



Short-Term Restorative Care Program

Supporting you to keep living by yourself

About our program

Easy Read version

How to use this booklet



The Australian Government Department of Health and Aged Care (the Department) wrote this booklet.

When you see the word 'we', it means the Department.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 51.



This Easy Read booklet is a summary of another document. This means it only includes the most important ideas.



You can find the other document on our website.

www.myagedcare.gov.au/resources



You can ask for help to read this booklet.

A friend, family member or support person
may be able to help you.



This booklet is quite long.

It includes a lot of information.



You don't need to read it all at once.

What's in this booklet?

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What's the Short-Term Restorative Care Program?



The Short-Term Restorative Care Program provides different types of short-term care services.

In this booklet, we call it the program.



The program goes for up to 8 weeks.



It can support you to keep living in your:

- home
- community.



These services can help you keep doing things for yourself in a safe way.

This might include:



- personal care, like showering and getting dressed



- cooking your own meals.

You can work with a **physiotherapist** and other health care professionals.



Physiotherapists can help you:

- improve your balance
- get stronger.

Who pays for the program?



The Australian Government provides **funding** for the program.

Funding is money from the Australian Government to pay for supports and services.



The program provides funding to many **providers** across Australia.



A provider supports other people by delivering a service.

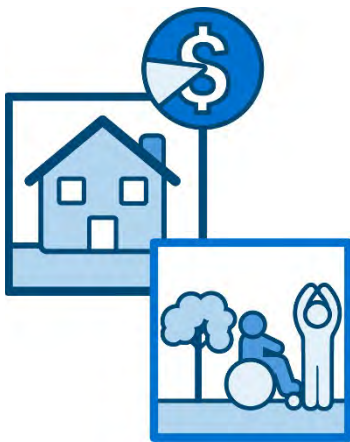


This funding makes sure providers can deliver the supports and services to you.

What do you have to pay?



You might need to pay for part of your program.



You might have to pay a small amount if you receive care:

- at your home
- in the community.



You might have to pay a larger amount if you receive care in an **aged care home**.

An aged care home is where older Australians live when they can't live in their home anymore.



You will have to pay if you:

- see a doctor
- need medicine.



But you might be able to get some of your money back through **Medicare** if you pay:

- to see a doctor
- for medicine.

Medicare is a system run by the Australian Government to help people pay for health care.



You also might be able to get some of your money back through the **Pharmaceutical Benefits Scheme (PBS)**.

The PBS is a government program that helps people pay for medicine.

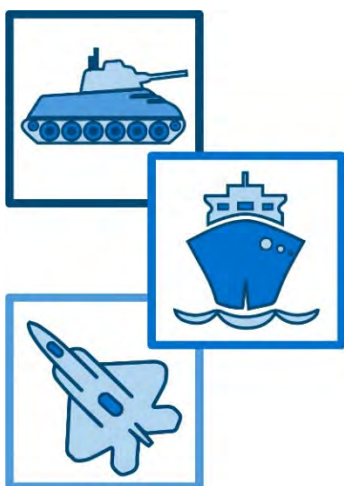
You might also be able to get funding from the Department of **Veterans'** Affairs if you are a veteran and:



- were a Prisoner of War



- earned the Victoria Cross.



Veterans are people who worked in the defence forces, including the:

- army
- navy
- air force.



You or your provider can call the Department of Veterans' Affairs to check if they will give you funding.



You can call them.

1800 838 372

Who can use the program?



Older Australians can use the program.

You must also:



- be slowing down in your mind or body



- need help with everyday tasks



- want to remain in your own home.



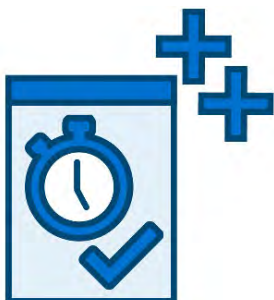
You might still be able to join the program even if you get support through our **Commonwealth Home Support Programme.**



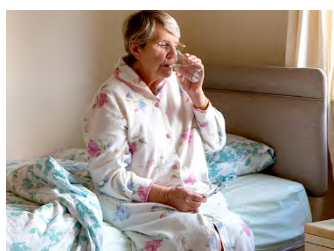
The Commonwealth Home Support Programme provides different types of care at home services.

