Questions to ask aged care homes

You can use the following questions as a starting point when visiting aged care homes. If there is something specific you would like to ask about, you can add your own questions to the list.

Meeting personal care needs
- How will you provide the care and support services I need?
- How can my family be included in my care plan?
- What training do the care staff have?
- How do you manage clinical care needs, such as taking medication or wound care?
- How many staff provide overnight care?
- I need access to health professionals; do you help with appointments?

Rooms and facilities
- How big are your rooms?
- What is the difference between shared and private rooms?
- Can you show me your common areas or gardens?
- Can I personalise my space with things from home?
- Do you allow pets?

Quality
- What checks are in place to ensure quality services?
- What are you doing to improve the quality of the care you provide?

Catering for dietary requirements and preferences
- How do you cater for special dietary requirements like allergies, cultural foods, etc.?
- What are the meal arrangements?
- Will I be able to suggest / recommend meal options?

Staying active and engaged
- What sort of social activities do you provide? Social groups or clubs?
- Will I be able to suggest activities based on my interests?
- Do you organise outings? If so, how often?

Support with day-to-day living
- How do you assist with bathing, dressing, and going to the toilet?
- How do you help with moving around and walking?
- How do the staff provide support at meal times?

General aged care home policies
- What is your visitor policy for family and friends?
- How do you deal with resident concerns and complaints?
- How do you ensure safety and security of the residents?
- What measures do you have in place for emergencies?

For further information, go to My Aged Care www.myagedcare.gov.au | 1800 200 422