

How to access Residential Care

Step 1 - Eligibility

What's your eligibility?

The first step is to find out your eligibility for seeking aged care services which are subsidised by the Australian Government. This involves registering with My Aged Care for a client record and organising a free assessment by the Aged Care Assessment Team (ACAT).

The assessment and approval process may take several weeks, so it is recommended that you start this process early to ensure that you are better placed to receive care services when you need them.

Contact Bene on 08 8131 2000 and let us make a referral for an assessment on your behalf, or you may wish to register online with My Aged Care at www.myagedcare.gov.au or by calling 1800 200 422.

Step 2 - Income and assets assessment

Income and assets assessment

To confirm your eligibility to receive a subsidy toward some or all of your care, a Government Combined Assets and Income Test will need to be arranged. This process may take several weeks so it is recommended to start this early. Details can be found on the My Aged Care website at www.myagedcare.gov.au.

Step 3 - Choose a home

Choose your Bene home

Bene's conveniently located homes each offer a uniquely caring environment. We can consult with you about the level of care you require and the kinds of services we can provide to help you choose the home that best meets your needs. You can contact Bene online at our Get in Touch page, or call on 08 8131 2000 during business hours to arrange a tour.

Step 4 - Payment options

Know your payment options

Generally, how much you will pay for your care and the payment options best suited to your needs will depend on your financial circumstances. Bene recommends you seek independent financial advice prior to making any final decisions. Bene is also happy to discuss the standard costs associated with our residential care with you in person or over the phone. Simply call Bene on 08 8131 2000.

For information about residential care fees view or download Residential Care Fees Explained from our website.

Step 5 - Application

Consult with Bene about your application

Once you have received the outcome of your assessments, you'll need to contact Bene to submit your application and provide information so we can properly understand your needs, including your care preferences and medical information. This will help us to ensure you receive the best quality care that's right for you.

To discuss your application, contact Bene on 08 8131 2000.

Step 6 - Residential Care Agreement

Signing the Residential Care Agreement

With everything now in place, all you need to do is sign the agreement. It will outline the services being provided, the fees payable and other details including your new address and a start date for receiving care.

For assistance moving into a Bene home, speak to our friendly customer service team. We're here to welcome you.

For assistance or further information about Residential Care call Raylene Moore on 08 8131 2000.