

## Australian Unity's approach to aged care

At Australian Unity, we are proud of our approach to caring for senior Australians. We move away from a traditional care approach to one underpinned by choice and respect for your individuality and independence.

Our award-winning Better Together<sup>®</sup> approach is at the heart of everything we do. We truly connect, respect and make things possible for you and each of our residents. Across all of our aged care residences, we value your wisdom, respect your privacy and listen to you. We encourage you to continue making decisions about your own life.

From the moment you arrive at your new Australian Unity residence, you will receive tailor-made care and attention. We take the time to understand your food preferences, sleeping habits, physical abilities, emotional needs, hobbies and interests, making it easier to help you feel comfortable and at home. Respectful interactions, dignified care and thoughtful attention to detail are our promise to you.

Australian Unity chooses all staff carefully, focusing on empathetic, highly-skilled and trained professionals to provide an excellent level of personal care and support. Our staff members are thoroughly police checked, reference checked and experienced in aged care and health care, many with specialist experience in dementia and palliative care.

You can have the peace of mind of knowing that all 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.

### Australian Unity's Better Together<sup>®</sup> philosophy guides the way we provide support and services to you.



#### 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.**

We understand that the process for considering moving into residential aged care can be confusing, so we have created a handy six-step guide.



## STEP 1

### Discover your eligibility

Discover if you are eligible to move into an aged care residence subsidised by the Australian Government by organising a free assessment with an Aged Care Assessment Team (ACAT).

To organise your assessment, speak with your doctor, visit [myagedcare.gov.au](http://myagedcare.gov.au) or phone the Commonwealth Government on 1800 200 422.



## STEP 2

### Find a residence to suit you

Once you have confirmed your eligibility for aged care, you and your loved ones can visit the Australian Unity aged care residence that best suits you and your requirements.

To arrange a personal tour, phone us on 1300 160 170 or visit [australianunity.com.au/aged-care](http://australianunity.com.au/aged-care) for more information.



## STEP 3

### Understand your payment options

How much you pay when you move into an aged care residence depends on your financial situation. You should seek independent financial advice prior to moving in and discuss options with your nominated Australian Unity contact.

To help you understand costs, phone us on 1300 160 170.



## STEP 4

### Complete an Application Pack

To move into an Australian Unity aged care residence, you will need to complete and submit an Application Pack and provide additional documents as outlined therein.

To obtain an Application Pack, simply phone us on 1300 160 170 or download a copy on our website [australianunity.com.au/aged-care](http://australianunity.com.au/aged-care)



## STEP 5

### Complete a Welcome Pack

Once you have confirmation that you will be moving into an Australian Unity aged care residence, you will need to complete a Welcome Pack. Here you can tell us about your wishes and medical information and we will agree on services, rights and responsibilities.

If you are offered accommodation, your dedicated Australian Unity contact will give you a Welcome Pack. You can alternatively download one at [australianunity.com.au/aged-care](http://australianunity.com.au/aged-care)



## STEP 6

### Return your signed agreement and move into your new residence

Once you have signed and returned a resident agreement to Australian Unity, you are eligible to move into your new residence on the agreed admission date. You will need to advise your friends, loved ones, medical practitioners and the post office to update your address details.

To find out more, speak with your dedicated Australian Unity contact.