



GARDEN
VILLAGES

Independent Seniors Living Communities

Living an independent and active life in Garden Villages



Ingenia Care Assist

At Garden Villages we take your health and wellbeing seriously and actively promote full and independent lives for our residents

If you need help to live independently call Ingenia Care Assist on

1 800 44 54 64

A staff member will assist you with your enquiry.

How do I get help?

Our aim is to try and make this process as easy as possible for you. If you would like assistance to continue living independently contact us on 1800 44 54 64 or speak to your Village Manager and they can explain to you how this free service can assist you. The first step is to fill in an application for care assistance. Once this form is returned to the Village Manager our staff will contact you and will assist you through the process to receive care in your unit.

What help can I get?

At Garden Villages we can help you to identify your needs, get approval for you to receive government funded care and then arrange for care to be delivered to you in your unit. Our staff will be available to assist you at every step of the way.

Examples of care available to you are:

- **Personal services**
- **Domestic assistance**
- **Nutrition**
- **Leisure interests and activities**
- **Mobility/Transport**
- **Clinical care**
- **After hospital care**
- **Respite care**

Our experienced staff will arrange for an Approved Care Provider to meet with you to develop a care plan based on your needs.

The care plan will be set out in an agreement between you and the provider.

Once developed you will have the opportunity to approve your care plan before services are commenced.



Our friendly staff can assist you:

- To access care
- To negotiate changes to the services you receive as your care needs change
- To resolve any concerns you have about the services you are receiving
- By providing you with information
- By providing advocacy support for the duration of your agreement with the Approved Care Provider.

How much will it cost me?

Garden Villages have arrangements with Approved Care Providers to minimise the cost of care services to our residents. The Australian Government pays for the bulk of aged care in Australia and as with all aged care services, it is expected you will contribute to the cost of your care if you can afford to do so. You will never be denied a service you need because you cannot pay for it.

Our staff can assist you to minimise fees with the service provider.



How long will it take?

It all depends on the number of people waiting for care and the number of homecare packages available in your area. Our staff will keep in touch with both the assessors and the care providers on your behalf and will keep you informed on the waiting time for your care.

Increased wellbeing and independence for a longer and better life in Garden Villages.



Who is Ingenia Care Assist?

Ingenia Care Assist is a free service for Garden Villages residents. Garden Villages is owned and operated by Ingenia Communities, a leading owner, operator and developer of a diversified portfolio of affordable seniors housing communities. The Group has 58 communities across Australia, comprising close to 3,800 units and is listed on the Australian Securities Exchange.

This service helps connect you with the care you need to live an active independent life in our village.



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**For further information regarding this service
please contact Ingenia Care Assist on**

1 800 44 54 64

We look forward to working with you.