

Respite & Permanent Placement General Enquiries

Information Sheet

Prepared by Glengollan Village Aged Care Facility

Thank you for your enquiry regarding Glengollan Village and more specifically our Aged Care Facility. To assist with your enquiry we have provided below a summary of Glengollan Village and also information that will assist with your endeavours to seek either respite or permanent placement at Glengollan Village or other Aged Care Facility.

About Glengollan Village

Glengollan Village is a non-denominational, not for profit, charitable organisation administered by an Honorary Board of Management.

Our Mission - To provide excellence in care, wellness, lifestyle and housing options in a supportive & connected, homelike community.

A welcoming community; everyone will feel a sense of belonging.

Brief History – In 1953 Cr Violet Lambert OBE convened a meeting of the Ferntree Gully community to consider the care and welfare of the elderly in the area. She was able to generate enough interest and enthusiasm to raise the funds to start up the Ferntree Gully Aged Peoples’ Homes in 1956.

Services – Glengollan currently has a 90 bed aged care facility and this includes a 15 bed dementia wing and one respite bed. We also have approximately 130 Independent Living Units.

Aged Care Services

How Do I Apply For Respite Care?

To book respite care you firstly will need to organise a free assessment with an **Aged Care Assessment Team (ACAT)** to assess that you are eligible for this service. Once you have received your assessment to say you are approved you can start searching for Aged Care Facilities such as Glengollan who provide a Residential Respite Service.

To apply for respite at Glengollan you can telephone and speak to our reception staff who will assist you. A holding deposit will be required to be paid within seven days to secure your Respite Booking.

How Do I Apply for Permanent Care?

Again you will need to ensure you are eligible by organising a free assessment with an **Aged Care Assessment Team (ACAT)**.

If you or a family member or friend can use a computer, you can search “**My Aged Care**” website. This service was introduced in July 2014 to help navigate the aged care system. On the “My Aged Care” website you can find information on a full range of aged care services. The site also has printable information on:-

Assessing eligibility

- Applying to an aged care home
- Agreement with your aged care home
- Finding an aged care home
- Fees and charges (for aged care services)
- Preparing to move (into an aged care home)

What if I cannot use, or do not have, access to a computer?

My Aged Care has a national phone line – 1800 200 422 and operates

- Monday – Friday from 8am – 8pm
- Saturdays from 10am – 2pm

Interpreter services and translated materials are also available.

What are some of the other services My Aged Care can offer older persons, carers and families?

1. Provides clear and reliable information on the aged care system and services
2. Provides information in a user-friendly format and language
3. Provides referrals to aged care service providers
4. Provides interpreter services
5. Provides guidance and support

Useful phone numbers and contact details:-

- ✓ Glengollan Village – 9758 1093
- ✓ ACAT – 1800 200 422 (your GP can also assist with a referral to the ACAT)
- ✓ My Aged Care – 1800 200 422 (website www.myagedcare.gov.au)

Checklist for Applying for a Permanent Bed at Glengollan Village

- ✓ Have you been assessed by the Aged Care Assessment Team and have approval
- ✓ Have you booked a Tour to view our facility
- ✓ Have you completed a Glengollan Application Form
- ✓ Have you attached a copy of your ACAT assessment
- ✓ Have you attached a copy of your Income and assets assessment (required for permanent placement applications) ***This can be downloaded from the Australian Government Department of Human Services Website www.humanservices.gov.au and typing “Permanent Residential Aged Care” in the Search section which will bring up the link to download the “Information you need to know about your Request Form (CI020)” and “Residential Aged Care Calculation of your cost of Care Form (SA457)”.***

What are the costs for care accommodation and services?

Information can either be found on the Glengollan Website www.glengollan.com.au or the My Aged Care Website.

A Residential Care Fee Estimator and tools is also available on My Aged Care to work out an estimate of fees and charges for aged care (dependent on your personal situation).

