



Residential Aged Care – Pre-Admission Flowchart ACQS Standard 1, 2 & 4 Aged Care Module A1, A2 & A4

Review waitlist and offer place to highest priority, ensuring that the person is appropriate for the facility, e.g. dementia specific



Accept referral (through My Aged Care for Karlarra House) and access ACAT Service Plan



Arrange meeting with prospective resident and family/carer/representative and complete Initial Enquiry for Accommodation (**RC2**). Tour of facility can be arranged if required.



Discuss Resident Agreement and Security of Tenure and give copy of **Resident Handbook**. Discuss furniture suitability and personal belongings etc.



Provide Asset Assessment information and forms regarding fees, and Rental Assistance from Centrelink



Explain Charter of Aged Care Rights and resident / carer offered the opportunity to sign copy.



Explain admission process and confirm date of admission. Complete Personal Contacts (**RC35C**) information if possible



Inform resident regarding relevant policies: **Prevention of Elder Abuse in Residential Care Guideline** and **WA Health Complaint Management Policy** and **Animals in Healthcare Settings Policy**



Provide Advocacy Information:
AdvoCare and **Health and Disability Services Complaints Office**.
Aged Care Complaints Scheme 1800 550 552