



# Partner with Australia's largest aged care placement service

Aged Care Decisions is Australia's largest aged care placement service for families - placing hundreds of families each month through our 100% free service.

We assist families with all elements of the aged care placement process - including shortlisting, matching and identifying appropriate aged care facility options.

For providers, Aged Care Decisions is able provide highly qualified placement referrals at the point of placement, targetted on care level, financial profile and ACFI.

Importantly, Aged Care Decisions only charges a placement fee to providers if, and only if, a referral results in a new resident admission. The service is 100% risk free for providers - no joining fee, no registration fee, no ongoing fees. **No admission, no fee.**

**Aged Care Decisions is an important innovation for Australian aged care sales & admissions. Stop wasting money on ineffective & broad brush advertising. Only receive the referrals you want, and don't pay until a move in occurs.**

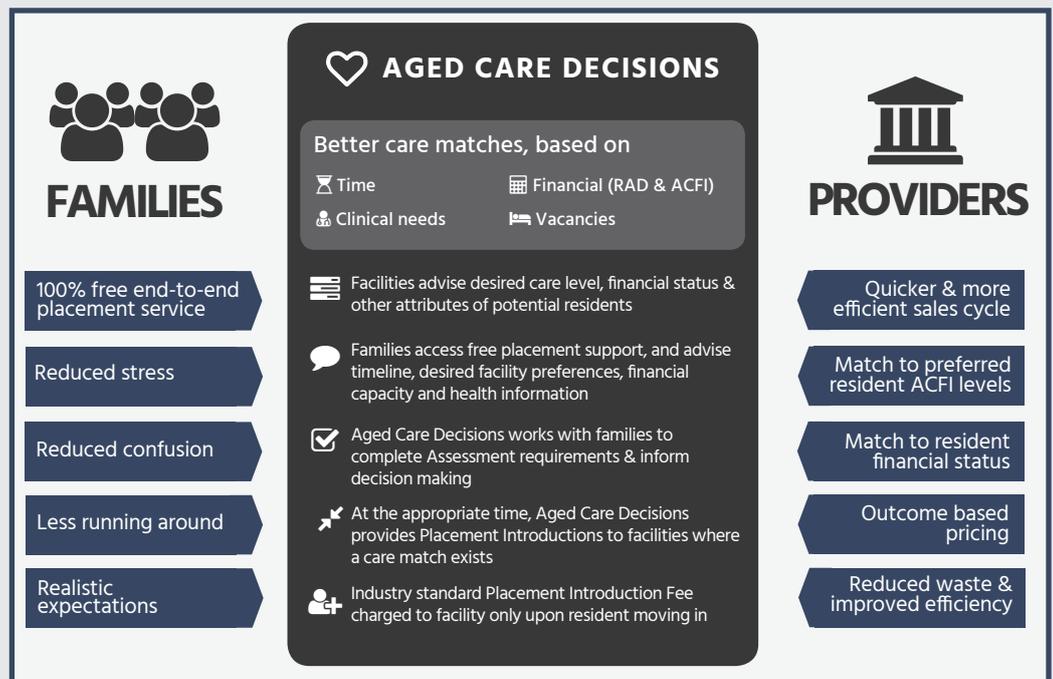
## How It Works

Upon commencing with Aged Care Decision each family is allocated to a dedicated Case Manager.

A comprehensive case assessment is conducted, whereby information is collected on financial capacity, care need, placement timeline, referral codes, room and facility preferences, and location preferences.

Families are assisted with Aged Care Assessment and Centrelink requirements, ensuring they are in the best position to commence touring aged care facilities.

Information from families is then matched to preferred resident preferences that is supplied by providers registered with Aged Care Decisions.



Matching occurs on specific clinical needs, financial capacity and status, ACFI level, and type of care sought. A shortlist of matched options is prepared for families, with each facility on the shortlist receiving a Placement Introduction Alert.

Every Placement Introduction sent to a provider contains full personal and contact details of client and resident, referral codes, detail on financial capacity (including estimated RAD capacity), an ACFI Estimate, comprehensive care need assessment (in the format of a detailed ACFI build up), placement and tour timeline, and other relevant case details.

Aged Care Decisions already provides placement introductions to over 50% of facilities in major metropolitan areas.

# One Click Referral Settings

Once registered, providers have access to our industry leading Provider Portal, whereby management & admissions staff can perform the following actions instantly with one click:

- **Turn Referrals On & Off for each facility** - switch a facility on or off with one click, to start or stop receiving placement introductions
- **Set financial status** - select whether to accept RAD or supported placement introductions for each facility; and
- **Advise vacancy notes or special offers** - update particular vacancy settings, advise minimum care level or ACFI level, and advise any special discounts or offers you would like our team to know about.

The Aged Care Decisions Provider Portal ensures your organisation only receives referrals to the type of residents your organisation wants to admit - saving hours of running around and follow up for sales & admissions staff.

Facility	Accepting Placement Introductions	Single Room	Shared Room	Respite	Secure Dementia	RAD	Supported
Demonstration Gardens	<input checked="" type="checkbox"/>						
Notes/Offers							
<p>male only.</p> <p>2 weeks respite min.</p> <p>2 weeks extra services for free for july</p>							

# Comprehensive Referrals, Actioned Quickly

Placement introductions are provided via email, with a link to a full Placement Introduction Alert.

