



Maroba Residential Care

Information Book



Our Story

Maroba is an award winning not for profit facility with a history of caring for the elderly in the Hunter and Newcastle region for over 70 years.



Timeline

- 1954 A 10-bedroom maternity hospital in Mayfield was purchased in July and re-named MAROBA Rest Home for Elderly Ladies.
- 1960 Maroba received a grant of land on its existing site. The Cowen Wing was opened, housing 33 residents.
- 1970 The Lindgren Wing was opened and the facility in total cared for 77 residents including 11 men. Renamed Maroba Rest Home.
- 1992 The Lodge, hostel style accommodation was opened catering for 43 residents.
- 1995 Waratah Wing, Maroba's first dementia specific care area was added to the old nursing home.
- 1999 Maroba Terrace, 23 self-contained apartments opened catering for those seeking more independence.
- 2001 Braye Park Wing was added to The Lodge as Maroba's low care dementia unit.
- 2009 The building housing Waratah, Cowen and Lindgren Wings was demolished and the site re-developed and is now known as The Manor, split across two floors with 4 suburbs.
- 2020 The Braye Park Wing has been decommissioned as a Dementia unit, and is now a designated area to manage potential infections outbreaks.
- 2021 The Lodge major refurbishment commenced in 2021 and was completed in 2023.



Thank you for considering Maroba Caring Communities for your new home.

Whilst making the decision to enter an aged care service may be one you never wanted to make for yourself or for someone you care deeply for, we do understand the many challenges you face.

For some it may bring great relief as you know the support you need in your later years will now be more readily available in a supportive and inclusive community. For others it will be a terrifying thought to move into such unfamiliar circumstances where you will have to negotiate a new way of life.

The team at Maroba do understand and want to support you to make the transition from your own 'independent' home to a new 'independence' in your new home. So many before have made the choice and discovered a new way of living, enjoying so many experiences and even fulfilling unspoken dreams!

This booklet covers key features you need to know about moving into residential care.

We discuss

- Our Services – Why Choose Maroba?
- Our Suites
- Maroba Advantage
- Aged Care Finances

And, we have compiled a list of Frequently Asked Questions

I do hope you will join our Maroba family and give us the opportunity to serve you and enable you to enjoy a new and fulfilling way of life.



Viv Allanson
Maroba, CEO



OUR MISSION

Maroba is a dynamic, Christ-focussed organisation that enriches the lives of people

OUR VISION

Together, creating sustainable caring communities through transformational education, leadership and passionate people

OUR VALUES

Caring

how we love, respect and support people

Integrity

we do what we say

Inspiring

people towards success

Creative

in our expression and determining our preferred future

Growth

through personal and professional development

The Lord Jesus Christ said,
'Love the Lord your God with all your heart....
Love your neighbour as you love yourself.
There is no commandment more important than these two.'

Mark 12:30 & 31



CHAIR OF MAROBA - APRIL 2019



Smart Training
& consulting
group



Why choose Maroba residential care?

Maroba is a vibrant and loving community, and it is a place you can truly call home. We offer a host of advantages giving you that extra peace of mind, making life easier, more sociable and enjoyable.

It is important to us that you and your family are supported from the time you make contact with us to the time we settle you into your new home. We have an experienced customer service team that will answer all your questions and assist you to make this transition a smooth and positive experience.

Residents can access a full range of aged care services including:

- 24/7 personal care from qualified nursing staff
- 24/7 registered nurse on duty
- Nutritious meals
- Gymnasium
- Library and Internet
- Resident and community events
- Accommodation options – single and double rooms
- Cleaning and laundry services
- Social and Wellness Programs
- Access to on-site beauty and hairdressing salon
- Relaxation and spa treatments
- Pain management programs
- Respite care
- Specialised dementia care
- Spiritual Care
- Allied health e.g. physiotherapy, occupational therapy, speech pathology
- Nurse Practitioner



Our Suites

Maroba's facility has been designed with the latest innovative systems and environmentally friendly features. The high ceilings, air-conditioned areas and beautiful internal gardens with cascading waterfalls creates a peaceful living space for our residents to enjoy. Our facility consists of two areas, The Manor which has suites across 4 suburbs and The Lodge which has suites across two suburbs.