Who can't use the program?

You can't use the program if you:



- need support the program can't give you



- live in an aged care home all the time



- receive a support called residential respite care



- receive a group of supports called a home care package.

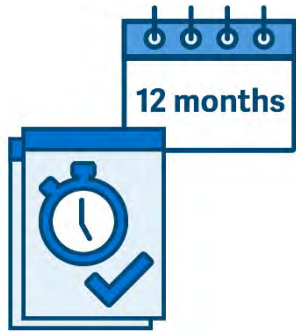


You can't use the program if you received **transition care** in the last 6 months.



Transition care is a type of aged care support for people who have just left hospital.

You also can't use the program if you:



- used the program twice in the past 12 months



- are receiving end of life care.



You might not be able to use the program if you were in hospital 3 months before you applied.

How to find and use these services



There are 5 steps you need to take to find and use services in the program.

1



1. Get an assessment

2



2. Find a provider

3



3. Make your agreement

4



4. Manage your services

5



5. Finish your short-term restorative care



We explain how to do each step on the following pages.

1. Get an assessment

Contacting My Aged Care



To use the program, you need to complete a free **assessment**.

An assessment helps someone work out what support you might need.



You need to contact My Aged Care to get an assessment.



My Aged Care supports older people to find and use the aged care services they need.

This includes their families and carers.

How to apply for an assessment



If you haven't had an assessment, you can apply on the My Aged Care website.

www.myagedcare.gov.au/assessment/apply-online



You can call My Aged Care to apply for an assessment.

1800 200 422



You can also choose someone you trust to make decisions for you.

We call this person your **representative**.



Your representative can be a family member or friend.



You can ask your representative to apply for an assessment for you:

- online
- over the phone.



If you want to find out more about how to choose a representative, you can visit the My Aged Care website.

www.myagedcare.gov.au/arranging-someone-support-you

Having an assessment



A **trained assessor** will contact you if you can get an assessment.



A trained assessor is someone who has the skills and knowledge to do an assessment.

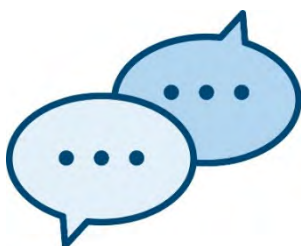


They will:

- visit your home
- ask about your needs.



A friend, family member or carer can come to your assessment to support you.



If you have questions about the assessment, the trained assessor can answer them.

After your assessment



After your assessment, you will get a letter from My Aged Care telling you if you can use the program.



The letter will explain all the services you can receive from the program.



If you can't use the program, the letter will explain why.

And it will explain some other services that can support you.



It's a good idea to call My Aged Care if you didn't get a letter after your assessment.



If you need different supports, you can call
My Aged Care to ask for a new assessment.

1800 200 422



If you aren't happy with the result of
your assessment, you can ask us to
check our decision.



Your letter will have information about how to
do this.

2. Find a provider



When you're ready to find a provider, you can:

- contact My Aged Care.
- ask your trained assessor.



You can visit the My Aged Care website to find a short-term care provider in your local area.

www.myagedcare.gov.au/find-a-provider



Your assessor can contact providers in your local area to tell them that you need their service.

We call this a 'referral for service'.



A referral for service will let providers know they can contact you.



You can also contact providers on your own:

- in-person
- by calling them.



If you want to do this, you need to tell your assessor.

And ask them for a 'referral code'.

A referral code lets a provider:



- view your information



- accept the referral



- start planning services for you.

You can give a provider the referral code:



- when you contact them



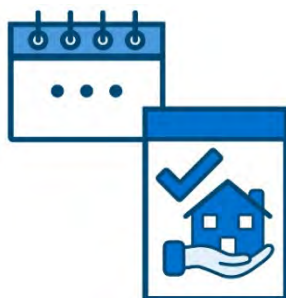
- if you are happy for them to be your provider.



You might go on a waitlist if there aren't any services ready for you.



But they will contact you when they can offer you services.



You might be able to get services through the Commonwealth Home Support Programme while you wait.

It's another program you can find and use through My Aged Care.

What are your rights?



It's important for you to understand your **rights**.



