



Australian Government



myagedcare



# How you can use the Restorative Care Pathway

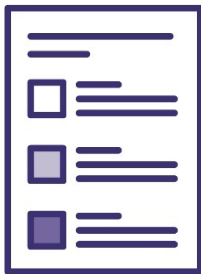
Easy to read version

# How to use this document



We are the Australian Government Department of Health, Disability and Ageing.

We wrote this document.



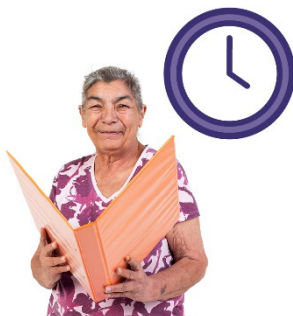
We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **58**.



This is a long document.



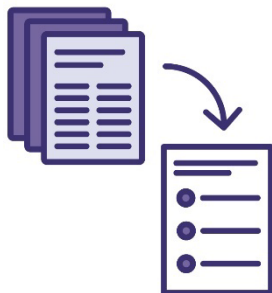
You don't need to read it all at once.

You can take your time.



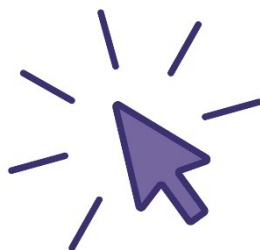
You can ask someone you trust for support to:

- read this document
- find more information.



This is an easy to read summary of a document.

It only includes the most important ideas.



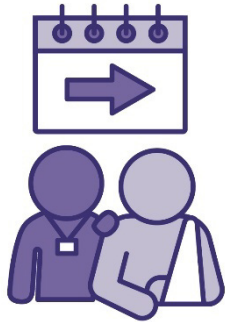
You can find the other document on our website.

**[www.MyAgedCare.gov.au/Resources](http://www.MyAgedCare.gov.au/Resources)**

## What's in this document?

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# What is the Restorative Care Pathway?



**Restorative care** is short-term care that helps people do things on their own after a setback.

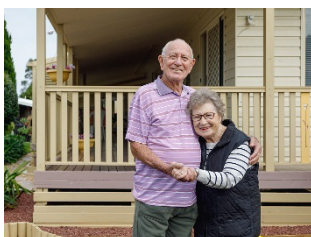


A setback might be if a person has a fall.

For example, restorative care can help people:



- get back to doing daily activities on their own



- stay in their own home for longer



- learn how to keep doing things on their own.





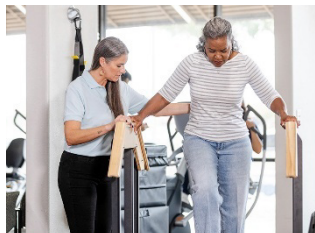
The Restorative Care Pathway can give you up to **16 weeks** a year of care and support.

In this document we just call it the pathway.



The pathway includes support from different health professionals.

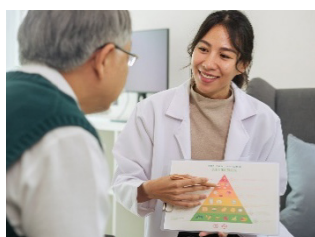
For example:



- **physiotherapists** – someone who supports you to improve how you move your body



- **occupational therapists** – someone who helps people find ways to do everyday tasks



- **dietitians** – someone who gives you advice about what to eat and drink.



A doctor can be part of your support with the pathway.

But they don't have to be.

## Who can't use the pathway?

You can't use the pathway if you have gotten support from the pathway:



- in the **last 90 days**

or



- **2 times** in the **last 12 months** .

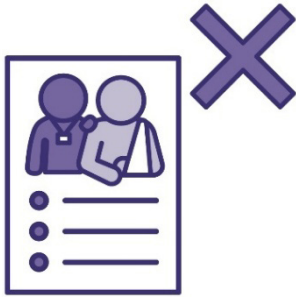


You can't use the pathway if you live in an **aged care home**.

