

More than half a million children were placed in institutional and out-of-home care under various arrangements in the last century. 'Care Leavers' may also be known as 'Forgotten Australians', 'Former Child Migrants' or 'Stolen Generations'. Many in this group experienced control, abuse, had their basic rights taken from them and have significant anxieties about entering aged care.

The best way to find a residential aged care home that suits you is to visit and talk to staff.

To find out where your local residential aged care homes are, or for more information about aged care services, contact:

My Aged Care

Phone: 1800 200 422

Website: www.myagedcare.gov.au



It is your right to ask

This brochure has been prepared by Helping Hand's *Real Care the Second Time Around* Project Team and informed by Forgotten Australians / Care Leavers involved in this project.

This guide will help Forgotten Australians / Care Leavers to ask the questions that are important to them.

It may be useful for:

- Comparing services between residential aged care homes
- Reviewing your current residential aged care home
- Ensuring that your needs are going to be met

If you need advocacy assistance to support you to maintain your rights and responsibilities, contact:

Aged Rights Advocacy Service
on 1800 700 600

If you have concerns or would like to make a complaint about a residential aged care home, contact:

Aged Care Quality and Safety
Commission on 1800 951 822

Top 10 Questions

*for Forgotten Australians /
Care Leavers to ask when
looking for residential aged
care accommodation*



Choosing the right aged care home is very important. You may find it helpful to speak to My Aged Care when deciding on which residential aged care home suits your needs. Speaking to as many people as possible will also help you decide. These are some of the questions to ask to ensure you make the right choices:

1. Are staff here trained to support people living with the effects of psychological trauma?

Trauma training helps staff understand you and be able to provide the best support for you.

2. Do you know who Forgotten Australians / Care Leavers are?

Knowing your history and experiences is important and will help service providers give respectful and compassionate support based on your needs.

3. Do I have an opportunity to share my story so that you include my likes and dislikes in my care plan?

Being able to share your story, what is important for you, and what you need to support you, is critical to providing you with the right support.

4. How will you let your staff know my story so that I do not have to tell it again?

Re-telling your story may re-traumatise you. It will be important for you to know that staff who support you understand your specific needs.

5. How will you ensure I have the privacy I need?

Many Forgotten Australians / Care Leavers appreciate their privacy and need 'room to move'. As children, many felt trapped with no place to call their own.

6. I am used to eating, showering and going to bed anytime I want. Do you have rules around this?

Having choices and being able to negotiate is very important.

7. Do your staff have the resources and time to listen and care for me?

Being listened to and having a voice may have been denied to you. Having time to chat and having someone listen to you means you are validated as a person.

8. Can I bring my pet here?

Pets are so important to many people. However, for Forgotten Australians / Care Leavers, they may provide therapy through unconditional love, validation and reassurance.

9. Can I be matched with the support worker of my choice?

Many Forgotten Australians / Care Leavers suffered physical, emotional and sexual abuse. Being able to choose the most appropriate support worker is important.

10. Can I see my own counsellor / GP here?

You may have already developed trust through the years with your own counsellor / GP who knows your history.