Rights are rules that say people must treat you:

- fairly
- equally.



There is a document called the Charter of Aged Care Rights.

It explains the rules everyone must follow when they provide aged care services.



Your provider must:

- respect your rights
- follow these rules.



Your provider should give you a copy of the Charter.



You can talk to your provider if you need someone to help you understand your rights.



We also wrote some Easy Read information about the Charter of Aged Care Rights.

You can find this on the My Aged Care website.

www.myagedcare.gov.au/accessible-all



Your provider must also follow the Aged Care Quality **Standards**.

They are rules about how to do things well.



You can read these standards on our website.

www.myagedcare.gov.au/aged-care-quality-standards



You can take a break now if you'd like to.



You're about halfway through the booklet.

3. Make your agreement



After a provider agrees to give you short-term care, they will work with you to make a **flexible care agreement**.

In this guide, we call it your agreement.

Your agreement is between:



- you
- your provider.



You both need to sign it before you can get support from your provider.



Your agreement must include your **care plan**.

Your care plan is a document that explains your:

- goals
- short-term care services.



A person you trust can help you create these documents with your provider.

For example, a friend or family member.



You can also get support from an **advocacy service**.



Advocacy services:

- support you
- help you have your say
- give you information and advice.



You can call the Older Persons Advocacy Network (OPAN) to get support to create these documents.

1800 700 600

What must be in your agreement?



Your agreement must be easy to understand.

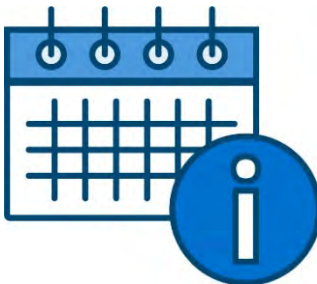


It must follow a law called the *Aged Care Act 1997*.



Your agreement must explain your:

- goals
- rights
- responsibilities – things you need to do.



It must explain when your care services start and finish.



It must explain how you and your provider will work together to change the agreement if you need to.

It must include:



- the amount you will pay for the services



- how you can easily find out this amount



- how you and your provider worked out that you will pay that amount.



You or your provider can end the services early.



The agreement must explain why this can happen.

For example, if you think the services aren't helping you.



It must explain how you and your provider will keep your information:

- safe
- private.



It must explain how you can make a **complaint**.



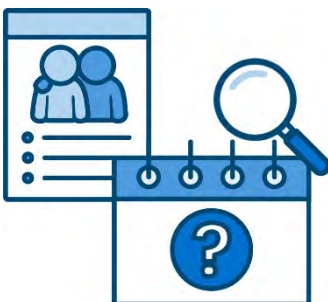
When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



It must also include any services you will need after your short-term care.

This includes how your provider will help you find and use those services.



It must also include:

- your care plan
- when you will check to make sure your care plan still works well.

What must be in your care plan?



Your provider will organise a team to work with you to create your care plan.

Your team must:

- be a team of 3 health professionals
- include a doctor.



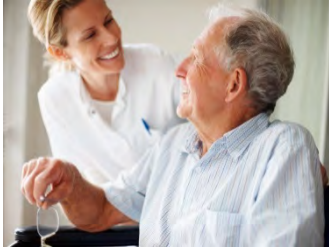
Your care plan must include:

- your needs and goals
- how the services will support you to reach your goals.



It must include:

- what the services are
- who will provide the services
- how much each service costs
- where you will receive the services, for example at home.



Your provider must make sure you and the health professionals agree with the care plan.



If you don't agree with your care plan, you should let your provider know.

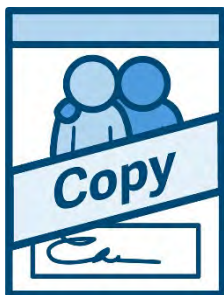
Signing your agreement



If you are happy with your agreement, you can sign it.



If you find it hard to move your body, you can ask a representative to sign it for you.



Your provider should give you proof that you agreed to your care.

For example, a copy of your signed agreement.

If you don't want to sign your agreement
your provider must:



- write down why you didn't want to sign it



- talk to you about what services and support you need.

4. Manage your services



Your short-term care will start on a date that's in your agreement.



It can go for up to 8 weeks.



