



# *Care to talk*

Retirement Living  
care and support options

aveo





## Get one step closer to finding the **right care and support**

We've prepared this guide with you in mind. You might be looking to see what care and support might suit your changing needs or you might want to explore what's available before broaching the subject with a loved one.

We've got you covered. From FAQs to a few suggestions on how to start a conversation, we hope you find what's on these pages helpful.

Most importantly, we hope you know that support is only a phone call away. So, if you'd like to talk more about the type of care that might be right for your situation, our friendly team is ready to talk.

*Care to talk Retirement Living care options?*

Call our friendly team on **13 28 36** or visit [aveo.com.au/caretotalk](https://aveo.com.au/caretotalk)



# Not sure what you're looking for?

Whether you're looking for yourself or a loved one, sometimes it can be hard to know where to start. That's okay. These questions will hopefully get you thinking about the type of care and support that could work.

## What types of services would help lighten the load?

Services can include daily meals provided, regular domestic help, support with personal care, transport to health services.

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## Is the village close to the things that are important to me?

Consider things like proximity to public transport, shops and your family.

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## What facilities and features would be appealing to have in a retirement village?

Some options might be gym, pool, library, computer room, cafe and dining areas.

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## What little extra care would offer peace of mind?

This can include onsite care, 24/7 emergency call system and an in-house GP or registered nurse.

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## What are some good questions to ask?

What support services are available to me?  
And how do I access them?

What's included in the service fees of a retirement village and living options you are considering?

What events would be good to attend? How can I get a preview of what life might be like?

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# When is it time to talk care?

Discover the signs for you or your loved one.

## Looking out for a loved one

If you are trying to decide whether assisted living is right for a loved one, here are some signs to consider. Do they:

- ☐ Need more support than family and friends can provide
- ☐ Seem lonely or isolated at home
- ☐ Worry for their safety
- ☐ Look like they're struggling to maintain their home

If you've ticked any of the boxes above, retirement living with a little extra care and support could be a good fit.



## Looking out for you

Could you do with a little extra care and support? Here are some questions to get you thinking. Have you:

- ☐ Noticed you're not able to keep up with the house cleaning
- ☐ Lost your driver's license or no longer feel confident driving
- ☐ Stopped cooking as much for yourself or skipping meals
- ☐ Admitted to hospital recently or suffered a fall
- ☐ Stopped exercising as much because of muscle pain, dizziness, knee or hip replacements
- ☐ Found it harder to go about your day because of a health condition
- ☐ Experienced a recent loss of a loved one
- ☐ Noticed you're not as involved in going out and socialising

If you've ticked any of the boxes above, retirement living with a little extra care could be a good fit.

## How to have a conversation about care

Talking about retirement living with a little extra care can be a hard conversation to have. But it can bring you closer.



Set time aside to have a chat



Choose a relaxed environment



Involve family members and other key people at the right time e.g. a health professional or a neighbour



Be patient and don't rush any decision making



Talk about visiting an open day to tour a retirement village





# Explore your Retirement Living care and support options

## Independent Living

Independent living in a retirement community affords residents complete independence, just like living in your own home, with the added benefits of a vibrant community lifestyle and without the headache of property maintenance. Enjoy life on your terms, whether that's making the most of village facilities and activities, locking up and leaving for a weekend away, or relaxing in the comfort of your own home while we keep up with the gardening and maintenance for you.

## Assisted Living/Apartments with Services

Need a little extra care and support as your care needs change? A step up from Independent Living is Assisted Living. Assisted Living apartments offer people an extra helping hand so they can adapt to their changing needs and still remain living independently for as long as possible. Assisted Living offers services that can include meals and housekeeping services as well as property maintenance creating secure and safe living spaces.

## Home Care services

Empower your independence even further by accessing Home Care services. Home Care is one of the options for accessing care and support services as your care needs change through a government-funded support package catering to your unique needs and goals providing long-term care and support, without the financial burden.

