



Juniper Residential Information Booklet

Information on applying for waitlisting and placement
for Juniper Residential permanent care



Thank you for your interest in considering placement with Juniper Residential Care.

This Information Booklet is provided to assist you with:

- completing the Juniper Residential Application Form
- providing helpful information to guide your application for waitlisting
- potential offer of placement for permanent care in a Juniper Residential Facility.

If at any time you have any questions or concerns whilst completing the application form or with any of the information in this booklet do not hesitate to phone a friendly member of the Juniper Access Team on **1300 313 000** or email us on **access@juniper.org.au**

The Juniper Residential Application Form

The application form consists of:

Introduction

Locations/type of care:	List of Juniper Residential Care Facilities
Section 1:	Your Personal Information
Section 2:	Your Pension and Medicare Information
Section 3:	Your Assets and Income Information
Section 4:	Your Health Information
Section 5:	Your Preferred Time-frame for Placement
Declaration:	Your declaration/signature and Privacy Information
Application Checklist:	Your check that relevant documents are included with the application

Completing and returning the Application Form and relevant documents

To assist us with timely waitlisting and offer of placement that reflects your care needs and accommodation requirements it is important that ALL sections are completed to the best of your ability.

Your representative, family member or friend may complete the form for you if you wish.

The completed form, should be signed by you or your nominated representative and along with the relevant documents:



Posted in the enclosed self-addressed envelope to Juniper Access,
PO Box 810 Balcatta WA 6914

OR



Dropped off at Juniper Central
313 Main Street Balcatta WA

OR



Documents scanned and **emailed** to
access@juniper.org.au



The application form can also be found on the Juniper website at www.juniper.org.au. Click on the Residential Care Tab and download the application form, complete and return by post or email.

Considerations when completing your application form:

Locations/type of care – Juniper Residential Care Facilities

To assist our assessment processes in ensuring you are waitlisted for facilities that reflect your care needs and accommodation requirements please indicate:

- Type of care you are seeking (general or dementia)
- By numbering in order of preference your preferred Juniper Residential Facilities and locations
- If applying as a couple a separate application form needs to be completed for each applicant.

Section 1: Your Personal Information

Completing your personal information including spouse/partner/nominated representatives and current location assists us with:

- Speedy placement on the waitlist and formal acknowledgement of your waitlisting
- Prioritisation for placement e.g. if in Transitional Care/Hospital/can no longer safely live at home
- Ease of contacting you/your nominated representative when a vacancy occurs or we are seeking updated or further information.

In the Personal Information Section we do ask if you have any authorities in place. If you currently do not have any authorities in place or are unsure what is covered by Enduring Power of Attorney and/or Guardianship, as a courtesy, we provide the following information from the State Government website:

Types of Authority – general information

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

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

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

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

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

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

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

An enduring power of attorney or guardianship cannot be made by another person on behalf of a person whose capacity might be in doubt due to mental illness, acquired brain injury, cognitive impairment or dementia.

To apply on behalf of someone to have a guardian or administrator, an online application needs to be completed at: ecourts.justice.wa.gov.au/eCourtsPortal
It is free to make an application, and there is no cost for any related hearing.

Reference: Government of Western Australia - Department of the Attorney General- Office of Public Advocate. *Further information and application forms available via www.publicadvocate.wa.gov.au*

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

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

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

Please Note:

If you have a spouse/partner only include 50% of your assets and income.

Additional Information on possible Fees and Costs:

What will I need to pay?

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

The Basic Daily Fee – this is:

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

The Accommodation Cost - this is:

- The maximum accommodation price (cost of room).

Dependent on your assets and income assessment you may be:

- eligible to have your accommodation costs **met in full** by the Government
- eligible to have your accommodation costs **met in part** by the Government
- required to pay the full accommodation costs.

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If you are required to **pay part or full** accommodation costs the following payment options are available for:

Full Accommodation Costs:

- Full payment for the room called a **Residential Accommodation Deposit (RAD)** that is refundable after discharge
- An interest only payment on the unpaid *RAD* called a **Daily Accommodation Payment (DAP)**
- A combination of part payment of the *RAD* and a *DAP* payment on unpaid portion of the *RAD* that can be offset against the part payment of the *RAD*.