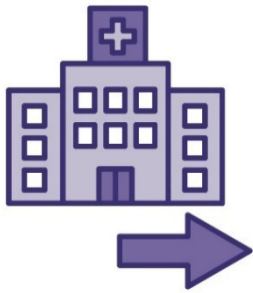


An aged care home is a place where older people live when they can't live in their home.

This might be for a short time or the rest of their life.



You can't use the pathway if you are able to get support from the Transition Care Program.

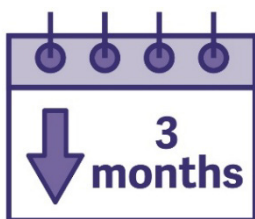


The Transition Care Program supports older people after a stay in hospital.



You also can't use the pathway if you are able to get support from the End-of-Life Pathway.

The End-of-Life Pathway supports older people who:



- have **3 months or less** to live



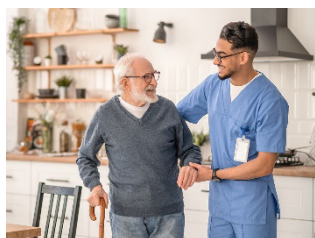
- want to stay at home.



## How much does the pathway cost?



You might need to pay for part of the services you receive from the pathway.



But the government will pay for **clinical supports** that are part of the pathway.

Clinical supports include some supports for a person's health, like nursing care.

The amount you pay for services will also depend on:



- how much money you earn



- how much the things you own are worth – like your car.

And it will also depend on if you:



- get a **pension** – a payment from the government to help with your day-to-day living costs

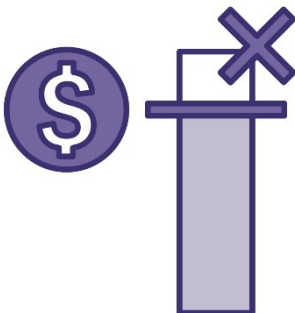


- have a **seniors card** – a card from the government that lets older people pay less for some services.

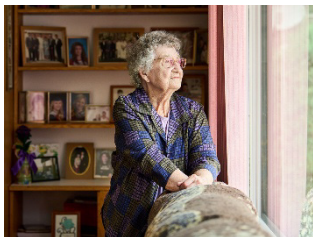


You will pay for your aged care services until you reach the **lifetime cap**.

Then you won't pay any more.



A lifetime cap is the highest amount you need to pay for your aged care services.



Support at Home services help older people to keep living in their own home for longer.



Home Care Packages were a way for older people to find and use services to help them at home.

They were replaced by the Support at Home program on **1 November 2025**.

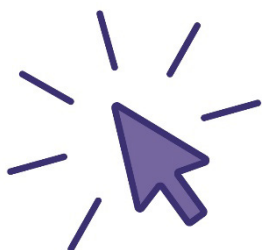


Some people found out they can get a Home Care Package before or on **12 September 2024**.



These people have to pay a different amount to use services from the pathway.

This is so they don't pay more than they did for their Home Care Package.



You can find out more about changes to how much people pay on the My Aged Care website.

**[www.MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions](https://www.MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions)**

## If you get a pension

You will have to pay:



- **5%** of the cost for services that help you do things on your own



- **17.5%** of the cost for services that help you with daily activities.

## If you get part of a pension or have a seniors card

You will have to pay:



- **between 5% and 50%** of the cost for services that help you do things on your own



- **between 17.5% and 80%** of the cost for services that help you with daily activities.

## If you don't meet the rules to get a pension or seniors card

You will have to pay:



- **50%** of the cost for services that help you do things on your own

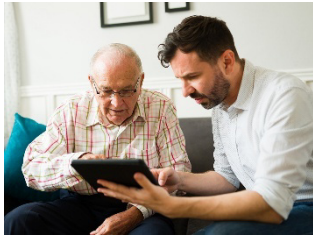


- **80%** of the cost for services that help you with daily activities.



