



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.

Phoebe Van Bentum
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.

RAD prices are current as at 1 January 2026 and are subject to review and change.

Luxury Suite

Price \$780,000

DAP \$180.15

(Interest Rate 8.43% - effective 1 September 26)



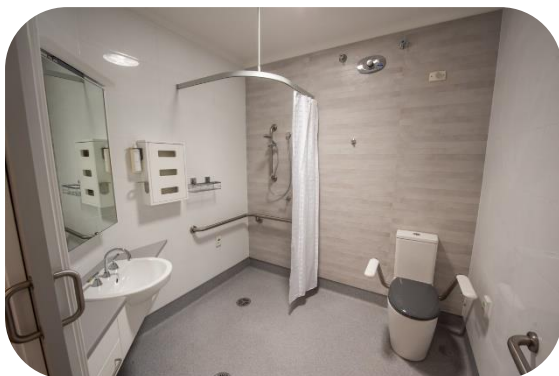


Deluxe Suite

Price \$730,000

DAP \$168.60

(Interest Rate 8.43% - effective 1 September 26)



Standard Suite

Price \$650,000

DAP \$150.12

(Interest Rate 8.43% - effective 1 September 26)



Shared Suite

Price \$450,000

DAP \$103.93

(Interest Rate 8.43% - effective 1 September 26)



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 HELF (HIGHER Everyday Living) FEE PROGRAM

The Higher Everyday Living Fee (HELF) is an optional fee for people who choose to receive higher quality everyday living services in permanent or respite residential aged care commencing on 1 November 2025.

The HELF can be charged for services that are of a higher quality, or in addition, to what is required to be provided under the Aged Care Rules 2024 and the Residential Care Service List

Higher everyday living services can be provided as a package as well as provided separately.

Every new resident will have the opportunity to experience all Maroba's available services when they first move in. This way, you can explore what each package includes before deciding which options you'd like to continue with.

Once you've had the chance to experience these, one of our Maroba team members will meet with you to chat about what you've enjoyed most and what best fits your needs. You can then choose to continue with one or more of the packages, or simply stick with the basics if that suits you best.

There is a 28-day cooling off period after signing a HELF agreement.

The HELF agreement is reviewed annually to ensure that you still want the services and can use them.

Our goal is to keep everything flexible, transparent, and tailored to your preferences, ensuring you always feel comfortable and confident about the services you receive.

Maroba offers a range of Higher Everyday Living Fee (HELF) package options, giving Maroba's residents the flexibility to choose what best suits their interests and lifestyle, rather than having a one-size-fits-all approach.

We are currently working on a **Transition Package** which includes the popular selections from several of our other packages that are also being worked on. Below is an example of those packages:

- Technology & Entertainment Package to assist you to stay connected, informed & entertained.
- Meals & Drinks Package to enhance your dining experience.
- Wellbeing & Gym Package to support your physical health and fitness.
- Wellbeing and Spiritual Package to support your emotional and spiritual wellness.

The HELF charges can only be increased by indexation annually.



Maroba Aged Care Finances

- Respite and Permanent Residents entering care on or after 1 November 2025

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 March 2026) is **\$66.80/day**.

○ Means Tested Fee

The Means Tested 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. The Means Tested Fees only applies to permanent resident, and they may pay either or both:

• Hotelling Contribution

The Hotelling Contribution covers everyday living costs such as meals and laundry.

The Hotelling contribution is capped daily at (effective 20 March 2026) **\$22.15**; there is no annual or lifetime cap on the total amount paid overtime.

• Non-Clinical Care Contribution

Residents who pay the full Hotelling Contribution may also need to pay the Non-clinical Care Contribution. The Non-Clinical Care Contribution covers care costs such as bathing, mobility assistance and lifestyle activities.

The Non-Clinical Care Contribution is capped daily at (effective 20 March 2026) **\$107.32**.

A Lifetime Cap also applies. A resident will pay the Non-Clinical Care Contribution until either:

- Reach the lifetime cap amount of (effective 20 March 2026) **\$137,917.01**; or
- Has paid the Non-Clinical Care Contribution for 4 years (does not need to be consecutive years).

The income and asset thresholds plus the daily and lifetime caps for Hotelling Contribution and Non-Clinical Care Contributions are indexed 20 March and 20 September each year.





○ Maroba (Higher Everyday Living Fee) HELF Program

Maroba HELF Program is a optional fee for both respite and permanent residents to access additional higher-quality services.

Refer dedicated page for futher information.

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 \$214,884.00 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 less 2% retention will be refunded within 14 days of receipt of a certified copy of the Grant of Probate.

▪ Retentions

Effective 1 November 2025 a 2% annual retention for the first 5 years will be deducted rom the lump sum RAD paid totaling 10%.

Retentions are calculated daily on the RAD balance and the 5-year period commences when the initial lump sum payment is received.