Our buildings have dining rooms in each suburb, activity and television rooms, a gymnasium, beautician and hair salon, movie theatre, library and outdoor gardens. All suites are equipped with en-suite facilities, electric beds, televisions, built in wardrobes and some of our suites in The Lodge open to sunny, private and leafy courtyards. The rooms and common areas are light filled, with an abundance of fresh air.

The Maroba lifestyle is ideal for those who require support with daily living, but still like their own space.



Luxury Suite

Price \$700,000

DAP \$149.21

(Interest Rate 7.78% - 1 July 25)

DAP \$145.95

(Interest Rate 7.61% - 1 October 25)





Deluxe Suite

Price \$630,000

DAP \$134.28

(Interest Rate 7.78% - 1 July 25)

DAP \$131.35

(Interest Rate 7.61% - 1 October 25)



Standard Plus Suite

Price \$580,000

DAP \$123.63

(Interest Rate 7.78% - 1st July 25)

DAP \$120.93

(Interest Rate 7.61% - 1 October 25)





Standard Suite

Price \$550,000

DAP \$117.23

(Interest Rate 7.78% - 1st July 25)

DAP \$114.67

(Interest Rate 7.61% - 1 October 25)



Shared Suite

Price \$320,000

DAP \$68.21

(Interest Rate 7.78% - 1st July 25)

DAP \$66.72

(Interest Rate 7.61% - 1 October 25)

Dining Experience

Maroba's nutritious meals and dining experiences play an important role in optimising a resident's lifestyle and health. All meals are freshly cooked on site by qualified chefs.

The team is dedicated to working in partnership with residents and their families to understand individual nutritional needs and preferences. To ensure this is achieved we hold food focus forums every 3 months which is in line with our seasonal menu change. This ensures we establish a menu that is based on resident's choices.

Feeling peckish outside of mealtimes? A 24 hour 'light' dining menu is available.

Sample Winter Menu

Selection of 2 choices for lunch and dinner, changed daily
Selection of biscuits or cake for morning & afternoon tea, changed daily

Breakfast
Continental Breakfast or Hot Breakfast (3 days per week)

Lunch
Shepherds Pie or Spring Rolls with Sweet Chilli Sauce and vegetables
A plated salad or sandwich is available as an alternative to a hot meal

Dinner: Soup & Main
Beef & Vegetable Broth or Pumpkin & Chive Quiche with Garden Salad.
A plated salad or sandwich is available as an alternative to a hot meal.

Dessert
Apple Pie

Supper
Hot beverage, sandwich or biscuit

All puree and modified meals are the same variation of main choice served with vegetables.

Live, laugh, have fun and stay connected with others!

Our Social Engagement & Wellness Team are creative in finding ways to keep our residents entertained and socially connected. Our monthly calendars have a variety of activities included which the residents enjoy with a few surprise activities scheduled to add interest. We aim to schedule activities that are person centred and through our monthly residents' meetings we welcome suggestions of activities to include in our programs.

Lifestyle Programs

- Gardening
- Cards & Board games
- Cooking
- Birthday celebrations
- Concerts
- Walking
- Movies
- Exercise - Gym & Physio
- Beauty & Spa Treatments - Massages
- Bingo
- Bus trips
- Church Services
- Speech Therapy Support Groups
- Knitting
- Trivia
- Craft
- Men's & Ladies Group
- Sports games - Golf, Ten Pin Bowling
- Themed luncheons
- Individual programs

Maroba Advantage

Experience the choice, the service, and the lifestyle...

Maroba Advantage adds those little extras that enhance life in your new home.

Maroba's Advantage Services is a condition of entry and is compulsory.

These services are available for a small additional daily fee of \$29/day for non-supported residents and \$5/day for supported residents. A Supported person are those persons who are assessed as not being subject to paying a RAD/ DAP or a RAC/DAC at time of entry

Culture and Social

- Weekly Live Entertainment
- Fortnightly bus outings
- Fortnightly Happy Hour
- Monthly Birthday Parties
- Monthly Theme Days

Food and Alcohol

- Cooked breakfast three days per week
- Additional hot menu choice at lunch
- After-hours menu available
- Meals prepared fresh on premises with on-site chef
- Glass of wine or beer with main meal

Services

- On-site Oral Hygienist
- On-site Speech Pathologist
- On-site Spiritual Care

General

- Newspaper and magazines to lounges
- In-house movie library
- Netflix on the communal television as well as on the large screen in the cinema room
- Self-service café for residents and families

Environment

- Flat-screen LED smart television in your room
- Personal in-room air-conditioning
- Wi-Fi internet

Wellbeing

- Gymnasium
- Morning exercise group and walking groups
- 1:1 Social and/or Spiritual Support
- Mental and Sensory stimulation
- Arts and Craft
- Cooking Demonstration



Maroba Aged Care Finances

There are 2 types of fees and charges payable when entering residential aged care. They are split into Resident Fees and Accommodation Payment and Contributions.

