



**GOODWIN**  
THE BETTER LIFE CHOICE

# LIVE-IN CARE

## Frequently asked questions

### Comfort in my room at Goodwin

|                                                                      |                                                                                                                                                                           |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Are rooms single or shared?</b>                                   | Goodwin rooms are private with ensuite. We offer double rooms with two single beds for couples, or used as a premier single option with one single bed in a larger space. |
| <b>Will I have to share with a stranger?</b>                         | Never.                                                                                                                                                                    |
| <b>Can I make myself a cup of coffee in my room?</b>                 | Yes.                                                                                                                                                                      |
| <b>May I have a fridge in my room, to keep milk and some treats?</b> | All our rooms have a bar cooler, though we do not recommend that you keep perishables in them.                                                                            |
| <b>Will my room have a window?</b>                                   | Yes, all our rooms have windows.                                                                                                                                          |
| <b>Will I be warm and cosy?</b>                                      | Yes, all rooms have reverse cycle air conditioning.                                                                                                                       |
| <b>May I bring my favourite bedding?</b>                             | Bedding is provided, but you are welcome to bring some home comforts (however these will need to be laundered independently).                                             |
| <b>Are the meals yummy, wholesome and fresh?</b>                     | Yes. At Goodwin your meals are cooked fresh daily. We have onsite commercial kitchens operated by our own chefs and all our menus are reviewed by a dietician.            |
| <b>May I have wine in my room, and glasses?</b>                      | Yes.                                                                                                                                                                      |
| <b>May I put pictures on the walls?</b>                              | Yes.                                                                                                                                                                      |
| <b>May I bring pieces of my own furniture?</b>                       | Yes, except a bed as ours are specially designed.                                                                                                                         |
| <b>Does Goodwin offer extra services?</b>                            | Yes, see details in the "Application and costs" section.                                                                                                                  |

## Nursing and care at Goodwin

|                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Will I be involved in decisions about my care?</b>                                                                             | Yes. We will work with you and your loved ones to develop an individual care plan, and get to know your interests, passions, likes and dislikes, and the little things that mean a lot to you.                                                                                                                                                     |
| <b>How often will care staff check on me, day and night?</b>                                                                      | Regularly, and according to the care planning discussion we have with you on admission.                                                                                                                                                                                                                                                            |
| <b>Are there nurses on site all night?</b>                                                                                        | Yes. Goodwin is one of few providers in the ACT that have onsite, employee nurses 24 hours, 7 days a week. This means we can deal with complex clinical needs and pain management at all hours, and may mean you don't have to be admitted to hospital in the middle of the night.                                                                 |
| <b>How will you know what I need, over time?</b>                                                                                  | At Goodwin we conduct regular clinical reviews and reviews of your care plan, in which we include your loved ones. We also conduct one-to-one clinics with our registered nurses, where we can talk to you in depth, and look holistically at your happiness and wellbeing as well as better manage complex clinical needs and chronic conditions. |
| <b>Will the staff help me to get out of my room and to move around the facility (I'm not going to be left in a corner, am I?)</b> | The whole facility is your home. You have a call button in your room to let us know when you need us. We take care to pay attention to our residents at all times, to ensure we're there when you need us.                                                                                                                                         |
| <b>How do I get to my usual doctor if I'm not mobile anymore?</b>                                                                 | All GPs providing care to a resident can visit any time, 24/7. A family or friend can take you to your appointments. We offer transport on a fee-for-service basis.                                                                                                                                                                                |
| <b>How often does a doctor visit the facility?</b>                                                                                | Goodwin requires your GP to visit every three months, minimum.                                                                                                                                                                                                                                                                                     |
| <b>Will you order my pharmaceuticals for me?</b>                                                                                  | Yes, and they are delivered to Goodwin Monday to Friday.                                                                                                                                                                                                                                                                                           |

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| <b>Will my family be notified immediately if I have a fall or other incident?</b> | Goodwin will notify family if a resident has a fall. This will occur at an appropriate time of the day where there has not been an injury sustained, or immediately after treatment has been provided to you in the case of injury or hospital transfer. You/your family can request to be advised prior to hospital transfer by completing an Advance Care Direct/Plan advising of your wishes. We will discuss this on admission. |
| <b>Can I get an interpreter?</b>                                                  | Yes, Goodwin can access an interpreter for you. There may be a fee.                                                                                                                                                                                                                                                                                                                                                                 |
| <b>What if I don't like something?</b>                                            | You are always welcome to come to us to ask for something you want or need, and with queries and feedback. Goodwin also has formal mechanisms for complaints to ensure that any issues are fully investigated and addressed.                                                                                                                                                                                                        |