You should contact your provider if you want to:

- change your care plan
- get different services.

Pausing your short-term care



You can pause your short-term care.



You will need to ask your provider.

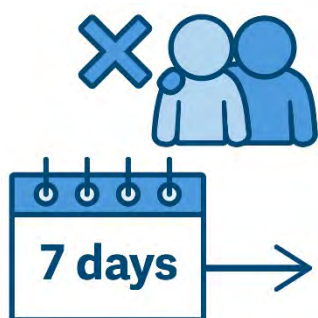
And they must agree.



You can pause it for up to 7 days in total.

So you could pause your short-term care for 2 days.

And then later, you could pause it for 5 days.



If you pause your short-term care for more than 7 days, your care will stop.

Giving feedback



When you give **feedback**, you tell someone what:

- works well
- needs to be better.



You can talk to your provider if you need to:

- give feedback



- make a complaint.



For example, you might have a problem with a service you receive.



Your provider should tell you how to make a complaint.

And how they will manage it.



If you make a complaint, it should not affect how your provider gives you supports and services.

If you need more support to fix your complaint



Sometimes your provider can't fix your complaint.

Or you might not want to tell them your problem.



If this happens, you might want to get support from the **Aged Care Quality and Safety Commission (Aged Care Commission)**.



The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



You can visit the Aged Care Commission's website.

www.agedcarequality.gov.au



You can call the Aged Care Commission.

1800 951 822



You can email the Aged Care Commission.

info@agedcarequality.gov.au



You can also send a letter to the Aged Care Commission.

They have a mailbox in each state and territory.



You can address your letter to:

Aged Care Quality and Safety Commission
GPO Box 9819



Then you can add your:

- capital city
- state or territory.



You can also ask the Older Persons Advocacy Network (OPAN) to support you with your complaint.



OPAN helps older people get the information they need to:

- make decisions
- understand their rights
- fix problems.



You can call OPAN.

1800 700 600

You can call OPAN from:



- 8 am to 8 pm, Monday to Friday



- 10 am to 4 pm, Saturday.

5. Finish your short-term restorative care



Before you finish your care, your provider must work with you to create an **exit plan**.

Your exit plan is a document that explains:



- the services you received



- supports that could help you after your care finishes.

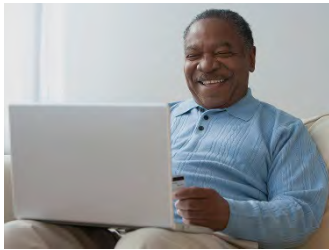


This can include contacting My Aged Care for another assessment.



You can call My Aged Care to find out other types of support you can receive.

1800 200 422



If you want short-term care again, you will need to apply again.

More support

Translating and Interpreting Service (TIS)



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450

National Relay Service



If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

133 677

LiveUp



If you need help to manage your health, you can visit the LiveUp website.

www.liveup.org.au



If you need to talk to someone, you can also call LiveUp.

1800 951 971

Dementia Australia



Dementia Australia has a program called the National Dementia Support Program.



This program supports carers who look after someone who struggles with the way they:

- think or make decisions
- remember
- talk.



You can call Dementia Australia:

- Monday to Friday
- 8 am to 8 pm.

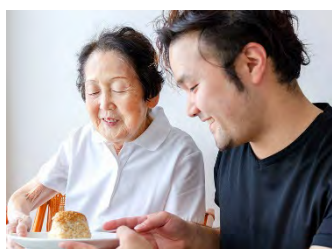
1800 100 500

Dementia Support Australia



Dementia Support Australia also supports people who struggle with the way they:

- think or make decisions
- remember
- talk.



They also support family members and carers.



You can call Dementia Support Australia.

1800 699 799



You can also visit their website.

www.dementia.com.au

National Elder Abuse



Elder abuse is when someone treats an older person badly or hurts them.



If you are worried about elder abuse, you can call National Elder Abuse.

1800 353 374



You can also visit the Compass website.

www.compass.info

Carer Gateway



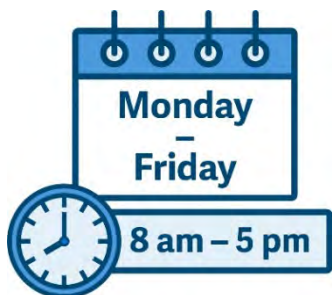
An **unpaid carer**:

- takes care of a family member or friend
- is not paid any money.



