



Bethany provides care and service to frail aged senior citizens of Rockhampton and surrounding districts.

Accommodation

Senior citizens are admitted to either a single room with ensuite, a single room, twin share or four bed room with shared toilet and shower facilities.

Management reserves the right to move a resident senior citizen between or within Mercy Aged Care Services facilities as care needs alter, following consultation with the senior citizen, relative or representative.

Accommodation Payment

As from October 1 1997, all incoming senior citizens to Mercy Aged Care Services facilities may be asked to pay an Accommodation Bond or Accommodation Fee if they are assessed to be financially able to do so. This is in accordance with the Commonwealth Aged Care Act 1997.

All incoming senior citizens will be asked to supply an Assets Assessment from Centrelink or DVA. The Assets Assessment application form is available from Centrelink or can be obtained from Mercy Aged Care Services Administration.

The Accommodation Bond is dependent on the person's individual financial circumstances. This amount is repaid in part to the senior citizen (or their estate) when they leave Mercy Aged Care Services. (More detailed information will be explained at a confidential interview)

Admission to Bethany

Admission is dependent on the completion of a 'Mercy Aged Care Services – Application for Admission' form.

Approval to enter residential aged care MUST be given by the regional Aged Care Assessment Team (ACAT).

The Executive Director of Nursing (or nominated representative) reserves the right to nominate the most appropriate point of admission to Mercy Aged Care Services facilities.

What To Bring With You

On admission please bring with you:

- Medicare Card;
- Health Insurance (if applicable);
- Name of Doctor and Pharmacist;
- Name and proof of Enduring Power of Attorney

Resident senior citizens and family members are encouraged to continue to handle personal and financial affairs. If Bethany is required to administer these affairs, a fee for service will be charged.

Avenues of Complaint

Should the resident senior citizen or representative feel they are being treated unfairly, an appeal may be made to management or The Aged Care Complaints Investigation Scheme Telephone: 1800 550 552

Personal Risk

Mercy Aged Care Services recognises a senior citizen's need for independence and the promotion of self esteem whilst also appreciating a degree of risk associated in the promotion of this individual requirement.

Confidentiality

Senior citizens' personal, financial and medical concerns are treated by Bethany staff with confidentiality.

Cultural Recognition

Mercy Aged Care Services recognises and caters to members of any cultural community with care and consideration. An interpreter service will be organised if required.

Pastoral Care

Pastoral carers are available 24 hours a day to residents, staff and visitors in need.

Church Services

Mass is celebrated in the Bethany Chapel daily, other than Wednesday. Anglican Services are held bi-monthly and other denominations are on request.

Other Considerations

Senior citizens will be asked to sign a 'Residential Care Agreement' on admission to Bethany.

Resident senior citizen considerations and suggestions pertaining to Bethany routines, etc. are encouraged and appreciated.