Partial Accommodation Costs:

- Partial payment for the room called a **Residential Accommodation Contribution (RAC)** that is refundable after discharge.
- An interest only payment on the unpaid *RAC* called a **Daily Accommodation Contribution (DAC)**
- A combination of part payment of the *RAC* and a *DAC* payment on unpaid portion of the *RAC* that can be offset against the part payment of the *RAC*.

Accommodation Payment Obligation

If/when you accept an Offer of Placement we will/may require further information for the security of payment of fees and costs.

E.g. Guarantor details including a copy of identification such as a driver's licence.

Care Subsidies - this is:

A Government payment for the provision of clinical and personal care based on your assessed needs post admission and on an ongoing basis.

Dependent on your Centrelink assets and income assessment you may be:

- eligible to have your care costs met in full by the Government
- eligible to have a portion of your care costs met by the Government with you paying the balance known as the **Means Tested Care Fee**
- Be required to pay the full care costs – the **Means Tested Care Fee**
- The **Means Tested Care Fee** is capped on an annual and lifetime basis.

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Please Note:

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

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

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

It is advisable that you do seek independent financial advice regarding your specific financial circumstances

If you have any concerns, queries or wish to discuss any aspect of financial fees and costs please contact the Juniper Access Team on **1300 313 000** for assistance.

Section 4: Your Health Information

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

- Ensuring you have an eligible ACAT Assessment (also known as an Aged Care Client Record (ACCR) or Support Plan) which is a Government mandatory pre-requisite for determining eligibility to access residential care and possible government subsidies
- Taking into account any health or wellbeing changes that have occurred since you had your ACCR completed so that when a suitable vacancy occurs we can offer you placement that reflects your individual care needs and accommodation requirements.

Section 5: Your Timeframe for Residential Care Placement

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

- The offering of a possible placement within your preferred time period that meets your individual requirements.

Please Note:

If your circumstances change at any time you can contact Juniper Access on **1300 313 000** to update your preferred time frame for placement.

Frequently Asked Questions:

What happens once I submit my application?

- Your completed application will be placed on the Juniper Residential Waitlist within 3-4 business days
- We will contact you by phone or email if we require any further information
- We will formally acknowledge your waitlisting in writing and include a sample agreement and as applicable draft fees, costs and a room pricing quote
- When you receive acknowledgement if you have any queries or concerns do contact the Juniper Access Team on **1300 313 000**.

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

- Your application is individually assessed and waitlisting is prioritised based on your needs and urgency for placement
- We do ask you to indicate your preferred time frame for placement on Section 5 the Application Form
- We will contact you by phone or email approximately every 60 days to check if there have been any changes to your waitlisting requirements.

How do I advise of any changes that may affect an offer of placement?

- Please contact the Juniper Access Team on **1300 313 000** to advise us of any changes to your health and wellbeing that may affect your priority for placement including admission to hospital or transitional care
- We would also appreciate a courtesy call to advise if you have accepted an offer of placement with another aged care provider or you no longer need to remain on the waitlist.

Can I view my preferred Juniper facility/facilities?

- Once you have received written acknowledgement of your waitlisting you can contact your preferred facility/facilities to arrange a mutually convenient time to view the common areas of the facility.

Please Note:

To protect our residents' privacy we are unable to show you any individual rooms but if you are offered a placement you will be able to view the room on offer before accepting placement.

What happens if I am offered placement?

- A Juniper Access Team member will call you regarding the offer of placement and:
 - arrange a viewing of the room on offer usually within the next 24 hours
 - clarify costs and fees and any other queries you may have
- When you view the room the Residential Manager or delegate will answer any specific residential facility queries you may have regarding the offer of placement
- Acceptance or declining of the offer is required by no later than the day following the viewing of the room
- If you decline the vacancy offer it will not impact you remaining on the Juniper Residential Waitlist.

If I accept the offer of placement how long do I have before I move in?

Admission generally needs to occur within 48 -72 hours of the offer and on the day of admission includes:

- an admission time of generally between 10 – 10.30 am to allow for an unhurried admission and time to meet key personnel at the residential facility
- a request that you bring with you your medications, prescriptions and any medical reports
- provision by Juniper of supporting documentation including Resident Agreement, Consent Forms, Financial Forms and specific residential facility information
- a meeting with the Residential Manager or delegate to complete paperwork and provide an opportunity to clarify or answer any queries or concerns you may have.

Once I move in will I need to move again?