I. Resident Fees

Resident Fees are applicable from the date of entry and are charged daily. These are:

○ Basic Daily Care Fee

All residents will be asked to pay the basic daily fee. This fee covers the day-to-day living costs of residents such as meals, care, and hospitality services. This fee is set by the government and is based on approximately 85% of the single Australian Aged Pension. The current Basic Daily fee effective 20 September 2025 is \$65.55/day.

○ Means Tested Care Fee

The Means Tested Care Fee is based on the outcome of an Assets and Income assessment and is a dollar amount a resident may be asked to contribute towards their care. If the Means Tested Care Fee is applicable the annual amount (effective 20 September 2025) is capped at \$35,238.11 and lifetime is capped at \$84,571.66. This cap is indexed, and the daily charge will change every quarter.

○ Maroba Advantage

The Maroba Advantage Fee is \$29 per day for non-supported and \$5 per day for supported and covers the cost of a range of additional services as outlined. (Refer to Page 10). A Supported person are those persons who are assessed as not being subject to paying a RAD/ DAP or a RAC/DAC at time of entry.

This will be discussed with you during your financial interview with Maroba as outlined by your assessment.





II. Accommodation Payment and Contributions

In addition, residents with sufficient assets and income will be asked to pay either a Refundable Accommodation Deposit (RAD) or Accommodation Charge (AC) depending on the outcome of your Asset and Income assessment.

○ Refundable Accommodation Deposit (RAD)

A resident with assessed assets above \$210,555.20 will be required to pay a Refundable Accommodation Deposit towards their accommodation payment which will be the agreed room price. There are 3 payment options available:

- **Lump Sum is full payment of the agreed room price.**

Under the Aged Care Act 1997 (Commonwealth) this is to be paid within 6 months and until the RAD is paid, a daily fee (DAP) will be charged.

If a resident is transferred to another aged care facility or returning home the RAD is refunded within 14 days.

If a resident passes, the RAD will be refunded within 14 days of receipt of a certified copy of the Grant of Probate.

- **Daily Accommodation Payment (DAP) is charged daily and is the interest on the unpaid component of the agreed room price (RAD).**

This amount is the RAD equivalent calculated by multiplying the agreed room price by the government interest rate (at date of entry) divided by 365, like rent, no payments are returned when the resident leaves the facility.

Example:

RAD \$550,000 x 7.78% (Interest rate effective 1 July 2025) divided by 365 = DAP is \$117.23/ day

RAD \$550,000 x 7.61% (Interest rate effective 1 October 2025) divided by 365 = DAP is \$114.67/ day

- **Combination is where the resident opts to pay part of the accommodation payment as a lump sum (RAD) and then the balance as a Daily Accommodation Payments (DAP). DAP payments will be calculated based on the unpaid component of the RAD amount.**

Example:

RAD \$550,000 and the resident has decided to pay 50% as a lump sum and 50% as a DAP.

RAD component $(550,000 - 275,000) = \$275,000$ and DAP component $\$265,000 \times 7.78\%$ (Interest rate as at 1 July 2025) divided by 365 = \$58.62 / day.

RAD component $(550,000 - 275,000) = \$275,000$ and DAP component $\$265,000 \times 7.61\%$ (Interest rate as at 1 October 2025) divided by 365 = \$57.34 / day.

○ Accommodation Charge (AC)

A resident with assessed assets between \$63,00 and \$210,555.20 will be required to pay an Accommodation Contribution. There are 2 payment methods available:

- **Daily Accommodation Contribution (DAC)** is a dollar amount that they may be asked to contribute towards their care, based on the outcome of their Assets and Income Assessment. The Department of Health will advise the residents and Maroba of this amount that will change every quarter. The current Daily Accommodation Contribution effective 20 September 2025 is \$53.21 / day.
- **Refundable Accommodation Contribution (RAC)** is a lump sum payment equivalent of the assessed Daily Accommodation Contribution Charge. As the assessed DAC changes, a top up payment will be required as either a DAC or RAC.