Each Placement Introduction includes resident & client personal details (including date of birth, current location (e.g. hospital, transition care or at home), family contact details, Referral Codes, an ACFI Estimate, comprehensive care needs assessment (styled as a full ACFI report and divided into relevant domains), placement timeline, financial capacity (fully supported, partially supported or RAD paying), RAD capacity, and tour/placement timeline.

Each Placement Introduction allows for a provider to provisionally accept, decline or seek more information with one click.

Our Case Managers are on hand to assist in booking tours with families, providing additional clinical information, and facilitating a faster aged care placement.

**Case Number: #38753**

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**Resident details**

Resident Name	Date of Birth	Type of Care
██████████	02 July ██████	Permanent residential aged care
Current Location	Timeline	ACFI Estimate
Rehabilitation / Transition Care	1-2 weeks resident is in Rehb	\$144.70 - \$217.00
Suburb of Interest	RAD Capacity	Referral Code
Keysborough	\$550K	

**Clinical Detail**  
Estimated ACFI Calculation - ADL Assessment: Active assistance required with eating. Physical assistance required with mobility. Physical assistance required with most elementary toileting. Resident is incontinent more than once a day. // BEH Assessment: // CHC Assessment: Assistance required with daily medications. Complex pain management requires massage and/or pain management. // Other Clinical Information: Elanora suffers with osteoarthritis, Elanora had a fall in January and she has been hospitalised ever since, she has limited mobility as a result of the fall // Estimated ACFI Score: HNH // Estimated ACFI Amount: \$144.70 - \$217.00

**Case Notes**  
Anna is looking for permanent care for Mrs ██████████ who is now in Transitional Care. Mrs ██████████ suffers with osteoarthritis, ██████████ had a fall in January and she has been fractured her hip and now she has limited mobility as a result of the fall. A single room is the main preference. \*\*\*PLEASE CONTACT ANNA TO INVITE HER ON A TOUR IF ABLE TO

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**Client details**

Client Name	Email address	Phone number
██████████	██████████@hotmail.com	0466-██████
Best time to contact	Relationship to the client	
ASAP	Daughter / son	

Accepted for Review

Decline Introduction

Need more information

Would like to invite for tour

# Transparent & Independent

Aged Care Decisions is 100% independent - we are not owned or operated by any aged care provider.

Our Placement Introduction Fee is the same across the entire industry - regardless of facility, provider or financial capacity of the resident. We do not recommend one facility over another. Rather, our role is to shortlist down to facilities that match a family's care needs, preferences and budget.

Transparency is at the heart of what we do. Families are advised online, verbally and in writing that our service charges aged care providers a set fee for providing our placement services to families. Our terms & conditions with providers [clause 5.4] contain a contractual commitment to:

- **Never charging a family for our aged care placement services** - even if they eventually place with a facility not introduced by Aged Care Decisions (i.e no double dipping);
- **Always advising a family that we charge providers upon a placement occurring;** and
- **Always advising a family they are free to place anywhere** - and they are never restricted to the facility options that we introduce.

## Frequently Asked Questions

What's the price?	Industry Standard Placement Introduction Fee of \$1950.00 ex GST The fee is equivalent to approx 7 days of average bed day revenue. (2016-17, Dept of Health) There is <u>no</u> joining fee, <u>no</u> registration fee, and <u>no</u> ongoing fees. The only fee payable is upon a placement occurring. No admission, no fee.
When does a provider pay?	The Placement Introduction Fee is payable only upon a resident moving in and commencing permanent care. If the resident moves in for respite services, an interim Respite Introduction Fee is payable, but this amount is deducted from the full Placement Introduction Fee if they become a permanent resident.
What's the cancellation policy?	An operator can cancel at any time.
Can we pay more to receive more Introductions?	No. Transparency requires that the prices nominated above are industry wide. We do not recommend one facility over another. Rather, our role is to provide information and to make introductions where it is suitable and requested.
Do you disclose this fee to your clients?	Yes, in all instances. Our T&Cs mean that we are contractually obligated to fully disclosing our commercial model, and our fee structure, to families both verbally and in writing at all stages of our interaction with a family.
What information do we receive in referrals?	All Placement Introductions include full family contact details, their financial capacity (RAD paying / concessional), a complete clinical assessment, Referral Codes (where applicable), and an ACFI Estimate.
What if a resident passes away or moves out after moving in?	A Short Stay Rebate of 50% of the Placement Introduction Fee is offered in the event that a resident referred by Care Decisions either passes away or moves out within 14 days of moving in. The Short Stay Rebate is provided as either a rebate or credit.
What if we're already talking to a family?	We screen families by asking if they have already contacted any facilities or operators. As Placement Introductions are only intended to apply to new potential residents, the fee does not apply to your organisation's pre-existing sales contacts.
How do we get started?	Simply fill out a one page Placement Introduction Registration Form, and we can have your organisation up and running on the same day.

 **AGED CARE DECISIONS**

**1300 775 870**

**agedcaredecisions.com.au**