

# Frequently Asked Questions



Respite Care is an option of care to support older people and their carers for short periods of time. It is not a permanent option. Respite Care consumers are provided care in accordance with the Aged Care Act, Quality of Care principles within an approved provider's service e.g. Lutheran Homes Group (LHG).

## Care available

You can access residential respite for a minimum of 21 days up to 63 days each financial year depending on LHG's total allocation of Respite Days.

We keep a waiting list for Respite Care. Please check with our team regarding the number of respite days available. An offer of Respite Care is only for a specific period and does not guarantee a Permanent Admission into Residential Care.

## Leave

You are not entitled to be on leave from Residential Care during the Respite Period.

## Hospitalisation

In case you are required to go to a hospital overnight or for more than 24 hours, the Respite Period will be deemed to have terminated on the date of hospitalisation.

## Access to Residential Respite Care

You will first need a free assessment with a member of an Aged Care Assessment Team (ACAT). The ACAT will talk to you about your current situation and to work out if you are eligible for Respite Care. Call My Aged Care on 1800 200 422 to be referred for a free assessment with the ACAT.

## Costs

If you have a current Aged Care Client Record (ACCR), the cost is subsidised by the Government. The fees that apply are:

- The daily fee (set at 85% of the full aged pension). Please contact our Admissions Officer to find out the current Daily Fee amount.

At LHG, fees are charged by Direct Debit from your account every fortnight or month, in advance. If there is any overcharge, you will receive a refund within the next fortnight.

If you decide to leave respite earlier than agreed, we will need at least 7 days' advance noticed; otherwise fees for 7 days will be charged.

## **Can I view the room before signing up for respite care?**

As our respite rooms are normally occupied, it is not always possible to view the room before signing up. Of course, we will accommodate the request if possible.

## **Can I utilise my whole respite allocation?**

You can access up to 63 days of subsidised respite care in a financial year. This includes both planned and emergency residential respite care.

It is possible to extend this by 21 days at a time, with further approval from your aged care assessor. This may be required due to your care needs, carer stress, or the absence of your carer. LHG's ability to extend any agreed date will be dependent on availability of an agreed room.

You can use your entire allocation (63 days) in one stay if we have availability.

## **Does a period of Respite care guarantee me a permanent allocation?**

No, Respite Care is for a period of time as agreed in your contract on admission.

A period of Respite Care can give you the opportunity to consider your individual situation before considering permanent care.

Permanent placement requires consideration to a person's ongoing care requirements, suitability and availability of accommodation and financial position.

Discussions may occur during your respite stay but there is no guarantee of a permanent placement offer.

## **Do you offer low care and high care respite?**

We only offer high care respite. If you require additional support in your home for a short period of time, you could consider Home Care services.