The Management Team

Glengollan Village

FOR PROSPECTIVE RESIDENTS

Medical Treatment and Planning Decisions Act – Summary

If you haven't already and you have decision making capacity, it's time to consider:

- Developing an Advance Care Directive (Values or Instructional);
- Appointing a Medical Treatment Decision Maker (if you have not appointed a Medical Power of Attorney pre-12th March 2018); and / or
- Appointing a Support Person

Why complete a *Values* Advance Care Directive?

This will help those making decisions about your care to understand your wishes if you lose capacity to make decisions in the future.

Why complete an *Instructional* Advance Care Directive?

The directive will make binding decisions consenting to, or refusing medical treatment offered to you in the future. You should only complete the form if you know what medical treatment you want or do not want in the future.

Why appoint a Medical Treatment Decision Maker?

This person would have legal authority to make medical treatment decisions for you if you are unable to do so in the future. If you do not appoint a Medical Treatment Decision Maker, then a family member will be asked to make decisions for you in the event you are unable to do so.

Why appoint a Support Person?

This gives authority to the support person to obtain health information on your behalf to assist you in making decisions. However, a Support Person cannot make decisions for you.

We encourage you to complete an Advance Care Directive (Values or Instructional) and/or appoint a Medical Treatment Decision Maker **prior** to your admission to Glengollan Village.

We also encourage you to speak to the Office of the Public Advocate and seek independent legal advice if you wish to find out more information about these decisions.

If you are unable to supply an Advance Care Directive prior to admission, then family will be given an Advance Care Preference Form to complete on admission.

Margie Hepner
Chief Executive Officer

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GLENGOLLAN VILLAGE
PRIVACY POLICY COLLECTION STATEMENT

Glengollan respects the privacy of all individuals it engages with and any personal information gathered in order to provide the services it offers. Glengollan is committed to meeting its legal requirement to protect the privacy of information held about residents, prospective residents (people who have made an application for accommodation), representatives and staff.

Individuals will be informed about how their information is managed at the time of collection and / or upon request. Glengollan uses and discloses personal information only for the purpose for which it is collected and in order to fulfil its obligations as a quality provider of Retirement Accommodation and Aged Care Services.

Policy and procedures for collecting, storing, use and disposal of personal, health or sensitive information are guided by the Australian Privacy Principles (APP) and Privacy Act 1988 (cth).

This Statement is a summarised version of how we manage your information. Should you have a query about how we handle your information or you would like a copy of our full APP Privacy Policy, please phone us during office hours so your request can be directed to the appropriate person. You may also contact us in writing or access further information by visiting our website (see contact details below).

Information we obtain about you and how it is used and disclosed.

We collect personal and contact details and health information required to establish your resident record and medical record used for the primary purpose of delivering appropriate services and level of care. We collect contact details of your nominated family members, Next of Kin, Representative, Power of Attorney or others who may be involved with your current care or welfare and your future needs and wishes in order to make contact when it is reasonably expected.

Usually your information is obtained directly, however in some circumstances and when expected, we may need to collect it from a relative or representative. You are entitled to withhold or limit certain information you provide us, however this may render the provision of our services to be limited, impractical or impossible.

We collect from and share information with your GP and allied health providers in order to provide for changing care and clinical needs and to maintain your medical record.

Your information may be used where applicable for secondary purposes such as clinical auditing, quality assurance and risk assessment activities, financial reporting for Prudential Compliance, complaints management and accreditation processes.

We liaise with Community Care Agencies, Home Nursing Services and Aged Care Assessment teams to assist with provision of and continuation of your care or support. We exchange information with Medicare, DVA and Centrelink in order to access and process funding depending on your level of care. We will also liaise with and exchange your information with other residential care facilities should transfer of your continuing care be instigated.

Transfer or data storage of your information will only be permitted where reasonable steps have been taken to ensure that your privacy, by agreement or legal obligation, is afforded the equivalent or better level of protection.