Example:

RAD balance \$200,000 x 2% Retention Rate divided by 365 = \$10.96 Retention Daily Rate

Payment received on the 1st day of the month and there were 30 days in the month; the amount deducted would be \$10.93 per day x 30 days in the month = \$328.80



The RAD balance \$200,000 is reduced by the RAD retention \$328.80 meaning the revised RAD balance is \$199,671.20 next month's RAD Retention is calculated based on the revised RAD Balance.

- **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.

▪ **DAP Indexation**

DAP is indexed on 20 March and 20 September each year to the amount residents pay for their accommodation in residential aged care. It aligns with changes in the Consumer Price Index (CPI).

Indexation factor is determined by dividing the most recent DAP index number by the DAP index number at the time the resident entered the aged care home.

DAP indexation day DAP index number	
20 September 2025	1.00
20 March 2026	1.02

DAP Indexation Formula = DAP Index number on Index Day divided by DAP index on reference day.

DAP Index on reference day means the DAP Index number at time of entry.

DAP Index on Index Day means the DAP Index number on 20 September and 20 March there after date of entry.

Example:

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

If resident entered care on 1 November 2025; their DAP Index on reference day would be 1.0

If on 20 March 2025 the DAP index number is 1.02

Step 1 calculate Dap Index number on index day $1.1/1.0 = 1.2$

Step 2 Calculate indexed DAP $\$114.67 * 1.1 = \116.96

For the month of March

19 days the DAP will be charged at 114.67/day and for 20 days the DAP will be charged at \$116.96/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 $\$265,000 \times 8.43\%$ (Interest rate effective 1 July 2026) divided by 365 = \$63.51/ day.

○ Accommodation Charge (AC)

A resident with assessed assets between \$64,500 and \$214,884 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 March 2026 is \$54.23 / 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.

▪ Retentions

Effective 1 November 2025 a 2% annual retention for the first 5 years will be deducted from the lump sum RAC paid.

Retentions are calculated daily on the RAD balance, and the 5-year period commences when the initial lump sum payment is received.

Example:

RAC balance \$100,000 x 2% Retention Rate divided by 365 = \$5.48 Retention Daily Rate

Payment received on the 1st day of the month and there were 30 days in the month; the amount deducted would be \$10.93 per day x 30 days in the month = \$164.40



The RAC balance of \$100,000 is reduced by the RAC retention \$164.40 meaning the revised RAC balance is \$99,935.60 next month's RAD Retention is calculated based on the revised RAD Balance.

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 \$54.23/day divided by 8.43% (Interest rate effective 1 July 2026) multiply by 365 days = RAC
\$234,803.68

- **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:

Residents have decided to pay 50% as a RAC and 50% as a DAC.

DAC Component is \$54.23 divided by 2 = \$27.12

RAC Component \$27.12 divided by 8.43% (Current Interest rate effective 1 July 2026) multiply by 365 days = \$117,401.84

Seek Financial Advice

We strongly recommend consulting with a qualified financial advisor to help determine the best payment option based on your personal financial situation and long-term needs.

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 support 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 Lazy boy/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](#) 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 determinate 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.



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 ACAT Residential Assessment been carried out? ☐ Yes ☐ No Date ACAT was completed / ☐ Residential Permanent Referral Code _____ ☐ Respite Referral Code _____ /			
Has a DHS/DVA Income & Asset Test been completed? (SA457 or SA485) ☐ Yes ☐ No <u>(If yes, please attach copy)</u>			
<u>Has it been lodged with Services Australia?</u> ☐ 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 POA ☐ Yes ☐ No Restrictive ☐ Yes ☐ No		Receive Accounts ☐ Yes ☐ No ☐ 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 Restrictive ☐ Yes ☐ No	☐ email.....@.....
Address: _____ Postcode: _____	
Home Phone No: _____ Mobile: _____	Email: _____
Religion: _____	
Medicare No: _ _ _ _ _	Person number ie (1) _ EXPIRY: _____
Pension Received? ☐ Yes ☐ No ☐ Aged ☐ DVA / Service ☐ Disability	
Pension No: _____ ☐ Part ☐ Full EXPIRY: _____	
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? ☐ Yes ☐ No	
Do you have a will?: ☐ Yes ☐ No Location of Will: _____	
Electoral Role Status: ☐ Voting ☐ Non-voting Residents who are enrolled to vote will be required to attend an external polling location to cast their vote.	
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 _____	

Consent to Collection, Use and Disclosure of Personal Information

1. 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
- Cultural and Indigenous Identification



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

2. Maroba may wish to display **photographs** or **birthday** notices throughout our facility our **social media** 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

3. We also seek consent from you to review and disclose your personal information in, but not limited, to the following circumstances:
 - 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

☐ Yes ☐ No

If we do not have your consent to disclose your personal information in these circumstances, we may be unable to provide appropriate care and services, meet your individual needs and preferences in relation to your care. 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.

RESIDENT NAME: _____
(OR PERSON RESPONSIBLE)

SIGNATURE: _____

WITNESS NAME: _____

SIGNATURE: _____

DATE: / /





*Love every minute and
join our community!*

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

For more information?

Call Maroba on 49350300

Customer Services Team

Email: admissions@maroba.com.au

MAROBA CARING COMMUNITIES

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