If a resident is transferring to another aged care facility or returning home the RAC is refunded within 14 days.

If a resident passes, the RAC will be refunded within 14 days of receipt of a certified copy of the Grant of Probate.

The formula for calculating the RAC is the assessed Daily Accommodation Charge divided by the government interest rate (at date of entry) multiplied by 365.

Example:

DAC \$53.21/day divide by 7.78% (Interest rate effective 1 July 2025) multiply by 365 days = RAC
\$249,635.60

DAC \$53.21/day divide by 7.61% (Interest rate effective 1 October 2025) multiply by 365 days = RAC
\$255,212.22





- **Combination** is where the resident opts to pay part of the accommodation charge as a lump sum (RAC) and then the balance as a Daily Accommodation Charge (DAC). DAC payment will be calculated based on the unpaid component of the RAC amount.

Example:

Resident has decided to pay 50% as a RAC and 50% as a DAC.

DAC Component is \$53.21 divided by 2 = \$26.61

RAC Component \$26.61 divided by 7.78% (Current Interest rate effective 1st January 2025) multiply by 365 days = \$124,841.26

RAC Component \$26.61 divided by 7.61% (Current Interest rate effective 1st October 2025) multiply by 365 days = \$127,630.09

Frequently Asked Questions

1. What is the first step?

If you have questions about entering care, would like to view the facility, discuss room options, be assisted to complete the forms or wish to learn more about Maroba, please ring Reception on (02) 4935 0300 to make an appointment to meet with our Customer Engagement Partner. Please allow about an hour for this initial appointment.



2. Do I need to bring any documentation when I submit an application?

It is helpful if you can bring the following documentation.

- Medicare card, pension card, health fund card, Health Care Card or Department of Veterans Affairs Card. (DVA) or similar documentation.
 - ACAT assessment or referral codes documentation. This lists a number that resembles this: 1-45965654563
 - Power of Attorney (POA) and Enduring Guardian (EG) documentation
 - A current Health Summary from your GP and a list of medications
 - A geriatrician report if you have seen a specialist
-



3. How will my lifestyle change?

We understand that moving into an aged care facility is a big decision, however we will do everything to make the transition as easy and as smooth as possible. There will be new routines, new people to meet and friends to be made. And while you adjust to your new surroundings and to community living, you will have many conversations with staff to ensure you are receiving the care and services that you require.



There will be some things that won't change though. You will still get to decide what you do every day. There are plenty of activities to join if you choose, but this is up to you! The only mandatory activities are fun and laughter! Your decisions will be treated with dignity and respect and your privacy will be maintained. You or your nominated person will still maintain control over your personal matters and finances. Your family and friends will still be able to visit (Please enquire about our visiting arrangements which may change from time to time.) Maroba looks forward to becoming part of your life!

4. What are the important things I need to know about my rights & care?

- I have heard of the Charter of Aged Care Rights, what is this?

The charter is a document that outlines the rights of consumers who are entering an aged care facility. It supports the consumer, who are at the center of all care, in expressing their needs, and recognising their right to be treated with dignity and respect. More information can be found at



<https://www.agedcarequality.gov.au/consumers/consumer-rights>

- How do I know that the care and service received at Maroba is to standard?

Maroba is funded by the Australian Government and as such is required to comply with the Aged Care Quality Standards. There are eight Quality Standards covering: Consumer dignity and choice, Ongoing assessment and planning with consumers, Personal care and clinical care, Services and supports for daily living, Organisation's service environment, Feedback and complaints, Human resources, and Organisational governance.

These Standards provide a framework of how an organisation is expected to meet each standard for quality and safety. Compliance with the Quality Standards is mandatory and

unannounced visits are conducted regularly to ensure providers are providing the care and services expected by consumers. Maroba continues to meet these standards. More information can be found at

<https://www.agedcarequality.gov.au/standards/guidance-introduction>

5. How long will I wait for a room?

Waiting times can vary, therefore we cannot guarantee the length of waiting time. From experience it pays to plan ahead and add your name to our wait list before you are ready to move. Planning for the future can help you to feel more prepared for when the time is right to enter Residential Care, giving you peace of mind in the process.

