



WATERBROOK
BAYVIEW

Care Compendium



Waterbrook Care Compendium

Excellence in medical care is an important goal at Waterbrook. We have a deep understanding and appreciation of the role that maintaining general wellness plays for our residents, and we know from experience that holistic preventative healthcare, the cornerstone of our wellbeing program, is the best pathway to maintaining vitality, wellbeing and longevity.

We know that our reputation fundamentally hinges on our ability to interact in partnership with our residents. As a result, we have a strong focus and determination to cater for the wellbeing of all residents who reside within our resorts.

To ensure our residents each enjoy a long, fulfilling and productive life at Waterbrook, we facilitate a complete package of care and wellness services. As both developer and operator, we place great emphasis on ensuring our resorts cater to the needs of our residents to fulfil their lifestyle, health and social wellbeing. By remaining close to our residents, and understanding your needs, we can be as involved as much or as little as you need us.

The Waterbrook standard of excellence is imprinted across every aspect of our care offering:

- Onsite, 24/7 concierge and emergency care service
- Fulltime Registered Nurse on staff
- A variety of Government assisted and private care services are facilitated by our Nurse on a one off, part time or permanent basis in the comfort of our resident's apartments
- Onsite personalised private health and wellness programs
- Onsite vehicle transport to medical appointments
- Facilitated delivery of pharmacy items for residents
- Onsite dining services – A la Carte in our Akuna Restaurant or In-room delivery
- Housekeeping services can be facilitated by Waterbrook



Help when you need it

We are delighted to provide all Residents with an overview and recommendations for care services and facilities in the unlikely event that you may need these, to assist in assessing options for the future.

The Waterbrook Care Compendium is intended to compliment the services of our Waterbrook Registered Nurse and Care Coordinator, both of whom form an integral part of our Waterbrook Team and are here to provide you with assistance and peace of mind in taking the necessary steps to arranging any individual care requirements.

These care services usually take the form of an individually tailored Care Plan or Care Package, designed to suit individual needs and preferences. However, please remember that less than one in ten (seven percent) of the population aged over 70 years is cared for in Residential Aged Care, with most remaining in their homes and ageing in place. Whether your situation is acute and you require immediate assistance, or you are looking forward and planning ahead, we can help you with considered support and advice for each step of the decision making process to ensure your specific requirements are well catered for.



How Waterbrook really helps...

Our Waterbrook Registered Nurse

With a passionate focus on Resident wellbeing and with a view to all Residents enjoying a long and fulfilling life at Waterbrook, we are pleased to introduce the Waterbrook Registered Nursing Service.

Our Registered Nurse forms an integral part of the Waterbrook Care Team and is available to all Residents, both on a complimentary and user pays basis. Our Waterbrook Care Coordinator supports and assists our Registered Nurse with the various aspects of our Residents care requirements.

The Waterbrook Registered Nurse assists in developing a plan for your personal in-home care and initiates some services that include blood pressure checks, wound assessment and dressing changes, supervising medication and arranging referrals and specialist appointments.

Many clinical procedures can be undertaken in the comfort of your own home. A visit from our Waterbrook Registered Nurse can, in some cases, remove the necessity and inconvenience of travel to alternative locations.

More importantly, services can be tailored to suit your lifestyle. A booking can be made for a specific time and planned as a one-off requirement or part of an on-going schedule. This allows you to plan your days with confidence as well as manage independently your clinical care needs.

Where there is a need for a greater level of care the Waterbrook, our Registered Nurse and Care Coordinator are here to assist with managing the process from initial GP appointments and ACAT Assessment through to securing a place at a Residential Care Facility, if required.

Our Waterbrook Care Team are here to provide you with absolute peace of mind for any temporary or longer term care transitioning that you may require.



Waterbrook Care Guide

Your Care, Your Choice

Step One

Option One

When you think it is time for you to consider receiving assistance to increase your day to day independence, the first step is to visit your **General Practitioner (GP)**. Your GP will assist you to access the **Aged Care Assessment Team (ACAT)**. ACAT is a nationwide, Commonwealth Government organisation of health professionals. They are an authority to access Commonwealth Government funded services for care in your home or in an Aged Care Facility. The team provide information, advice and assistance to older people and their families. It is the role of the ACAT team to assess senior community members who are thinking they may need assistance in their home or those moving towards residing in an Aged Care Facility from their home, or from hospital. There is no cost associated with the ACAT Assessment.

The ACAT team will provide you with a copy of your Assessment. The assessment will detail your care and package options. Which may include **Home Care Packages, Respite Care** and **Permanant Residential Aged Care**. The Waterbrook RN will assist in researching available home care providers and costs associated. Once the provider is selected you will be assigned a **Home Care Package**.

