

Steps to aged care



At Australian Unity, we work hard to make sure you receive high-quality care and allied health support—but we also strive to nurture your individual needs and provide you with a sense of belonging. We understand that moving into residential aged care can be overwhelming, which is why we've created a handy six-step guide to help simplify the process.

Step 1

Discover if you're eligible

The Australian Government subsidises your move into an aged care residence if you meet eligibility criteria. To organise a free assessment with the Aged Care Assessment Team (ACAT), speak to your doctor, visit myagedcare.gov.au or call My Aged Care on 1800 200 422.

Step 2

Find a residence to suit you

Once your eligibility for aged care has been confirmed, you can organise a time to visit the aged care residences that suit your needs. To arrange a personal tour at an Australian Unity residence, phone us on 1300 160 170 or visit australianunity.com.au/aged-care for more information.

Step 3

Understand your payment options

Depending on your financial situation, you may need to contribute to your accommodation and care costs. We recommend seeking independent financial advice before making a decision, and discussing options with your Australian Unity contact. Call us on 1300 160 170 and we'll help you find the right person to talk with.

Step 4

Complete an Application Pack

To move into an Australian Unity aged care residence, you'll need to complete an application pack and submit it with the additional documents listed in the pack. Simply call us on 1300 160 170 and we'll email or send an application pack out to you; you can also download the pack at australianunity.com.au/aged-care

Step 5

Prepare to move into your new residence

You'll need to read, sign and return the resident agreement for your preferred location before your agreed admission date, but once that's done, you can start preparing to move in. Moving somewhere new is a big decision, so if you have any questions, your Australian Unity contact will be more than happy to help.

Step 6

Let us get to know you

At Australian Unity, we're committed to helping you achieve Real Wellbeing, so we want to learn about you, your family, wishes, medical history and interests. To help us get to know you, complete the welcome booklet at australianunity.com.au/aged-care or speak to your Australian Unity contact.



Australian Unity's Real Wellbeing approach to aged care

At Australian Unity, we're for Real Wellbeing for all Australians. For us, Real Wellbeing is so much more than physical health – it's about your standard of living, the connections you make, how safe you feel, and making sure you can do the things that make you happy.

At your Australian Unity residence, you will receive tailored care and attention. We take the time to understand what's important to you, from eating and sleeping habits to your hobbies and interests, so you can settle in and feel comfortable in your new home.

We choose our staff carefully, with a focus on finding empathetic, highly skilled and trained professionals who can provide an excellent level of personal care and support. Our staff undergo thorough backgrounds checks and are all experienced in aged care and healthcare – many also have specialist experience in dementia and palliative care.

Australian Unity's award-winning Better Together™ philosophy provides you with high-quality, reliable care that supports your independence and dignity while ensuring you always feel valued and listened to.



Connect

We genuinely engage with you and help you connect with others in the community.



Respect

We support your preferences and choices as an expression of your individuality.



Make it possible

Whatever your request, we will do everything in our power to make it happen.

The content of this document was accurate at the time of printing. However, information contained in this document should not be used or relied upon as a substitute for legal advice. Before signing a resident agreement to become a resident at an Australian Unity aged care residence, Australian Unity recommends that you discuss the agreement with your financial and legal advisers. Australian Unity Care Services Pty Ltd ACN 065 558 143, 271 Spring Street, Melbourne, Victoria, 3000. Australian Unity aged care residences are fully accredited under the Aged Care Act 1997 (Cth) and adhere to the requirements set by the Australian Commonwealth Government.