



The Good Shepherd Home  
*EXCEPTIONAL CARE*

565 University Road, Annandale,  
Townsville QLD 4814

PO Box 212,  
Aitkenvale QLD 4814

**P:** 07 4772 9900

**F:** 07 4779 2093

**E:** [admin@tgsh.org.au](mailto:admin@tgsh.org.au)

**W:** [www.tgsh.org.au](http://www.tgsh.org.au)

ABN 33 905 968 697

# Welcome Information





## Welcome

The Good Shepherd Home Townsville has a well-deserved reputation for its welcoming resident environment, attention to detail and homely finishing touches. With a strong emphasis on creating a genuine feeling of warmth and familiarity, The Good Shepherd Home delivers exceptional care with the specific care needs of our residents firmly in mind.

Including the newly constructed multi-storey facility Pinnacles House, The Good Shepherd Home offers care for up to 240 residents across a broad range of accommodation options including:

- Single or twin rooms with or without private ensuite
- Specialist secure dementia support accommodation
- 19 premium rooms, offering a private outdoor area, ensuite, kitchenette and additional facilities

The Good Shepherd Home is fully accredited, and dedicated to providing residents with maximum privacy, security, comfort and choice.

To ensure residents live a fulfilling life, we offer a dedicated Leisure and Lifestyle Team, to ensure residents continue to pursue their passions or discover new ones. Activities such as day trips, a daily exercise program, arts and craft and entertainment provide the fun and companionship essential for a high quality of life. Our range of on-site facilities and services include:

- Lush, landscaped gardens with BBQ and picnic areas adjacent to the Palmetum Botanical Gardens and the beautiful Ross River
- On-site allied health department including physiotherapists, speech therapists and occupational therapists
- Village Hairdressing Salon provides services in the salon or in resident's rooms
- Chaplaincy support services are available through Church services in the chapel, visits from the Home's Chaplain and Open Prayer meetings
- The Library has a wide range of book titles available for residents to borrow
- A shopping service is also available for residents
- Tumbetin Tea Rooms sit at the entrance to the Palmetum Botanic Gardens and are the perfect place for residents to meet family and friends for morning tea or lunch

## Ask us for a Tour

The best way to experience all that The Good Shepherd Home has to offer is to take a tour of the facility. Please contact us on 4772 9900 to arrange a tour.



## Apply for Care

Searching for the right aged care home can be both difficult and stressful. There are a number of steps which must be completed in order to submit an application and these are standard requirements for all aged care facilities in Australia. One of our helpful team members is only a phone call away if you need any assistance. You can contact The Good Shepherd Home on (07) 4772 9900.

### ORGANISE AN ACAT ASSESSMENT

#### WHAT:

An Aged Care Assessment Team (ACAT) Assessment is required when applying to enter an aged care facility. This gives you and the aged care facility an indication of the type of care you are eligible to receive.

#### WHO:

An ACAT Assessment can be organised by your Doctor, the Hospital Social Worker, or you can organise it directly through the Aged Care Assessment Team.

#### HOW:

The Townsville Aged Care Assessment Team (ACAT) can be contacted by phoning 07 4433 8300.

STEP  
01

### ORGANISE AN ASSETS ASSESSMENT

#### WHAT:

A Combined Assets and Income Assessment will determine if you're eligible for government assistance for your permanent residential aged care accommodation costs.

#### WHO:

A Combined Assets and Income Assessment is conducted by the Department of Human Services (Centrelink) or Department of Veterans' Affairs.

#### HOW:

Visit the Department of Human Services website and download an assets assessment form: [www.humanservices.gov.au/customer/forms/sa457](http://www.humanservices.gov.au/customer/forms/sa457)

STEP  
02

STEP  
04

### COMPLETE THE GOOD SHEPHERD HOME APPLICATION FORM

#### WHAT:

This is your application form to apply for permanent or respite care with The Good Shepherd Home. It is to be completed with the details of the individual requiring care. It is an internal document and will not be shared with other agencies.