Generally, if Home Care is recommended in the ACAT Assessment it is provided through the My Aged Care Program. This is a joint Commonwealth/State Government initiative aiming to provide support services for aged people, people with a disability and their carers, to support these people to be more independent at home and in the Community. This in turn enhances quality of life and also prevents inappropriate admission to long term Residential Aged Care.

Services can include personal care, nursing and domestic assistance. In addition an occupational therapist is available to assess your home to recommend modifications to assist in ease of living.

The ACAT Assessment will need to be produced when commencing admission procedures at an Aged Care Facility. Every person moving into a Residential Aged Care Facility, either on a temporary or permanent basis, needs to be assessed by ACAT. The ACAT assessors approve eligibility for entry into an Aged Care Facility, and also determine the type of care required, such as respite, low-level care or high-level care.

Waterbrook's Guiding Hand

- Arranging your GP appointment
- Attending your GP
- Liaising with your GP & ACAT
- Attending your ACAT Assessment
- Reviewing ACAT recommendations
- Considering the next steps



Option Two

What if I don't want to go through the ACAT assessment process?

You may decide not to be assessed by ACAT and instead wish to contact a private care agency to create a care program that caters for your specific needs in your home at Waterbrook.

Waterbrook will be pleased to assist with recommendations for private care agencies and to facilitate the provision of care through private agencies, whether it be for a short period and a limited number of hours, or something longer term with more regular hours.

Waterbrook's Guiding Hand

- Arranging your GP appointment
- Attending your GP
- Identifying Private Care Agencies
- Arranging appointments with Care Agencies
- Attending Private Care Agency Assessment
- Reviewing Private Care Agency recommendations
- Facilitating In-Home Care



Step Two

The ACAT Assessment that you receive will include a list of approved care services (these may include nursing, personal or domestic assistance) and recommended Home and Community Care Providers that you are able to access to provide these services for you.

When contacting the recommended Home and Community Care Provider, you will be required to complete an Asset Assessment to ascertain the amount of funding the government will provide, to offset the cost of the ACAT approved services.

When an Asset Assessment is completed, you will be advised in writing of the decision made by Centrelink or Department of Veterans' Affairs (DVA) on the assessed net value of your assets, as they apply to the care funding assessment. In turn you will also be advised of the fee to be charged for each of the services you require, assuming that you elect to take-up the ACAT Assessment recommendations. You can use this Centrelink/DVA information to also assist in seeking entry into a Residential Aged Care Facility.

The Home and Community Care Provider specified in the ACAT Assessment will supply carers suitable to your needs, and these carers will visit you in your home to provide care. Waterbrook can also facilitate and assist with co-ordinating care from the ACAT approved Home and Community Care Providers.

Waterbrook's Guiding Hand

- Liaising with ACAT Assessor
- Liaising with Home and Community Care Providers
- Arranging Home and Community Carers
- Liaising with DVA where applicable



Step Three

Options for Residential Aged Care Services

After receiving your ACAT Assessment, the recommendation may be that you require a higher level of care in a specific Aged Care Facility. The Assessment will recommend a number of facilities in your area that have vacancies. Your Waterbrook Registered Nurse and Care Coordinator can also assist with sourcing aged care accommodation and facilitate this process for you.

For the small proportion of the population requiring residential care, Aged Care Facilities provide accommodation, personal and nursing care and include the various services necessary to maintain the physical comfort and dignity of Residents. Residential Aged Care Services range from low-care through to high-care, as well as respite care to support those individuals who would like a temporary care option for themselves, their Spouse/Partner or Carer.

Respite Care in a Residential Aged Care Facility or provided in your Waterbrook home.

Respite Care is temporary care designed to give you, carers or family members a break. Following an ACAT Assessment, respite care may be government funded, both in your home or in a Residential Aged Care Facility. You can use the respite care periodically throughout the year, however it usually needs to be booked well in advance.

Respite Care & the Department of Veterans' Affairs

Department of Veterans' Affairs offers respite care through the Veterans' Home Care Program. This respite care may be provided in-home at Waterbrook, in a Residential Aged Care Facility or as emergency respite care in-home. An assessment for respite care through the Department of Veterans' Affairs can be arranged by contacting Veterans' Home Care Assessment Agency.

DVA will pay for in-home respite care if you have been assessed as needing such care by the Veterans' Home Care Assessment Agency. In any one financial year, DVA may pay for up to 196 hours of in-home or 28 days of residential respite care, or a combination of both. If additional respite is required, this can be accessed through other government programs.



Eligibility to receive respite care through Veterans' Home Care requires an individual to be an Australian veteran or mariner, or a widow or widower of an Australian veteran or mariner. A Repatriation Health Card is also required. It should be noted that some further eligibility restrictions apply in relation to provision of respite care in a Residential Aged Care Facility under the Veterans' Home Care Program.

