit [hammondcare.com.au/privacy](http://hammondcare.com.au/privacy) for HammondCare's Privacy Statement.

## STEP 5. Send your completed forms back to HammondCare



Once you have completed your application forms, including copies of POA (Power of Attorney) and/or Guardianship papers (if required), you can send them back to the Admissions Coordinator at the care home you are interested in. If you do not have these details, you can email them to [HelloResidential@hammond.com.au](mailto:HelloResidential@hammond.com.au) or there is a list of our residential care homes and addresses you can mail them to in this pack. If you choose to mail your application, simply mark it to 'Attention: Admissions Coordinator'.

# After you've completed your application

Before you join us as a resident, there are a few essential steps you will need to take to assist us in completing the admission process.



## 1. Explore current vacancies that match your needs

Once you have returned your application to become a resident at one of our care homes, we will get in contact with you to discuss current vacancies.

An important aspect of providing you the best possible residential care is ensuring you are offered a care home environment that meets your specific care needs. At HammondCare, it is never about 'one size fits all'.

So this may mean that there isn't always a suitable place for your care needs at the time you submit your application.

But rest assured that it is our priority to find you a suitable place that matches your needs as soon as possible. We will contact you as soon as one becomes available.



## 2. Complete an initial assessment

Once a vacancy has been confirmed, we will then arrange an assessment with one of our team to determine the best way we can support you as a resident.

We recognise that no 2 people have the same needs, which is why we use our Care Planning Assessment Tool (CPAT).

The CPAT covers a range of areas that focus on physical, emotional, spiritual, mental and social wellbeing. This enables us to match your care needs with a care home that's the right fit for you.

This added step is unique to HammondCare. It means residents are able to fit more comfortably into their new home, enjoy a better quality of life, and receive the care level they need.



### **3. Complete your admission paperwork**

Once we have matched you with a suitable care home, we can then offer you a place. Upon accepting the offer, we will provide you with admission paperwork to fill out and return to us prior to Admission Day. This will include the Pre-Admission Agreement and the Direct Debit Request form.

You will also receive a Care Home Welcome Guide containing everything you need to know about your new home, including what to bring with you.



### **4. Your day of admission**

On your day of admission, you will be welcomed by our friendly team who will provide you with an orientation of your new home. We encourage family and friends to join you as you settle into your new surroundings.

# Frequently asked questions

## What makes HammondCare different to other providers?

1. Our unique model of care is centred on truly getting to know each person and their family.
2. We tailor care to residents' individual needs, preferences and backgrounds.
3. We have more than 25 years of expertise in caring for people living with dementia.
4. Our homes are all thoughtfully designed to maximise comfort and wellbeing.
5. We actively encourage family and friends to be our partners in care.
6. As an independent Christian charity, compassion is ingrained in how we care.

## How much does residential aged care cost?

All information about pricing is contained within our Price and Key Features Guide.

## What if I can't afford to pay?

HammondCare is committed to providing care for those who may be financially disadvantaged. The Australian Government has also made arrangements to help residents of aged care homes who may experience difficulty in paying for their care. If you have difficulties paying the fees and charges, please contact your local Admissions Coordinator on 1800 776 112. For more information on our payment options please refer to our Price Guide.

## Why is it important to have an Enduring Power of Attorney and Enduring Guardian organised prior to admission?

This enables an authorised representative to make financial and medical decisions on the resident's behalf and to sign necessary documentation.

## What help is available for veterans and war widowers?

If you are a Veteran or war widower you are entitled to receive the same kind of residential aged care service as all Australians. You can contact the Department of Veterans' Affairs on 133 254 for additional information and support.

## Once I move in will I need to move again?

HammondCare offers care homes which cater to a variety of care needs. At the time you enter care we can discuss what services we are able to provide both now and in the future. If your care needs change, we will work with you to ensure that your care needs are met in the most appropriate location.

## Do I need to pay for respite care?

The Australian Government subsidises respite care in aged care services. You will be asked to pay the Basic Daily Fee. You do not have to pay an Accommodation Payment or a Means-Tested Care Fee for Australian Government funded residential respite care.



If you are a Veteran or war widower you can contact the Department of Veterans' Affairs on 133 254 for advice on the assistance they can provide for respite care before you take up a respite booking.

### **Can I return the Application in advance?**

We encourage you to plan in advance and to return the application paperwork ahead of time should you wish to be placed on our waiting list. By registering your interest and providing preliminary information, we can better match suitable future vacancies with your timeline for placement. These documents also facilitate a smoother admission process when you require care.

# Useful addresses and contacts

## HammondCare Residential Care

We are here for you any time you might have a question or concern about the process or options in applying for residential care.

