



How do I book respite care?

Booking respite care is easy, all you have to do is contact your preferred Moran home to speak to our Resident Liaison team. They will discuss your requirements, answer your questions, take you on a tour of our home and look at availability for the period of respite you are interested in. Choice of room is not provided for respite care stays. Rooms are allocated on a first available bed basis.

Are you the primary carer for a loved one? Do you need a break?

We offer respite care for seniors enabling primary carers to have a well deserved break. With our premium accommodation, nursing care and wide range of leisure and dining options, carers won't be the only ones who feel like they have had a holiday.

What is respite care?

Respite care or short term care is offered at a time when a carer needs to take a break from caring for their loved ones at home or is unable to provide appropriate care when parents, grandparents, elderly relatives, friends etc. are returning from hospital.

Where does it take place?

Moran Residential Aged Care offers respite care in all of our aged care homes.

Who does the caring?

Moran homes have professional care teams who provide nursing care in an environment which is specially designed for seniors. We provide 24 hour care, 7 days a week with registered nurses available at all times.

What sort of respite care is provided?

Moran provides respite care for all care needs including high care, low care and dementia care. Respite care may be booked on an emergency or planned basis.

How does Moran Aged Care assess care required by a respite resident?

To be eligible for government funded respite care a current ACCR (Aged Care Clients Record) assessment is required, which can be arranged through a family doctor or by the Aged Care Assessment Team at the local hospital. This assessment provides us with a clinical assessment of care needs.

For seniors who do not have an ACCR assessment we provide respite care on a user pays basis. Care needs will be assessed by your doctor prior to entry. Your doctor's report and consultation with our care team will enable us to assess the care you need.

Respite Lifestyle

At Moran homes our respite residents enjoy the same lifestyle as our permanent residents. All our residents have to do is relax and enjoy our beautiful homes and the lifestyle, health and wellbeing choices available to them. Moran also offers:

- Qualified chefs who cook nutritious, fresh meals daily including soft drinks and alcohol
- A variety of dining options
- On-site laundry and cleaning service
- Mix of lifestyle and leisure activities including outings, entertainment, daily exercise classes crafts and lots more.

How much respite care can I book?

Moran offers respite care for 3 - 4 weeks at a time, although longer periods can be discussed depending on availability and reason. Respite care may be booked in advance depending on availability.

Respite Booking Fee

A booking fee of 25% of the total respite care fee is required at the time of booking to secure a period of respite care. Once the booking fee is paid all fees charged will be net of the booking fee and must be paid in full on the date of entry. These fees are charged to a maximum of 31 days.

Respite Booking Fee Refund

If a respite resident cancels their booking more than 7 days before the proposed day for entry into respite care, the booking fee will be refunded in full within 14 days of

the written cancellation. If a respite resident cancels their booking within 7 days before the proposed day of entry and the reason for cancellation is other than the care recipient entering hospital or the death of the care recipient before that day, Moran will retain all or part of the booking fee.

Respite Care Refund

If a respite resident exits a Moran home earlier than their total booked days and has not notified the facility 7 days before they exit there will be no refund of fees.

Respite Care Payment

Payment for respite care can be made by cash, debit or credit card, personal or bank cheque.

What happens if we want to make a permanent booking?

Depending on availability of rooms, we can convert respite residents to permanent residents. If a respite resident indicates that they wish to convert, respite care may be extended, at the discretion of the General Manager. To minimise disruption and upheaval to the resident in our care please discuss this with the Resident Liaison team during your booking.

Our Resident Liaison Officers will step you through the permanent aged care process and provide you with the advice and support you need to make this important decision. However, we advise that you seek professional advice from a financial planner and can provide you with a list of providers in the locality if you require it.

We hope you find this information useful, if you have any questions or concerns please raise them with our Resident Liaison team or visit our website for more information.