- Juniper Residential offers facilities which cater to a variety of clinical and care needs
 - At the time you enter the facility the Residential Manager will discuss what the facility is able to provide both now and in the future
 - If your needs change, the Residential Manager will work with you to ensure that your clinical and care needs are met in the most appropriate location
 - In the event that a facility is no longer able to meet your care needs, it is important to remember that Juniper Residential provides a suite of services and it is very likely that another Juniper facility may be able to meet your needs
 - However, despite our best intentions this is not always possible. If this need occurs we will consult fully with you and your representative and any move would be coordinated with you, your representative and the new facility.
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Residential Care Facilities

Juniper Annesley

4-10 Hayman Road
Bentley, WA 6102

Juniper Bethavon

107 Duke Street
Northam, WA 6401

Juniper Bethshan

7 Piesse Street
Katanning, WA 6317

Carramar*

23a Redgum Way
Morley, WA 6062

Juniper Chrystal Halliday**

27 Prisk Street
Karrinyup, WA 6018

City of Bayswater Hostel*

21 Embleton Avenue
Embleton, WA 6062

Juniper Cygnet

4-10 Hayman Road
Bentley, WA 6102

Juniper Elimatta

45 Alexander Drive
Menora, WA 6050

Juniper Ella Williams

77 Camboon Road
Noranda, WA 6062

Juniper Gerdewoonem

50 Ivanhoe Road
Kununurra, WA 6743

Juniper Guwardi Ngadu

Forrest Road
Fitzroy Crossing, WA 6765

Juniper Hayloft

1 Lewis Road
Martin, WA 6110

Juniper Hillcrest

40 Onslow Street
Geraldton, WA 6530

Juniper Hilltop

4-10 Hayman Road
Bentley, WA 6102

Juniper John Bryant

95 Rawlinson Drive
Marangaroo, WA 6064

Juniper Korumup**

31 Townsend Street
Lockyer, WA 6330

Juniper Marlgu Village

27 Coverley Street
Wyndham, WA 6740

Juniper Ngamang Bawoona

31-37 Sutherland Street
Derby, WA 6728

Juniper Numbla Nunga

31-37 Sutherland Street
Derby, WA 6728

Juniper Pilgrim

32 Preston Point Road
East Fremantle, WA 6158

Juniper Riverslea

100 Guildford Road
Mount Lawley, WA 6050

Juniper Sarah Hardey

222 Cammillo Road
Kelmscott, WA 6111

Juniper St Andrew's

20 Burwood Road
Balcatta, WA 6021

Juniper St David's

17-19 Lawley Crescent
Mount Lawley, WA 6050

Juniper The Residency

47-57 Burgoyne Street
Northam, WA 6401

Juniper Trinity

4-10 Hayman Road
Bentley, WA 6102

Retirement Communities

Juniper Boronia Court

31 Townsend Street
Albany, WA 6330

Carramar Village*

23a Redgum Way
Morley, WA 6062

Juniper Chrystal Halliday

27 Prisk Street
Karrinyup, WA 6018

Juniper Chrystal Gardens

84 Kitchener Street
Trigg, WA 6024

Juniper Elimatta

8 Bradford Street
Menora, WA 6050

Juniper Euroka

41-51 Flora Terrace
Waterman's Bay, WA 6020

Mertome Village*

30 Winifred Road
Bayswater, WA 6053

Noranda Village*

11 Walmsley Drive
Noranda, WA 6062

Juniper Northam Cottages

94 Throssell Street
Northam, WA 6401

Juniper Pilgrim

32 Preston Point Road
East Fremantle, WA 6158

Juniper Rosemount

21 Dianella Drive
Dianella, WA 6059

Juniper Rowethorpe

4-10 Hayman Road
Bentley, WA 6102

Salisbury Retreat*

135 Salisbury Street
Bedford, WA 6052

Juniper St David's

17-19 Lawley Crescent
Mt Lawley, WA 6050

Home Care

Metro north

CHSP, Home Care,
day therapy centre

Metro south

CHSP, Home Care,
day therapy centre

Metro east

CHSP, Home Care

Wheatbelt

Home Care from Northam

South West

CHSP, Home Care services
to Busselton and beyond

Kimberley

Juniper Wyndham Home Care
Juniper Kununurra Community Care

Transition Care

Juniper Charles Jenkins

4-10 Hayman Road
Bentley, WA 6102

Community Services

Juniper Beryl Grant

Community Centre
31 Townsend Street
Lockyer, WA 6330

* Managed by Juniper, owned by the City of Bayswater

** To be completed 2019



Juniper Access

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