Carer Gateway provides services and support to unpaid carers across Australia:

- in person
- over the phone
- online.



You can call Carer Gateway:

- Monday to Friday
- 8 am to 5 pm.

1800 422 737



Select 'Option 1' to speak to someone.



You can also visit the Carer Gateway website.

www.carergateway.gov.au



They can talk to your carer to work out their needs.

And help them find services to support them.

Word list

This list explains what the **bold** words in this document mean.



Advocacy services

Advocacy services:

- support you
- help you have your say
- give you information and advice.



Aged care home

An aged care home is where older Australians live when they can't live in their home anymore.



Aged Care Quality and Safety Commission (Aged Care Commission)

The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



Assessment

An assessment helps someone work out what support you might need.



Care plan

Your care plan is a document that explains your:

- goals
- short-term care services.



Commonwealth Home Support Programme

The Commonwealth Home Support Programme provides different types of care at home services.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



Elder abuse

Elder abuse is when someone treats an older person badly or hurts them.



Exit plan

Your exit plan is a document that explains:

- the services you received
- supports you can get after your care finishes.



Feedback

When you give feedback, you tell someone what:

- works well
- needs to be better.

Flexible care agreement



A flexible care agreement is between:

- you
- your provider.

You both need to sign it before you can get support from your provider.



Funding

Funding is money from the Australian Government to pay for supports and services.



Medicare

Medicare is a system run by the Australian Government to help people pay for health care.



Pharmaceutical Benefits Scheme (PBS)

The PBS is a government program that helps people pay for medicine.



Physiotherapist

Physiotherapists can help you:

- improve your balance
- get stronger.



Providers

A provider supports other people by delivering a service.



Representative

You can also choose someone you trust to make decisions for you.

We call this person your representative.



Rights

Rights are rules that say people must treat you:

- fairly
- equally.



Standards.

Standards are rules about how to do things well.



Trained assessor

A trained assessor is someone who has the skills and knowledge to do an assessment.



Transition care

Transition care is a type of aged care support for people who have just left hospital.



Unpaid carer

An unpaid carer:

- takes care of a family member or friend
- is not paid any money.



Veterans

Veterans are people who worked in the defence forces, including the:

- army
- navy
- air force.

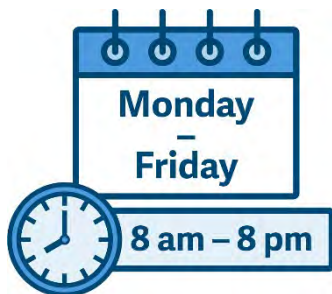
Contact us



You can call My Aged Care.

1800 200 422

You can call My Aged Care from:



- 8am to 8pm, Monday to Friday



- 10am to 2pm, Saturday.



They are not available on:

- national public holidays
- Sunday.



You can visit My Aged Care's website.

www.myagedcare.gov.au



You can call Services Australia to make an appointment with a staff member.

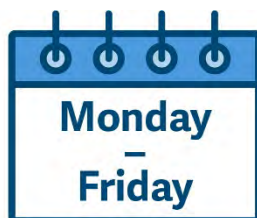
We call them Aged Care Specialist Officers.



Aged Care Specialist Officers are only available at some of our centres.

You can call Services Australia to find out if there's one close to where you live.

1800 227 475



You can call Services Australia from 8:30am to 4:30pm, Monday to Friday.



They are not available on:

- national public holidays
- weekends.



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450



You can visit the Deaf Connect website if you:

- are deaf
- are both deaf and blind
- have a hearing or speech impairment.

Deaf Connect can provide services to support you.

www.deafconnect.org.au



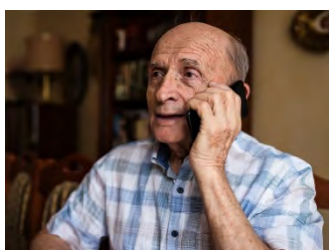
If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

133 677



The Department of Veterans' Affairs supports veterans. We call this department DVA.

A veteran is a person who served in the military.



If you want support from DVA, you can call them.

1800 838 372



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