Generally your information is only used by the people directly involved with services provided and your care needs, and is not disclosed to other parties without your consent, or unless you would reasonably expect us to, or by arrangement or under circumstances we have told you about, but there are situations which may require disclosure of information about you without your permission.

These situations may include, but are not limited to:

- An emergency situation and you are unable to give consent;
- When required by law;
- Mandatory reporting of an adverse event; and
- Reporting to the Department of Human Services of a notifiable disease.

You are entitled to access your personal information and health information (with limited exceptions) and request amendment should it be inaccurate. We have formal processes in place should you wish to access your information.

AGED CARE FACILITY – ROOM COSTING

Room Type	RAD
Superior Single room with ensuite bathroom	\$475,000
Premium Single room with ensuite bathroom	\$425,000
Classic Single room with ensuite bathroom	\$375,000
Shared (Companion Room) (Shared Ensuite)	\$250,000
Standard Single Room (Shared Bathroom)	\$250,000

RAD = Refundable Accommodation Deposit

About us

Founded in 1956, Glengollan is a fully accredited, not for profit, aged care provider caring for up to 90 residents, including specialist care for 15 residents living with dementia. We are part of a continuing care community which includes 130 retirement living units which helps our residents maintain their social connections with community and friends.

Glengollan is nestled amongst the foothills of the Dandenong Ranges. Spanning approximately 12 acres in leafy Ferntree Gully in Melbourne's outer East.

For more information visit:
www.glengollan.com.au

Glengollan Village

97 Underwood Road,
Ferntree Gully, Vic, 3156

Postal: PO Box 8118,
Ferntree Gully, Vic, 3156

**General enquiries,
appointments or tours:**

Monday-Friday 9am-5pm

Phone: (03) 9758-1093

Email: info@glengollan.com.au



IT'S ALL ABOUT HAVING A CHOICE, A PURPOSE AND SENSE OF BELONGING

Glengollan Residential Aged Care understands that every person is a valued individual with a unique story.

This is why our team of dedicated staff are trained to understand and address the unique challenges faced by residents with dementia, offering personalised care plans, therapeutic activities and continuous support for both residents and families.

Through our holistic approach, we aim to ensure that every resident feels valued, respected and understood.



Private Care

Available to all residents of Glengollan Village

Your independence, dignity, individuality and quality of life are our primary focus. We know that a little bit of help makes all the difference.

Our Services

- ◆ Nursing
- ◆ Personal Care
- ◆ Transport
- ◆ Domestic
- ◆ Maintenance

REQUEST AN INFORMATION PACK

Visit our website
www.glengollan.com.au

Select our “Contact Us”
option and further
information will be
emailed to you

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Why choose us

- ◆ We are owned by our local community
- ◆ We are fully accredited with the Aged Care Quality Standards
- ◆ We employ “personal, caring, and compassionate staff
- ◆ You will receive high quality services
- ◆ All staff have a national police check and are fully certified
- ◆ Staff receive ongoing training
- ◆ We provide quality, consistent service
- ◆ Customers are our focus
- ◆ All funds paid to Glengollan are utilised for resident services

PRIVATE CARE CHARGES

Per Hour Cost	Weekday	Weekday Evening after 6pm	Saturday	Sunday	Public Holiday
Registered Nurse	\$97	\$125	\$145	\$170	\$235
Personal Care/Social	\$60	\$85	\$90	\$105	\$145
Maintenance	\$70	N/A	N/A	N/A	N/A
Domestic	\$47	N/A	N/A	N/A	N/A

Notes

- ◆ Charges effective May 2025
- ◆ Charges are reviewed from time to time and can be altered by Glengollan with one months notice
- ◆ Minimum booking .5 hr
- ◆ (except Maintenance which is .25hr)
- ◆ Kilometre charge \$1 per Kilometre
- ◆ Cancellation fee of \$35 if less than 24 hours notice given