

A guide to  
aged care.

**JAPARA**



JAPARA

Stephanie, Millward

## Making the move to aged care

Placing an elderly loved one into aged care is one of the most emotionally challenging decisions most families will have to face. We've put together this simple step-by-step guide as an introduction to aged care, and how Japara can help.

We understand that aged care can seem overwhelming. That's why we're always here to help – either in person at your local Japara home or over the phone. You'll also find more information on our website.

“Within Japara, we've created more of a family culture – rather than a big corporate culture – even though we're one of the larger organisations.”

Andrew Sudholz  
Founder and CEO, Japara



**Japara**  
japara.com.au  
or call 03 9649 2100

## 1 Find the right home

The best way to find the right home is to visit as many as you can. That way you can assess firsthand the quality of accommodation available, and the variety of spaces and amenities provided.

A personal tour also lets you meet with some of the care providers, and discuss what matters most to you. That may be leisure and lifestyle options, or menus and the quality of the food. Whatever your individual interests, this is the time to ask. You'll soon get a sense of the culture of the home, and the values of those who work there.

Friends and family can be another great source of information, especially if their opinions are the result of personal experience. You'll also find plenty of resources online, including:

The Government's My Aged Care website  
[myagedcare.gov.au](https://myagedcare.gov.au)

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The Aged Care Guide website  
[agedcareguide.com.au](https://agedcareguide.com.au)

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Aged Care Online  
[agedcareonline.com.au](https://agedcareonline.com.au)

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These resources allow you to search for homes using a variety of criteria, such as location, amenities and cost. Details of Japara Care Homes are available on each of these sites, or you can search for a home near you at [japara.com.au](https://japara.com.au)



"I felt comfortable, it was the nearest to what I knew (the area), and I liked it."

Margaret Forbes  
Resident, Elanora

## 2 Understand the cost

The cost of residential aged care is the sum of up to four types of fees:

The basic daily fee

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The means-tested care fee

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Accommodation fees

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Fees for other services

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The way some of these fees are calculated may appear complex, especially if this is your first experience with aged care. Our 'Guide to aged care fees' brochure explains everything, including how to find out if government funding is available.

## 3 Apply for a care home

Every aged care provider has their own application process. If applying to Japara, it's the Home Manager you should contact. They'll be happy to help you with your application form and other relevant paperwork.

If there's a room available that meets your needs, you should be able to move in quite soon. If not, we can contact you as soon as suitable accommodation becomes available. Or, we can try to accommodate you at a nearby Japara location, until your preferred care home becomes available.



To talk to our friendly Japara staff about booking a tour at a home near you, just call 03 9649 2100

## 4 Move in

The experience of moving into a residential care home can be overwhelming. It means living in a new environment, with a new routine and new people. At Japara, we understand the challenge this can present, which is why we take steps to ensure everyone feels right at home from the very beginning.

We start by getting to know our new residents and their care needs, hobbies, interests, special dietary needs and anything else unique to each person. We also help each new resident decorate their room just how they like it, and we encourage family and friends to drop by at any time, because there are no set visiting hours.

Our residents are supported to do what they want. They don't need to worry about chores anymore, if they'd prefer or need to offload those tasks. We can take care of everything – from cleaning, cooking, washing and meals to managing care and medication, or organising outings and lifestyle options. Of course, it all depends on the resident, and how much they want or need us to support them with their daily requirements.

All of this is designed to leave our residents with more time to follow their passions. It's part of the warm welcome that every new member of our Japara family receives.



“There seemed to be so many things to do here, there wasn't any reason to not feel settled.”

Ruby De Voss  
Resident, Elanora



Japara would like to thank all residents, family members and staff who helped create this brochure.

Questions?  
We're here to help.

We pride ourselves on taking the time to explain aged care and the Japara difference.



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**Japara Support Office**

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Call. 03 9649 2100  
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**Dept of Human Services**

Call. 132 300  
[humanservices.gov.au](http://humanservices.gov.au)

**My Aged Care**

Call. 1800 200 422  
[myagedcare.gov.au](http://myagedcare.gov.au)