



## MYVISTA Residential Information Booklet

Your personal guide to applying for wait-listing and placement at MYVISTA Residential Aged Care

Thank you for considering MYVISTA for your residential care.

This information booklet will assist you with:

- completing the MYVISTA Application Form,
- providing helpful information to guide your application for wait-listing,
- a potential offer of placement for residential care at MYVISTA.

Should you have any queries during the application process or with the information in this booklet, please telephone or email us so one of our friendly staff can assist you.

Telephone : 1800 698 478

Email: [info@myvista.com.au](mailto:info@myvista.com.au)

### **The Application Form contains the following sections:**

Introduction

MYVISTA Locations

Sections to complete:

1. Your personal information
2. Your pension and Medicare information
3. Your assets and income information
4. Your health information
5. Your preferred time frame for placement
6. Declaration / signature and privacy information
7. Application Checklist of required documents to include with the application

### **Completing and returning the Application Form and relevant documents**

- To assist us with timely wait-listing and offer of placement that reflects your care needs and accommodation requirements, it is important that ALL SECTIONS are completed to the best of your ability.

- Your representative, family member or friend may complete the form for you if you wish.
- The completed form should be signed by you or your nominated representative with relevant documents included and submitted by one of the following methods:

### By POST

**Australia Post** in the enclosed self-addressed envelope to:

MYVISTA Customer Service  
11 Nugent Street  
BALCATTA WA 6021

OR

### By Email

Download, print, scan and email documents to [info@myvista.com.au](mailto:info@myvista.com.au)

### Online

You can download the Application Form and Information Booklet at [www.myvista.com.au](http://www.myvista.com.au)

Please note: if downloading the form, please save to your computer first then complete as required. This ensures that no data will be lost during the completion process and you can save progress and return to the document when convenient to you.

Points to consider when completing your Application Form:

## Section 1 – Your Personal Information

Completing your personal information including spouse / partner / nominated representative, type of care and current location assists us with:

- prioritising your application for wait-listing and placement, eg if you are in transitional care, hospital or can no longer live safely at home,
- ease of maintaining contact through the wait-list period should updated or further information be required. It is important that we are also able to contact you or your representative when a vacancy occurs.

To assist the assessment of your requirements please:

- indicate type of care required – general care or dementia care,
- note that couples will require a separate Application Form for each applicant.

In the **Personal Information** Section, we ask if you have any authorities in place. If you require further information about Enduring Power of Attorney and/or Guardianship, we provide the following information from the State Government website:

#### Types of Authority – General information

The right to make decisions and manage our affairs is a fundamental human right, yet sometimes people lose the capacity to exercise this right due to dementia, mental illness, accident or trauma.

The Guardianship and Administration Act 1990 however, provides a the legal framework for three tools that can enable adults to exercise an element of control over how decisions will be made on their behalf should they ever lose the capacity to make decisions for themselves.

These are an:

Enduring Power of Attorney (EPOA) – which enables an adult with full legal capacity to appoint another person to make decisions on their behalf about property and financial matters.

Enduring Power of Guardianship (EPOG) – which enables an adult with full legal capacity to appoint another person to make decisions on their behalf about personal, lifestyle and treatment matters.

Advanced Health Directive – which enables an adult with full legal capacity to make decisions about what treatments they might want, or not want, to receive if they ever became sick or injured and unable to communicate their wishes personally. An Advance Health Directive would speak for them.

If you do not currently have any authorities in place it may be worth considering appointing a person of your choice to make important financial, personal, lifestyle and treatment decisions on your behalf should you ever become incapable of making these decisions yourself.

Differences between EPOA and EPOG	EPOA	EPOG
Financial decisions	✓	✗
Property decisions	✓	✗
Business decisions	✓	✗
Lifestyle and social decisions	✗	✓
Accommodation decisions	✗	✓
Medical and health care decisions	✗	✓

An Enduring Power of Attorney or Guardianship cannot be made by another person on behalf of a person whose capacity might be in doubt due to mental illness, acquired brain injury, cognitive impairment or dementia.

To apply on behalf of someone to have a guardian or administrator, an online application needs to be completed at:

[ecourts.justice.wa.gov.au/eCourtsPortal](http://ecourts.justice.wa.gov.au/eCourtsPortal)

It is free to make an application and there is no cost for any related hearing.

Reference: Govt of Western Australia – Department of the Attorney General – Office of Public Advocate. *Further information and application forms are available via [www.publicadvocate.wa.gov.au](http://www.publicadvocate.wa.gov.au)*

## Sections 2 and 3: Your Pension, Medicare and Financial Information

Completing your financial information including Pension/Medicare details, assets and income assists us with:

- estimating and providing you with draft costs/fees you may be liable for,
- estimating costs/subsidies the Government may pay on your behalf.

### Additional information on possible fees and costs:

#### What will I need to pay?

- While the Australian Government provides some subsidies for residential services to assist with the costs associated with providing care and accommodation, most residents will also pay some additional fees and charges.
- The amount you may be asked to pay for accommodation and care costs will depend on your income and assets and will be verified by the outcome of your Centrelink Income and Assets Assessment.
- The Federal Government prescribes the types of fees and charges payable. These fees and charges fall into three categories that are briefly outlined below:

#### The Basic Daily Fee –

- Payable by ALL residents regardless of their financial status
- Levied at 85% of the current single full aged care pension, it contributes to daily living expenses such as food and refreshments, supply of toiletries, linen and laundry, use of electricity and water.