6. I have a move in date and arrive at Maroba, what happens after that?

A nominated staff member will greet you and show you to your room. We will sit down with you and your support person to discuss your care and service requirements. One of many discussions that will occur is the social activities you like to do. Our detailed welcoming process will ensure we provide the care and service necessary to meet your cultural, social and diverse needs, and most importantly your care needs in a respectful manner. We will endeavor to meet your needs and preferences within our capacity, so that you are able to live the best life that you are able to. We want you to enjoy life to the fullest.

7. What furniture is provided?

Maroba provides an electric bed, wardrobe, bedside table and an over bed table. We also supply a locked draw for your valuable items. We have a supply of Lo-Lo beds that can assist residents who may be at risk of falling. They have mobility devices attached to them to help residents manoeuvre in bed comfortably. Our beds do not have bed rails as bed rails are a recognised physical restraint that may cause injury or death due to entrapment or suffocation and are not recommended in Aged Care.

8. What furniture can I bring to my new home?

Depending on suite availability, room size and individual requirements a chair or lazy boy and fridge can be brought into Maroba. Please discuss this further at the time of interview. Please note that whatever furniture is brought into Maroba is to be removed when you leave or if your care needs change.

- A Lazboy/recliner in leather or vinyl will enable you to relax in your room. The chair must be appropriate so that you can easily get in and out of it and it must be able to be cleaned with disinfectant solution.



- A small fridge can keep your favorite beverage and treats cold.
 - We request the fridge is less than 12 months old.
 - The fridge size to be (W x D x H): 475 × 446 × 480mm.
 - You will be asked to sign an agreement and be responsible for the cleanliness of the fridge, ensuring all foods are within date.
 - If you are no longer able to care for your fridge you will be asked to remove it from your room.



9. Do you have a laundry on site?

We have a commercial laundry on site and on arrival all clothing is labelled to ensure your clothing makes its way back to you safely. If you choose to send your laundry home to be washed, please ensure you have a laundry basket clearly marked with your name on it. The basket is kept in your room.

10. How will I receive my medications?

Whitebridge Pharmacy supplies all our single dose Webster Packs and any other pharmacy supplies. All pharmacy purchases are added to your monthly account. If you wish to have another pharmacy supply your medications, please discuss with the Customer Engagement Partner.

11. What are the important things I need to know about my finances and charges?

- How do we find out more information about aged care costs?
You can read more about the fees you may be asked to pay on the [aged care home costs](https://www.myagedcare.gov.au) page at www.myagedcare.gov.au
- Who do we contact regarding the financial assessment?

The assessment is conducted by Services Australia or Department of Veterans Affairs depending on who pays your pension.

- If you are receiving a pension from Services Australia visit <https://www.servicesaustralia.gov.au/individuals/forms/sa457> to download the income and assets form or for more information ring [1800 227 475](tel:1800227475).
- If you are receiving a pension from DVA visit - <https://www.dva.gov.au/health-and-treatment/care-home-or-aged-care/aged-care/residential-aged-care> or for more information ring [133 254](tel:133254), or if you live in regional Australia call on Freecall™ [1800 555 245](tel:1800555245).



We recommend your Assets and Income assessment be arranged as soon as possible as the process takes time. This assessment is used to determine if you are eligible to receive assistance with your accommodation costs from the Australian Government and if you are required to pay a **means-tested care fee**. An assessment can be requested before you start receiving care.

- **Why will my Means Tested Care Fee change every quarter?**

Your Means Tested Care Fee can vary depending on the current rates, level of assessed assets and other changes to your assets and income. The Daily Means Tested Care Fee cannot exceed the amount of daily subsidies and supplements that Maroba would otherwise be eligible to receive for the resident. As your care needs change, the amount of subsidies payable will vary and therefore so may your Means Tested Care Fee. The Department of Health re-assess your assets and income quarterly and if there is a change to your Means Tested Care Fee you and Maroba will be advised accordingly. The Means Tested Care Fee that you may be asked to pay is between \$0 to \$365 per day. We recommend you seek financial advice if you are required to submit an assets and income assessment.

- **What if my Assets and Income determination classifies me as a 'Low-Means' resident?**

A 'Low-Means' resident is a person with assessed assets and income below \$57,000 and this means you will not be liable to pay either an Accommodation Payment or Accommodation Charge. The Maroba Advantage Fee will also not apply; however fees will be charged on a user pay basis for any services listed under Maroba Advantage (See Page 10).