# How to work out how much you will pay

## Get advice from an expert



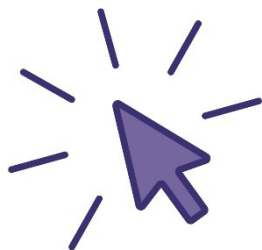
It's a good idea to get advice from an expert about using your money.

They can help you decide how to pay for your aged care services.



How you pay for aged care services might affect:

- payments you get from the government
- your other aged care services
- your partner's aged care services.



You can find help and advice on how to use your money on the Services Australia website.

**[www.ServicesAustralia.gov.au/Financial-Information-Service](http://www.ServicesAustralia.gov.au/Financial-Information-Service)**

## Check how much you need to pay

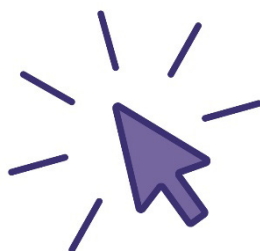


Services Australia checks how much you need to pay for aged care services.



They will ask you to fill out a form with information about:

- how much money you earn
- how much money you have in the bank
- the value of the things you own, like your car.



You can find this form on the Services Australia website.

**[www.ServicesAustralia.gov.au/SA369](http://www.ServicesAustralia.gov.au/SA369)**



You will need to log into your MyGov account to send this form to Services Australia.

**[www.My.gov.au](http://www.My.gov.au)**

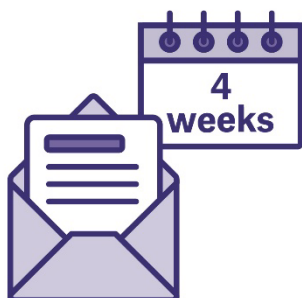


You don't need to do this if you already get a pension from:

- Services Australia
- the Department of Veterans' Affairs.



This is because they will use the information they already have about you to check.



Services Australia will send you a letter after they decide how much you will need to pay.

This letter might take **4 weeks** to get to you.



You should call Services Australia if you don't get a letter **after 4 weeks**.

1800 227 475



This letter will only last for **120 days**.

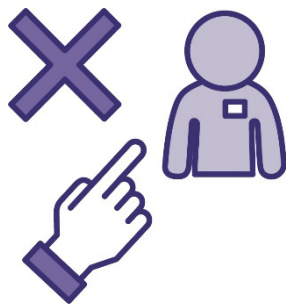


You will have to pay the highest cost for a service if you don't give Services Australia the information they need.

Services Australia will have to check how much you need to pay again if:



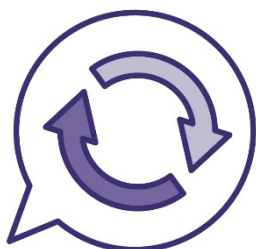
- parts of your life have changed



- you don't pick a **provider** within **120 days**.



Providers support people by delivering a service.



You must tell Services Australia if something in your life changes.

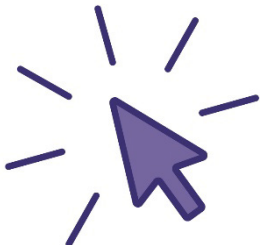
## What your provider can charge you



Your provider can only charge you for services you use.



They also must be able to explain to you how much their services cost.



You can use our website to look at the prices of different providers.

**[www.MyAgedCare.gov.au/Find-a-Provider](http://www.MyAgedCare.gov.au/Find-a-Provider)**



You and your provider must agree on the cost of the services you use.



## Paying for your services



You need to talk to your provider about how and when you will pay for your services.

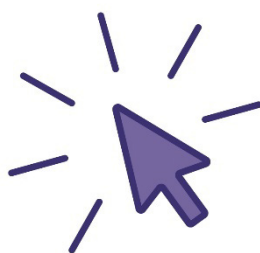


For example, you might choose to pay:

- every week
- every month.



You might be able to get help to pay for your services if you can't afford them.