#### The Accommodation Cost –

- The maximum accommodation price (cost of room).

Depending on your assets and income assessment you may be:

- eligible to have your accommodation costs met in FULL by the Government,
- eligible to have your accommodation costs met in PART by the Government,
- required to pay the full accommodation costs.

If you are required to pay PART OR FULL accommodation costs, the following payment options are available:

### Full Accommodation Costs

- A lump sum, fully refundable, deposit called a **Residential Accommodation Deposit (RAD)**.
- An interest-only payment on the unpaid RAD called a **Daily Accommodation Payment (DAP)**.
- A combination of part payment of the RAD and a DAP payment on the unpaid portion of the RAD that can be offset against the part payment of the RAD.

### Partial Accommodation Costs

- A lump sum, fully refundable, contribution called a **Residential Accommodation Contribution (RAC)**.
- An interest-only payment on the unpaid RAC called a **Daily Accommodation Contribution (DAC)**.
- A combination of part payment of the RAC and a DAC payment on the unpaid portion of the RAC that can be offset against the part payment of the RAC.

### Care Subsidies

A Government payment for the provision of clinical and personal care based on your assessed needs post admission, and on an ongoing basis. Dependent on your Centrelink assets and income assessment you may:

- be eligible to have your care costs met in FULL by the Government,

- be eligible to have a portion of your care costs met by the Government with you paying the balance – known as a Means Tested Care Fee,
- be required to pay full care costs – the Means Tested Care Fee.

The Means Tested Care Fee is capped on an annual and lifetime basis.

Please note: If you do not intend to lodge a Centrelink Assets and Income Assessment or have not lodged one by the time of or immediately post admission, the Federal Government will deem you liable for the payment of the maximum Means Tested Care Fee rate regardless of your financial status.

### What if I cannot afford to pay my fees and costs?

MYVISTA has a commitment to providing for the financially disadvantaged: -

- If you have no assets, this does not mean you cannot apply for residential care.
- All applications are individually assessed based on the needs of each person.
- The Government has made arrangements to help residents who may experience difficulty in paying for their care.

It is advisable to seek independent financial advice regarding your specific financial circumstances. If you have any concerns, queries, or wish to discuss any aspect of financial fees and costs, please contact MYVISTA for assistance on 1800 698 478.

## **Section 4: Your Health Information**

Your health information, including an Aged Care Assessment (ACAT) and updating of your current health status assists us with:

- ensuring you have an eligible ACAT Assessment (also known as an Aged Care Client Record (ACCR) or Support Plan), which is a



mandatory government pre-requisite for determining eligibility to access residential care and possible government subsidies,

- taking into account any health or wellbeing changes that have occurred since you had your ACCR completed so that when a suitable vacancy occurs we can offer you placement that reflects your individual care needs and accommodation requirements.

## Section 5: Your Timeframe for Residential Care Placement

Your indication of likely time frame for seeking residential care placement assists us with:

- the offer of a possible placement within your preferred time period that meets your individual requirements.

Please note: If your circumstances change at any time, you can contact MYVISTA on 1800 698 478 to update your preferred time frame for placement.

## Frequently Asked Questions:

What happens once I submit my application?

- Once received, your completed application will be reviewed and placed on the MYVISTA residential wait-list.
- We will contact you if we require further information.
- You can also contact us at any time should you have further queries.

How long will I have to wait for an offer of placement?

- Your application is individually assessed and wait-listing is prioritised based on your needs and urgency for placement.
- We ask that you indicate your preferred time frame for placement in Section 5 of the application form.

- We will contact you by phone or email within your preferred time frame to check if there have been any changes to your wait-listing requirements.
- You can contact MYVISTA on 1800 698 478 to advise of any changes to your health and wellbeing that may affect your priority for placement including admission to hospital or transitional care.
- We would also appreciate you contacting us if you have accepted an offer of placement with another aged care provider or you no longer need to remain on the wait-list.

### Can I view MYVISTA's facilities?

You are welcome to contact MYVISTA to arrange a mutually convenient time to view the common areas of the facility. Please contact the Customer Service Officer to arrange an appointment.

Please note: To respect our residents' privacy, we are unable to show you individual rooms, however if you are offered a placement, you will be able to view the room being offered before accepting placement.

### What happens when I am offered a placement?

- MYVISTA's Customer Service Officer will call you regarding the offer of placement and:
  - arrange for a viewing of the room on offer which usually occurs within the following 24 hours,
  - clarify costs and fees and any other queries or concerns you may have.
- When viewing the room, the Customer Service Officer will answer any specific residential facility enquiries you may have regarding the offer of placement.
- Accepting or declining the offer is required the day following the room viewing.
- If you decline the vacancy offered, it will not impact you remaining on the wait-list.

Once I accept the offer of placement, when can I move in?

Admission is generally required within 48-72 hours of acceptance. The day of admission includes:

- an admission time usually between 10.00am -10.30am to allow for an unhurried admission and time to meet with key staff,
- a request that you bring with you, your medications, prescriptions and any medical reports,
- MYVISTA will provide the Residential Agreement, Consent Forms, Financial Forms and specific facility information,
- a meeting with the Residential Manager or delegate to complete paperwork and an opportunity to clarify or answer and queries or concerns.

Please note: A photograph of you will be taken on admission for identification records.