

RESI401

Residential Accommodation Admissions Essentials



Residential and Accommodation Admissions Essentials has been developed for managers and admissions staff of residential aged care providers. The program is being facilitated to discuss the best practice admission principles and to streamline admission processes.

This program will discuss the current and future requirements and challenges in the admission procedure.

Duration: 3 hours
Reference Material: Provided

Seminar Overview

- Marketing your facility and providing a positive first impression
- Considerations during the admission process and tour – best practice recommendations
- Engaging with a prospective client
- Best practice follow-up protocols
- Is the Admission process a sales or administration process?
- Understanding resident fees and charges (including MTA calculations)
- Understanding resident agreements
- Explanation and real-life examples of Refundable Accommodation Deposits (RADs) and Daily Accommodation Payments (DAPs).
- Accommodation pricing policy requirements
- Providing financial information to residents and their family's
- Resident profiling and the impact of AN-ACC
- Managing a waitlist and enhancing the occupancy of your facility

Suggested Participants

- Managers
- Admissions Staff
- Administration Staff
- Reception Staff

Seminar Cost

Webinar

\$279 +GST per person

Seminar

\$329 +GST per person

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