## Activities and filling my days

|                                                                             |                                                                                                                                     |
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| <b>May I play my music or radio in my room?</b>                             | Yes.                                                                                                                                |
| <b>Is there a TV provided in my room?</b>                                   | Yes, in all facilities except the Ralph Cartwright Centre's Azalea and Clover cottages.                                             |
| <b>Can I play movies with the TV system provided?</b>                       | In the communal lounges only (we also have theatres running regular movies).                                                        |
| <b>Are there sunny places in which to sit?</b>                              | Yes, all our buildings offer a range of comfortable sitting spots with sunny windows, to be on your own or with friends.            |
| <b>Are there gardens I can sit or walk in?</b>                              | Yes, and you can even plant and tend your own plants in the shared gardens.                                                         |
| <b>May I go for walks on my own?</b>                                        | Yes, as long as we are sure that you are safe to do so, and we know where you are.                                                  |
| <b>Are there social and physical activities to join?</b>                    | Yes! Every day except Sundays.                                                                                                      |
| <b>Are there religious services I can join?</b>                             | Yes, we have regular services at all sites, for various faiths, plus non-denominational spiritual care.                             |
| <b>Can I still do a favourite hobby, like painting, if I'm able? Where?</b> | We will always help you to find ways to continue doing the things you love. Our sites have various craft spaces and activity rooms. |

|                                                                        |                                                                                                                            |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>May my friends and family visit any time?</b>                       | Yes, any time.                                                                                                             |
| <b>Is there a phone in my room that my loved ones can call direct?</b> | A private phone can be installed on request, at your cost. Otherwise you can receive calls any time through our main line. |
| <b>Can I bring a computer or tablet to video-call my loved ones?</b>   | Yes. There are also internet cafes at all sites.                                                                           |
| <b>Is an internet connection provided in my room?</b>                  | Some rooms have wi-fi or are ready for a cabled internet connection. Ask your site manager about yours.                    |

Always feel welcome to ask for more detail from our Admissions Officer or the Manager of Operations Residential at your site. On entry you will also receive a welcome pack and handbook for more information.

## Application process and costs

### What is residential aged care?

Residential aged care, or “live-in care”, is live-in accommodation and 24-hour care for older people requiring assisted living, and provides support for daily needs in a relaxed and comfortable environment.

All admissions into aged care are now classed as permanent residential care - the “high” and “low” care categories you may have heard of have now gone.

There are different degrees of residential care at Goodwin:

- General accommodation and personal care, such as help with dressing and showering, together with occasional nursing care.
- Care for people with a greater degree of frailty, who may need continuous nursing care.
- Specialised dementia care services and accommodation (our Memory Support Units).
- Respite care: temporary accommodation that can be sourced through CarersACT on 1800 052 222.

More information about care levels can be discussed with the government’s ACAT team and in a meeting with one of Goodwin’s residential care facility managers.

### How do I get started?

Goodwin’s “residential care” admissions team is best placed to explain the options and services available to you for live-in care.

The Australian Government’s My Aged Care portal, at [www.myagedcare.gov.au](http://www.myagedcare.gov.au), is also designed to help you understand the aged care system and is another good place to start as it has a multitude of information, fee estimators, and covers both in-home care and residential care options.

To enter residential care, you will also need an assessment of needs and eligibility from the government’s Aged Care Assessment Team or “ACAT assessment”. This is free, and Goodwin can assist through this process.

## What steps are needed to apply for live-in care at Goodwin?

1. Book in to one of our open days and go for a guided tour at the facility of your choice.
2. Complete the Goodwin application form available from Goodwin's reception points or by calling the admissions team on (02) 6175 5192.
3. Have an ACAT assessment completed by the Government with the Permanent Care eligibility option ticked.
4. Complete the Centrelink Request for a Combined Assets and Income Assessment form.
5. Provide Goodwin with a copy of an Enduring Power of Attorney (EPOA)/Power of Attorney POA/Guardianship Papers.

Once a place is offered to you, you will be asked to sign a pre-admission agreement which holds your place for 28 days.

### What is an ACAT assessment?

ACAT is a team of health professionals who, following a referral from either you or your doctor, will visit you at home or in hospital to assess the level of care required.

You will not be eligible to enter residential care permanently until you have been approved as eligible following an ACAT assessment.

An ACAT assessment can result in the approval of your eligibility for residential aged care (both permanent and respite) and for in-home care packages.