- **Can I withdraw Resident Fees and Charges from the Refundable Accommodation Deposit (RAD) and Refundable Accommodation Contribution (RAC)?**

Yes, residents can ask for their resident fees and charges to be withdrawn from any paid RAC and RAC paid. This withdrawal will increase the unpaid component of the RAD or RAC resulting in a higher Daily Accommodation Payment (DAP) or Daily Accommodation Charge (DAC).

- **What if I cannot afford to pay the determined Resident Fees & Charges and Accommodation Payment?**

If you genuinely are not able to afford to pay, please contact the Department of Health to discuss your individual circumstances and apply for relief, due to hardship. The hardship faced must be due to circumstances beyond your control, such as difficulties in selling your home or in accessing other assets.

- Will I have to pay a different Accommodation Payment if I want to change rooms?

Every Room has a set agreed room price (Accommodation Payment RAD). If you elect to move into a room with a higher Accommodation Payment, you will be asked to pay the difference and similarly if you elect to move into a room with a lower Accommodation payment your account will be adjusted accordingly.

- What additional costs do I have when I enter Maroba?

- Hairdresser & Beauty Services
- Some Allied health services
- Day excursions
- Medications & personal affects- clothing, gifts etc
- Any specific personal choices
- Electrical testing & tagging of each item as per Australian Standards E.g. electric chair, fridge, clock.
- Phone in the room currently \$45 per month
- Wi-Fi Internet (if not on Maroba Advantage)



- When will I receive my account and how do I pay my account?

Statement of Accounts are issued early each month and will contain all charges for the previous month. Direct Debit is the preferred method of payment and is processed on the 4th Friday of each month from the account into which any pension is paid.



*Love every minute and
join our community!*

Live, laugh, have fun and stay connected with others!

For more information?

Call Maroba on 4935 0300

[Customer Engagement Team](#)

Email: enquiries@maroba.com.au

MAROBA CARING COMMUNITIES

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[MAROBA](https://www.linkedin.com/company/MAROBA)

ABN 76 102 674 939

Residential Accommodation Application

Name:		Current Address	
Preferred Name:		Suburb:	Postcode:
Date of Birth: / /		Country of Birth:	
Are you of Aboriginal or Torres Strait Islander origin? ☐ No ☐ Yes Aboriginal ☐ Yes Torres Strait Islander ☐ Yes both Aboriginal & Torres Strait Islander		Marital Status: ☐ Married ☐ Never Married ☐ Widowed ☐ Divorced ☐ Separated	
Presenting Living Situation: ☐ Living with Family ☐ Renting ☐ Own House or Unit ☐ Retirement Village Unit ☐ Residential Aged Care – Facility Name:			
Application is for: ☐ Residential Permanent ☐ Residential Respite ☐ Both			
Have you been a resident in another Aged Care Home previously? ☐ Yes ☐ No Date of care: ____/____/____ If so, name of Facility: _____ Length of stay: _____			
Has an Residential ACAT Assessment been carried out? ☐ Yes ☐ No ☐ Residential Permanent ☐ Respite Date ACAT was completed / / Referral Code _____			
Has a DHS/DVA Income & Asset Test been completed? (SA457 or SA485) ☐ Yes ☐ No <u>(If yes, please attach copy)</u>			
Has it been lodged with Services Australia? ☐ Yes ☐ No ☐ <u>Electing not to lodge</u>			
Type of Accommodation required: ☐ Single room ☐ Shared room ☐ Either ☐ Superior room			
Name of Regular Doctor:		Phone No:	
Address:			
Nominated Representative (Primary Contact):		Relationship:	
Enduring Guardianship ☐ Yes ☐ No		Receive Accounts ☐ Yes ☐ No	
POA ☐ Yes ☐ No <u>(Please supply a copy of these)</u>		☐ email.....@.....	
Address:		Postcode:	
Home Phone No:		Mobile:	
Email:			
Do you wish to receive our newsletter? ☐ Yes ☐ No			
Next of Kin (Secondary Contact):		Relationship:	
Enduring Guardianship ☐ Yes ☐ No		Receive Accounts ☐ Yes ☐ No	
POA ☐ Yes ☐ No <u>(Please supply a copy of these)</u>		☐ email.....@.....	

