

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