Low Level Care – Aged Care Facility

Offers personal care services such as assistance with daily living – Residents are generally more independent.

High Level Care – Aged Care Facility

Offers nursing type services in addition to personal care services – Residents are generally less independent and may require additional services or assistance.

Dementia Specific

Some Aged Care Facilities are dedicated dementia specific. These facilities are specifically designed to assist older people living with advanced dementia, with the support of experienced staff in a secure environment. All staff are trained in dementia care, to assist where needed.

Extra Services

These are low-level or high-level Aged Care Facilities, providing extra services for Residents at an additional cost. Examples of extra services include single ensuited rooms, tailored individual meals and additional activities.

Waterbrook's Guiding Hand

- Recommending options for low care, high care or respite
- Sourcing availability of accommodation at appropriate care facilities
- Attending inspections of appropriate care facilities
- Assisting with admission forms
- Assisting with transition into care facility
- Considering the next steps



Costs involved with Aged Care Facilities

Respite Care

The Basic Daily Care Fee is the only fee applied to respite care if the Resident has an appropriate ACAT Assessment.

Permanent Care – Aged Care Facility

- **Standard Resident Contribution/Basic Daily Care Fee**

Paid by all Residents, equivalent to 85% of the pension. (This fee is set by the Government and is indexed to inflation every six months.)

- **Refundable Accommodation Deposit* (RAD)**

The RAD is an interest free loan to the facility which is negotiated with the facility according to the Resident's assets / income. There are flexible options of payment.

- **The Daily Income Tested Fee**

This is an additional government fee collected by the facility based on the Resident's income.

* Accommodation RAD's are usually required when you begin your stay in an Aged Care Facility, or you can defer payment for up to six months (set interest rate is charged) to give you adequate time to arrange funding. RAD's can usually be paid by installments if lump sum funds are not available (each facility has a different structure and your Waterbrook RN and Care Coordinator can assist with this process).



Extra Services

In addition, some facilities that offer Low and High Care are deemed Extra Service.

- **Standard Resident Contribution/Basic Daily Care Fee**

Paid by all Residents, equivalent to 85% of the pension. (This fee is set by the Government and is indexed to inflation every six months.)

- **Refundable Accommodation Deposit* (RAD)**

The RAD is an interest free loan to the facility which is negotiated with the facility according to the Resident's assets / income. There are flexible options of payment.

- **Additional Daily Care Fee**

This fee is set by the facility but approved by the government.

* Accommodation RAD's are usually required when you begin your stay in an Aged Care Facility, or you can defer payment for up to six months (set interest rate is charged) to give you adequate time to arrange funding. RAD's can usually be paid by installments if lump sum funds are not available (each facility has a different structure and your Waterbrook RN and Care Coordinator can assist with this process).



Waterbrook Recommended Private Agencies

We are delighted to provide all Residents with an overview and recommendations for care services and facilities in the unlikely event that you may need these, to assist in assessing options for the future.

New Way To Stay

New Way To Stay specialise in personal, flexible home care so that families can keep their loved ones at home. Providing care in your own Waterbrook residence means care can be tailored specifically to your needs.

New Way To Stay services range from one hour through to full 24 hour care. New Way To Stay offers a range of services to assist with in-home needs:

1 hour to 24 hour care, 365 days a year

- Home Nursing for All Ages
- Personal Care
- Case Management
- Companionship
- Domestic Assistance, Shopping, Medical Appointments
- Overnight Care
- Respite Care
- Specialised Nursing Care

Kinder Caring is a Department of Veterans' Affairs Community Nursing approved care provider.

Private Care

Specialised services cover:

New Way To Stay services range from one hour through to full 24 hour care. New Way To Stay offers a range of services to assist with in-home needs:

1 hour to 24 hour care, 365 days a year

- Daily Care and Live In services
- Regular daily or weekly assistance
- Overnight Care
- Casual Care for specific stays as required
- Respite Care
- After hours support in emergencies

These services can be provided in-home, hospital, hostel, nursing home, hotel or travelling.



Waterbrook recommended Aged Care Facilities

Northern Beaches

| Service | Location | Approved Provider |
|---|-------------|-------------------|
| Estia Mona Vale | Mona Vale | Estia Health |
| Lansdowne Gardens | Neutral Bay | Cranbrook Care |
| Avalon House | Avalon | Thompson Health |
| Windsong at Manly Aged Care Facility | Manly Vale | Thompson Health |
| Peter Cosgrove House | Narrabeen | RSL Life Care |



More Information

Our Waterbrook RN and Care Coordinator would be pleased to assist with any further information you may need or to clarify any detail in this document.

There are also numerous external services designed to provide you with the latest information. These include your local doctor, local hospital or health centre.



Waterbrook

RETIREMENT LIFESTYLE RESORTS

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