**Phone** 1800 776 112

**Email** HelloResidential@Hammond.com.au

**Website** [hammondcare.com.au/services/residential-aged-care](http://hammondcare.com.au/services/residential-aged-care)

## My Aged Care

My Aged Care is the Australian Government service that can help you find information about aged care services. You can contact My Aged Care for detailed information about the following:

- Community Care
- ACAT/ACAS Assessment
- Residential Care
- Residential Respite
- Refundable Accommodation Deposits
- Daily Accommodation Payments
- Residents' Rights and Responsibilities
- Complaints and Disputes
- Financial Information
- Taxation and Aged Care
- Multilingual services (Languages other than English)

**Phone** 1800 200 422

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## General Enquiries

### My Aged Care

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### Commonwealth Carelink Centres

**Phone** 1800 052 222

### Department of Veterans' Affairs

**Phone** 133 254

## Financial Information

### Centrelink Financial Information Service

For further financial information regarding pensions, accommodation deposits and Means Tested Fees

**Phone** 132 300

## Complaints

### New South Wales

#### Aged Care Quality and Safety Commission

GPO Box 9819, in your capital city

**Phone** 1800 951 822

#### NSW Health Care

#### Complaints Commission

**Phone** 02 9219 7444

**Phone Freecall** NSW 1800 043 159

### Victoria

#### Aged Care Quality and Safety Commission

GPO Box 9819, in your capital city

**Phone** 1800 951 822

#### Office of the Health Services Commissioner

**Phone Freecall** 1300 582 113

**Fax** 03 9032 3111

[www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)



## HammondCare Residential Care Homes

### Cardiff, NSW

158 Macquarie Road, Cardiff 2285

**Phone** (02) 4978 4900

### Caulfield, VIC

294 Kooyong Road, Caulfield 3162

**Phone** (03) 8506 4000

### Darlinghurst, NSW

118A Darlinghurst road, Darlinghurst 2010

**Phone** 1300 426 666

### Erina, NSW

341 Terrigal Drive, Erina 2250

**Phone** (02) 4365 8555

### Hammondville, NSW

2-8 Judd Avenue, Hammondville 2170

**Phone** (02) 8788 3000

### Horsley, NSW

116 Shone Avenue, Horsley 2530

**Phone** (02) 4255 7099

### Miranda, NSW

19 Kiama Street, Miranda 2228

**Phone** (02) 8513 2000

### North Turrumurra, NSW

10 Murrua Road, North Turrumurra 2074

**Phone** (02) 9488 1000

### Scone, NSW

75 Gundy Road, Scone 2337

2-4 Stafford Street, Scone 2337

**Phone** (02) 6545 1255

### Wahroonga, NSW

3-9 Woonona Avenue South, Wahroonga 2076

**Phone** (02) 9471 5000

### Waratah, NSW

15 Tinonee Road, Waratah 2298

**Phone** (02) 4967 6366

### Woy Woy, NSW

286 Railway Street, Woy Woy 2256

**Phone** (02) 4379 9000

# Our mission

Our passion is improving quality of life for people in need.

## Our motivation

The work of HammondCare is motivated by the Christian principles and values expressed in the words and deeds of Jesus Christ. HammondCare believes in the value of all people as made in the image of God and as loved by God. We are therefore called to show the same love, with compassion and respect, for people in need.

## Our mission in action

We serve people with complex health or aged care needs, regardless of their circumstances.

## How we serve others

### Listening and relating

We listen to people and seek to understand their needs.

### Enabling choice

With creativity and wisdom, we enable people to choose and to engage in life through activities they enjoy, find satisfying and from which they derive dignity and self-respect.

### Tailoring care

We believe that providing excellent and responsive clinical care flows from knowing and understanding the person.

### Belonging

We believe that feeling safe is crucial for people's wellbeing. We recognise the value of feeling in control and 'at home'.

### Partnering with family and friends

We actively encourage family and friends to be our partners in care.

### Engaging with community

We encourage people to be involved in their community and we will connect with the communities in which we serve.

### Equity and access

We seek to serve the disadvantaged and those unable to care for themselves.

### Nurturing the whole person

Our Christian motivation means that we nurture the spiritual wellbeing of people, as well as meeting their physical and emotional needs.

## How we work together

### Serving with passion

We only want staff and volunteers who enjoy serving others and demonstrate this in their behaviour and attitude.

### Learning and developing

We build the knowledge and skills necessary to do our jobs well and develop satisfying careers. We all use what we learn.

### Being creative and innovative

We seek to research, develop and improve care and services. We encourage creativity and innovation.

### Communicating well

We communicate honestly, openly and in a timely manner.

### Respecting confidentiality

We protect the privacy and confidentiality of those we serve and with whom we work.

### Being wise with resources

We will manage resources effectively and sustainably.

### Managing risks for better care

We manage risks in an intelligent and measured way rather than seeking to eliminate them.

### Valuing teamwork and sharing responsibility

We respect and value each other, our different roles, and the diversity of team members. All staff members share responsibility for our services and work together to reach common goals.





**HammondCare**

Level 4, 207B Pacific Highway,

St Leonards NSW 2065

P 1300 426 666

**hammondcare.com.au**

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