### If I'm applying for live-in care, what information does Goodwin need from me?

- Completed Goodwin application form.
- Completed *Request for a Combined Assets and Income Assessment* form.
- Copy of the *Combined Assets and Income Assessment* letter from the Department of Human Services (DHS) and/or the Department of Veterans' Affairs (DVA). (They will send this to you once you have completed the paperwork.) (NB Anyone who does not supply

the *Combined Assets and Income Assessment* form to DHS/DVA will be charged at the maximum payable amount of the means-tested care fee (MTCF) and will be required to pay a refundable accommodation deposit (RAD) /Daily Accommodation Payment (DAP) combination for the room payment).

- Copy of current ACAT assessment with appropriate eligibility ticked and the *Consent to release an electronic Aged Care Client Record* form (ACCR).
- Copy of an EPOA or Authorised Guardianship.

## How much does it cost?

Goodwin advises all families to seek financial advice regarding entry into aged care as everyone's situation is different.

The majority of the overall cost is paid by the government and as a result you only pay a portion of the cost of your care. According to the federal government system, the more you have in assets or income, the more you may be asked to pay.

The fees you pay are divided into four categories as shown on page 6.

All applicants must submit a request to the Department of Human Services (DHA) or Department of Veterans' Affairs (DVA) for a *Combined Assets and Income Assessment*. Failure to do so may incur the maximum payment amounts of means-tested care fees (MTCF). This rate will be in force until the letter is received from DHS/DVA.

### Do I pay an accommodation bond at Goodwin?

Accommodation bonds no longer exist for new residents entering care.

Should you be required to pay for a room, there are three options to pay:

1. Refundable accommodation deposit (RAD): pays the cost of the room in a refundable deposit.
2. Daily accommodation payment (DAP): pays the daily equivalent of the room x maximum permissible interest rate (MPIR)/365. This is not refundable.

3. Combination payment (RAD/DAP): the combination payment allows the resident to make the choice to pay part RAD and part DAP. The RAD component is refundable, but the DAP is not.

Room pricing varies across the four Goodwin sites and is dependent on the size, appointment and features of the rooms.

## Cost schedule

### When will the RAD need to be paid?

A 10% deposit is required on the day of entry along with the signed pre-admission agreement. The remainder of the RAD is payable within six months from the date of entry. If the RAD is paid in full within 28 days of entry, the DAP payments will be waived. However, taking longer than 28 days, the DAP will be charged from the date of entry.

The DAP decreases as more money is paid to the RAD. Once the RAD is paid in full, the DAP on the unpaid RAD amount will cease.

If the full RAD is not paid within the first 28 days, interest is applied to the outstanding balance dating back to the date of entry.

### What are the Daily Care Fees?

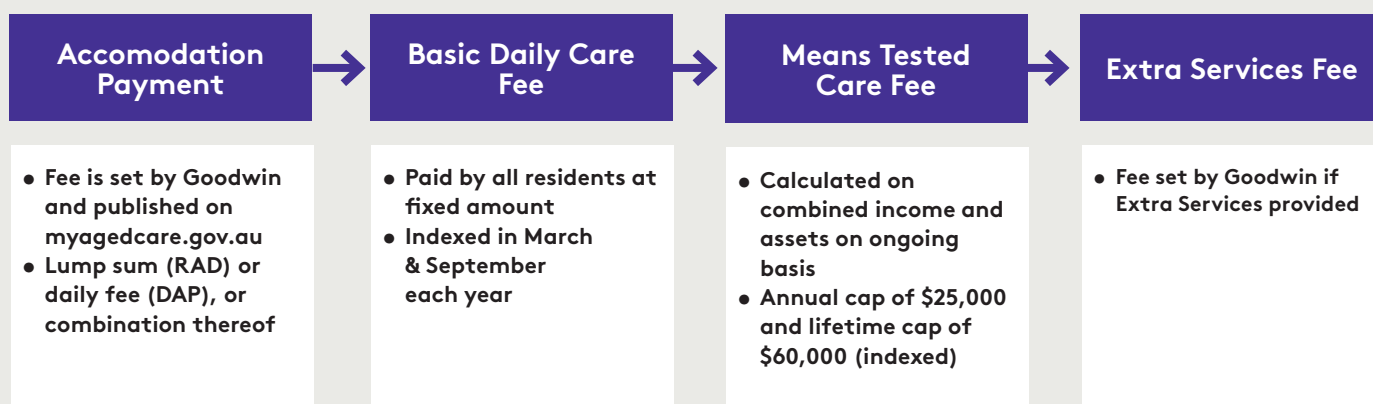
Basic Daily Care Fees are set by the Department of Human Services and contribute to the cost of living expenses such as care, laundry, meals and some activities. The maximum standard contribution is approximately 85% of the single full pension. BDCFs are adjusted on 20 March and 20 September every year.