The Department of Human Services Application Form will also be accepted in cases where an applicant is applying to various aged care providers, however, additional information may be required and could delay the application process.

#### HOW:

Complete the Good Shepherd Home Application Form.

STEP  
03

### SUBMIT YOUR APPLICATION FORM

#### WHAT:

In order for The Good Shepherd Home to assess your care needs and requirements, please submit all the above information by:

Email to:  
[rec@tqsh.org.au](mailto:rec@tqsh.org.au) or,

Post to:  
The Good Shepherd Home, PO Box 212, Aitkenvale, QLD, 4814.

Our helpful team are only a phonecall away if you need any assistance. You can contact The Good Shepherd Home on (07) 4772 9900.

### IMPORTANT

You should also be aware of legal issues for residents in residential aged care facilities including information surrounding Power of Attorney. More information can be found on the My Aged Care website or call 1800 200 422.



## Fees

The information regarding fees can seem confusing and here at the Good Shepherd Home we have a dedicated admissions team to assist you through the process. Please contact us for a personal appointment about your individual situation.

The Australian Government can financially assist those looking to move to The Good Shepherd Home, based on an assessment of your income and assets by the Department of Human Services (Centrelink). You can find out more information regarding aged care fees by going to the My Aged Care website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au).

You can also use the My Aged Care Residential Care Fee Estimator tool to help calculate expected fees and charges.

Please use this link: [www.myagedcare.gov.au/fee-estimator/residential-care/form](http://www.myagedcare.gov.au/fee-estimator/residential-care/form)

The amount you will be asked to pay for your accommodation will be based on your income and assets, and will be one of the following:

- No accommodation costs. If your income and assets are below a certain amount, the Australian Government will pay your accommodation costs.
- An accommodation contribution. Depending on your income and assets, you might be required to pay part of the costs of your accommodation and the Australian Government will pay the rest.
- An accommodation payment. Depending on your income and assets, you might be required to pay for the full costs of your accommodation.

### **Basic Daily Fee**

As of March 20<sup>th</sup>, 2020 the basic daily fee is \$52.25. This fee contributes towards day-to-day living costs such as meals, cleaning, and laundry, heating and cooling. Everyone entering an aged care home will be asked to pay this fee and for some people, this will be the only fee they are required to pay.

The basic daily fee is set at 85% of the single person rate of the basic Age Pension and is the same of singles and members of a couple.

### **Means-tested Care Fee**

This is an additional contribution towards the cost of care that some people may be required to pay. The Australian Government's Department of Human Services (Centrelink) will advise if a resident is required to pay this fee. The fee is based on an assessment of your income and assets.

There are annual and lifetime caps that apply to the means-tested care fee. Once these caps are reached, you cannot be asked to pay any more means-tested fees. The maximum means-tested care fee you can be asked to pay each year is \$28,087.41. This cap is indexed. The maximum means-tested care fee you may be asked to pay is \$67,409.85 in your lifetime.

### **Accommodation Payment**

The daily accommodation payment is for your accommodation in the Home. Some people will have their accommodation costs met in full or in part by the Australian Government, while others will need to pay the accommodation price agreed with the Home. This cost also varies depending on the level of care assessed and the choice of accommodation at the Home.

Additional fees may apply if you choose a higher standard of accommodation or additional services. Please contact us for more information about additional services.



### ***Accommodation payments information and what it means for you?***

As of July 1, 2014 each aged care resident is able to choose which way they want to pay for their accommodation. You can either choose to pay for the accommodation portion of living in an aged care residence via a Refundable Accommodation Deposit (RAD) or a Daily Accommodation Payment (DAP).

#### ***Refundable Accommodation Deposit (RAD)***

The Good Shepherd Home offers a range of accommodation choices with Refundable Accommodation Deposits (RAD's) starting at \$275,000. We recommend you compare similar aged care services in the region and see what services and inclusions are offered to ensure you get the best value for money possible.

Advantages of paying a RAD include:

- Fully refundable with a 100% Australian Government guarantee
- No fees taken from the RAD unless requested or if there is an outstanding balance at time of refund.