As an approved provider of Home Care services, Aveo could assist you with the following services:



Get **domestic** help around the home. Cooking, cleaning, laundry & gardening



Access **lifestyle** assistance for the day-to-day. Mobility, showering, dressing & grooming



Connect with **wellbeing** services that support your lifestyle. Shopping, transport, home modifications & IT support



Enjoy **wellness** services for your overall health. Occupational therapy, physio, podiatry, speech, dietary, hearing & vision

## Residential Aged Care

Residential Aged Care is for seniors who need even more support and can no longer safely live independently on their own. It is a high-level care environment for seniors with more intensive support needs supported by individualised care plans focusing on the overall physical and social well-being of each individual with 24-hour care available. Prospective residents may experience increased difficulty with self-care, decreased mobility, regular confusion, and disorientation, or be at risk of falls or personal harm. Aveo does not provide options for Aged Care however can recommend aged care operators.

# Your questions answered

Have a question about care and support? You're not alone.

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## **What services are included with assisted living and/or apartments with services?**

Most assisted living facilities offer meals and regular domestic support, linen washing and apartment cleaning. However, support services can vary between operators, so it's important you speak directly to them and ask questions before committing.

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## **What's the difference between assisted living and residential aged care?**

Assisted living offers support with domestic services, whereas residential aged care provides high care accommodation including dementia and palliative care for those who need it. You will also find the services in assisted living facilities are designed to help residents continue to live independently.

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## **What care and support can be accessed in a retirement village?**

The level of care and support between retirement villages differs based on the community and living options. Some have visiting GPs and allied health practitioners while others have personal care attendants and/or nurses onsite.

For added peace-of-mind, all Aveo properties feature a 24-hour in-home emergency call system which residents can access. When you visit a community and tour the available properties, your Sales Consultant will show you where these systems are located.

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## **What is a home care package and what services can you receive funding for?**

A Home Care Package (HCP) is government funded and designed to support eligible people to continue to live independently in their home. A HCP makes accessing services, like these, affordable:

- **Traditional care** around your home, such as cooking, cleaning, laundry, gardening and transport
- **Personal care** with daily living such as mobility, showering, dressing and grooming
- **Wellbeing** offerings such as social visits, exercise classes and IT support
- **Clinical care and allied health** access to a registered nurse, occupational therapy, physio, podiatry, speech, hearing and vision support

HCPs are also available to residents in an Aveo community. Our friendly team can help with the process of setting up or switching your HCP.

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### **What happens if more care is required after moving to an Aveo retirement village?**

We understand everyone has different care needs and circumstances, and these can change over time. That's why we offer tailored care and support through our care at home team. Aveo is an approved provider of Commonwealth funded Home Care Packages. Our friendly team can guide you or your loved one on the journey to receiving the necessary care and support.

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### **Is it possible to do a short stay?**

Yes, many of Aveo's communities offer short stays. They're a great way for you or your loved ones to get a feel for the community and the level of care and support available at Aveo. Short stays are available for a small fee.

For more information check [aveo.com.au/trial-stay](https://aveo.com.au/trial-stay)

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### **What transport support is available in a retirement village?**

The beauty of an Aveo retirement village is they are mostly located within close proximity to public transport, medical facilities and shopping centres. We also offer in some of our communities, a mini-bus service with a weekly roster for social trips and shopping outings.

You might also be interested to know how Home Care packages can cover the funding for transport services. Talk to our friendly team to find out more about what's available and how to access it.

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### **Can friends and family visit or stay?**

Moving to an Aveo retirement village doesn't mean leaving your family and friends behind. They are more than welcome to visit you in your community and enjoy the range of facilities just as you would. In fact, it isn't uncommon for our residents to bring guests to social activities and events.

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### **Are pets welcome at an Aveo community?**

Most communities welcome small to medium-sized pets. To ensure our four-legged friends enjoy a harmonious lifestyle as well, each pet must be approved by the Community Manager before moving in.





## *Care to talk* Retirement Living care and support options?

We're here to answer any questions you may have and learn more about what you're looking for.

Talk to our friendly team today.

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