Cut here

Address:		Postcode:	
Home Phone No:		Mobile:	Email:
Religion:			
Medicare No: _ _ _ _ _		Person number ie (1) _ EXPIRY:	
Pension Received? ☐ Yes ☐ No ☐ Age ☐ DVA / Service ☐ Disability			
Pension No:		☐ Part ☐ Full	EXPIRY: Colour of DVA card:
Private Health fund: ☐ Yes ☐ No		EXPIRY:	Membership No:
Name of Fund:			
Funeral Fund Established? ☐ Yes ☐ No		Type: ☐ Cremation ☐ Burial	
Funeral director name:			
Cultural Background:			
Do you identify with a particular cultural group? ☐ Yes ☐ No Language spoken:			
Do you have any cultural preferences for your care needs?			
Do you have a will?: ☐ Yes ☐ No Location of Will:			
Electoral Role Status: ☐ Voting ☐ Non-voting			
How do you know about Maroba?			
☐ Relative previous resident ☐ Friend / relative recommended ☐ Online search			
☐ My Aged Care ☐ Hospital recommended ☐ Always known about Maroba ☐ Other _____			
Mr / Mrs / Miss / Ms _____ (Please print)			
Signature: _____		Date: / /	
Relationship: ☐ Self Representative ☐ Power of Attorney ☐ Other _____			
Administration Use Only			

Location: _____		Room #: _____	
Department Id # _____			
Admission Date: / /		Doctor: Allergies:	
Agreement appointment Date:		Time: Attending:	
Notes:			
Residential Care – Application for Accommodation Version 1			



Consent to Collection, Use and Disclosure of Personal Information

In order for Maroba to provide you with the quality care and services outlined in your contract with us we collect from you, as a resident, particular personal and sensitive information.

This includes and is not restricted to:

- Name
- Date of birth
- Religion
- Current address
- Medical history
- Family medical history
- Medications
- Social history
- Other personal information including entitlement details, health care fund and country of birth

You may obtain access to the information we hold about you at any time.



1. Maroba may wish to display **photographs** or **birthday** notices throughout our facility or **facebook** page and website, possibly even marketing material. Are you happy for this to occur? ☐ Yes ☐ No

At times, clinical photographs of a resident or client will be required for tracking progress, identification purposes, in evaluating the effects of their treatment and for communicating with other health care professionals who are involved in their treatment. Residents or clients (or other appropriate representative) have the right to access clinical photographs taken of themselves. I consent and understand that these photographs will only be used for this purpose.

☐ Yes ☐ No

2. We also seek consent from you to review and disclose your personal information in, but not limited, to the following circumstances: ☐ Yes ☐ No

- Display your **name** on the entry to your room and on tables at meal times
- Discussions with other **health professionals** as needed
- As required by other **State or Federal legislation**
- To the **person you have nominated** as the 'person responsible' for giving and accessing your information

If we do not have your approval to disclose your personal information in these ways we may be unable to provide appropriate services and care or meet your individual requirements

I have **read and understood** the above and consent to the intended use and disclosures of the personal and sensitive information that Maroba holds. ☐ Yes ☐ No

Name/ Person Responsible

Signature

Date

Witness

Signature

Date





Mandatory Reporting

The Serious Incident Response Scheme (SIRS) is a Government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home. The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

The SIRS requires every residential aged care service to adopt a systematic approach to minimising the risk of, and responding to, serious incidents involving residents.

The SIRS underscores the vital importance of an incident management system in helping every residential aged care service to effectively manage risks to their residents.

A reportable incident includes any of the following:

Unreasonable use of force, unlawful sexual contact or inappropriate sexual conduct, neglect, psychological or emotional abuse, unexpected death, stealing or financial coercion by a staff member, inappropriate physical or chemical restraint and unexplained absence from care.

We hope this handbook has given you a good overview of information and assists you to settle into your new home. Remember the staff are here for you, so any care, support, questions, suggestions or concerns you have please ask.

We would like you to acknowledge you have read this handbook, as it is important information and we want to ensure you understand your new home and how we provide care and services.

Resident Name: _____ **Signature:** _____
and/or person responsible

Witness Name: _____ **Signature:** _____

Date: / /



MAROBA CARING COMMUNITIES

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