#### ***Daily Accommodation Payment (DAP)***

You can also choose to pay for your accommodation through a daily fee known as the Daily Accommodation Payment (DAP). This is similar to the daily charge for staying at a hotel. The easiest way to calculate a DAP is to multiply the RAD for a room by 4.10% (which is a rate mandated by the Australian Government and periodically reviewed) and divide this total by 365.

So for example, using a RAD of \$300,000, multiplied by 4.10% and divided by 365, the daily accommodation payment (DAP) will be \$43.69 per day.

#### ***Alternative Payment Arrangements***

Of course, there are those circumstances where you may only be able to partially reach the RAD amount. In these situations, we can make alternative arrangements whereby we take part-payment of the negotiated RAD and the balance is collected as a Daily Accommodation Payment (DAP).

We understand that the rules associated with residential aged care can seem complex and overwhelming. Our experienced admissions team is here to help. Please contact us on 4772 9900 for more information.

## Accommodation Options and Fees

We have a range of options to suit all needs and budgets across our vibrant community. Choose from private rooms with or without ensuite, or enjoy the companionship provided in a shared room. The Good Shepherd Home also offers specific dementia support for our residents.

Residents can choose to pay for their accommodation by a refundable accommodation deposit (RAD) or a daily accommodation payment (DAP), or a combination of both. A refundable deposit is paid as a lump sum amount. A daily payment accrues daily and is paid periodically, for example monthly. A combination payment includes both a partial lump sum and daily payments.

Daily accommodation payment, based on the maximum permissible interest rate 4.10% (effective 1<sup>st</sup> September 2020).

Room Category	Room Description	Room Type	Bathroom Type	Maximum Refundable Accommodation Deposit (RAD)	Maximum Daily Accommodation Payment (DAP)	Example 50% RAD Paid	Example Daily Accommodation Contribution (DAC balance of RAD)
Comfort	Well maintained rooms with comfortable furnishings and access to communal lounge and dining areas.  *Secure Dementia Support rooms available	Shared room	Single or Shared bathroom	\$ 275,000	\$30.89	\$ 137,500	\$15.44
Lifestyle "Garden View"	Bright, spacious airy rooms with communal lounge and dining facilities. Rooms have beautiful garden views.	Single room	Single or Shared bathroom	\$300,000	\$33.69	\$150,000	\$16.84
Lifestyle "Riverside"	Bright, spacious airy rooms with communal lounge and dining facilities with views of the Ross River.	Single room	Single or Shared bathroom	\$325,000	\$36.50	\$162,500	\$18.25
Lifestyle Extra Service "Garden View"	Large rooms with kitchenette and quality home style furnishings. Private patio/porch with garden views.	Single Room	Private ensuite	\$410,000	\$46.05	\$205,000	\$23.02
Premium	Located on the Ground and 1 <sup>st</sup> floor of the newly constructed Pinnacles House. Featuring large, bright and airy rooms with views.	Single Room	Private ensuite	\$400,000	\$44.93	\$200,000	\$22.46



Room Category	Room Description	Room Type	Bathroom Type	Maximum Refundable Accommodation Deposit (RAD)	Maximum Daily Accommodation Payment (DAP)	Example 50% RAD Paid	Example Daily Accommodation Contribution (DAC balance of RAD)
Premium Extra Service	Large rooms with kitchenette and quality home style furnishings. Private patio/porch with spectacular Ross River views.	Single Room	Private ensuite	\$410,000	\$46.05	\$205,000	\$23.02
Premium Plus	Premium rooms are located on the top floor of the newly constructed Pinnacles House. Featuring large, bright and airy rooms with sweeping views.	Single Room	Private ensuite	\$470,000	\$52.79	\$235,000	\$26.39
Premium Plus Extra Service	Large rooms with kitchenette and quality home style furnishings. Private patio/porch with spectacular Ross River views.	Single Room	Private ensuite	\$470,000	\$52.79	\$235,000	\$26.39