### What other fees may be incurred?

A Means-Tested Care Fee (MTCF) may be levied by the aged care provider on behalf of the Department of Human Services. If you have not submitted your paperwork to the department they will request that the full fee be paid.

## Extra Services

Some residents choose to receive a higher standard of accommodation and services (if available) called Extra Services. Extra Services does not mean a higher standard of care as all Goodwin facilities provide equal quality care to all residents. Extra Services refers to service/accommodation levels that are in addition to the industry standards and can include things such as building design, food/beverages choices and other premium additions. If an Extra Service fee does apply, the price ranges from \$15.25 to \$20.00 per day.



# Viewings and contacts

Each Goodwin facility hosts regular open days which allow families and potential residents to tour the premises, see inside rooms, and ask lots of questions.

To ensure privacy and respect for residents, Goodwin does not allow viewing of occupied rooms and visitors need to be aware that a vacant room for viewing may not be available during some open day presentations.

Open days are published on our website, or contact the Admissions Officer on 6175 5192 to book your place at the next open day.

For more information on the residential aged care system in Australia, contact the federal government My Aged Care portal on 1800 200 422 or [www.myagedcare.gov.au](http://www.myagedcare.gov.au).

## Glossary of Terms

|             |                                                 |
|-------------|-------------------------------------------------|
| <b>ACAT</b> | Aged Care Assessment Team                       |
| <b>ACCR</b> | Aged Care Client Record                         |
| <b>ACFI</b> | Aged Care Funding Instrument                    |
| <b>BDCF</b> | Basic Daily Care Fee                            |
| <b>DHS</b>  | Department of Human Services                    |
| <b>DVA</b>  | Department of Veterans' Affairs                 |
| <b>DAP</b>  | Daily Accommodation Payment                     |
| <b>GACS</b> | Goodwin Aged Care Services                      |
| <b>EPOA</b> | Enduring Power of Attorney                      |
| <b>ILU</b>  | Independent Living Unit                         |
| <b>MSU</b>  | Memory Support Unit<br>(Dementia specific care) |
| <b>MTCF</b> | Means Tested Care Fee                           |
| <b>MPIR</b> | Maximum Permissible Interest Rate               |
| <b>POA</b>  | Power of Attorney                               |
| <b>RACF</b> | Residential Aged Care Facility                  |
| <b>RAD</b>  | Refundable Accommodation Deposit                |

Ralph Cartwright Centre  
27 Cockcroft Ave  
Monash

David Harper House  
15 Cockcroft Ave  
Monash

George Sautelle House  
22 Marshall St  
Farrer

Goodwin House  
35 Bonney St  
Ainslie

Call 02 6175 5192 · Email [admissions@goodwin.org.au](mailto:admissions@goodwin.org.au)  
Goodwin Aged Care Services Limited. 22 Marshall Street, Farrer ACT 2607.

[GOODWIN.ORG.AU](http://GOODWIN.ORG.AU)

# Quick reference check



**GOODWIN**  
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|                                          | Goodwin                                                                                | Compare with other providers you've considered |  |
|------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------|--|
|                                          |                                                                                        |                                                |  |
| 24 hour qualified nurses on site, 7 days | ✓<br>(except Farrer)                                                                   |                                                |  |
| Onsite allied health                     | ✓                                                                                      |                                                |  |
| Geriatrician available onsite            | ✓<br>(by appointment)                                                                  |                                                |  |
| GP available onsite                      | ✓<br>(Specific GPs available at Goodwin House, Ainslie and David Harper House, Monash) |                                                |  |
| Daily activities organised               | ✓                                                                                      |                                                |  |
| Team of dedicated activities staff       | ✓                                                                                      |                                                |  |
| Meals cooked fresh onsite daily          | ✓                                                                                      |                                                |  |
| Weekly crafts and games                  | ✓                                                                                      |                                                |  |
| Wellness classes and activities          | ✓                                                                                      |                                                |  |
| 24/7 visiting hours                      | ✓                                                                                      |                                                |  |
| Specialist dementia support rooms        | ✓                                                                                      |                                                |  |
| Specialist dementia care services        | ✓                                                                                      |                                                |  |
| Extra Services available                 | ✓                                                                                      |                                                |  |
| Private ensuite                          | ✓                                                                                      |                                                |  |
| Fridge in the room                       | ✓                                                                                      |                                                |  |
| TV in the room                           | ✓                                                                                      |                                                |  |
| Chair in the room                        | ✓                                                                                      |                                                |  |
| Cupboards and drawers in the room        | ✓                                                                                      |                                                |  |
| Window in the room                       | ✓                                                                                      |                                                |  |
| Internet access in the room              | ✓                                                                                      |                                                |  |