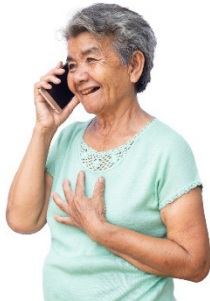
You can find more information about help to pay for your services on our website.

**[www.MyAgedCare.gov.au/Financial-Hardship-Assistance](http://www.MyAgedCare.gov.au/Financial-Hardship-Assistance)**

## How to find and use the pathway



There are 6 steps you need to take to use the pathway.



1. Contact My Aged Care



2. Get an assessment



3. Find the right provider



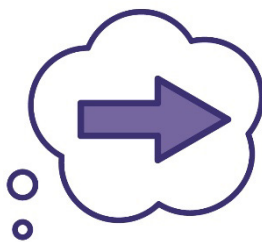
4. Make an agreement



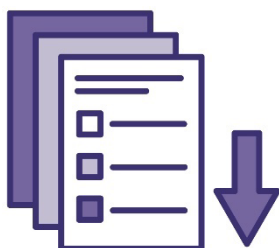
5. Make a goal plan



6. Manage your services



7. Leave the pathway



We explain each step on the following pages.

# 1. Contact My Aged Care

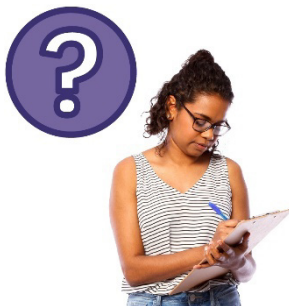


My Aged Care supports older people to find and use the aged care services they need.

This includes support for their families and carers.



You need to contact My Aged Care to get a free **assessment**.

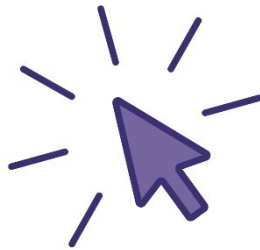


An assessment can help work out:

- what you need
- how to support you.



You will need an assessment to get services through the pathway.



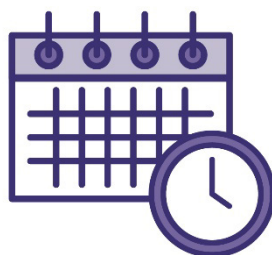
You can apply for an assessment on the My Aged Care website.

**[www.MyAgedCare.gov.au/Apply-Online](http://www.MyAgedCare.gov.au/Apply-Online)**



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

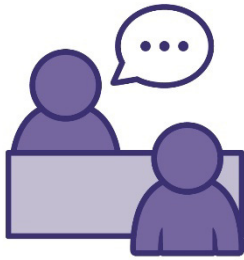
1800 200 422



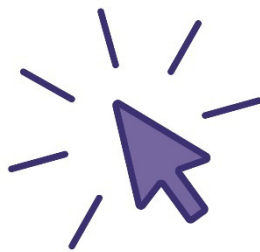
You can call them:

- 8 am to 8 pm on weekdays
- 10 am to 2 pm on Saturday.





You can visit a Services Australia office near you for help to apply for an assessment.



You can find an office near you on the Services Australia website.

**[www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services](http://www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services)**



You can also call Services Australia.

1800 227 475

## 2. Get an assessment

### Having an assessment



An aged care **assessor** will ask you questions about yourself during the assessment.

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



They will ask you questions about:

- your daily activities and needs
- what you can do well
- what you want to be able to do.



They might also ask you questions about your health and wellbeing.

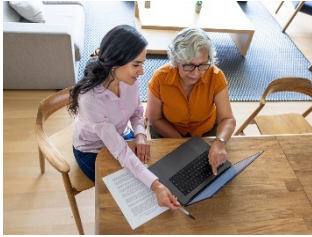
This can include questions about your medical history.



Your assessor will talk to you about:

- what supports you need
- if the pathway is right for you.

## Agree on a support plan



Your aged care assessor will work with you to make a support plan during your assessment.

Your support plan will:



- focus on your needs and goals



- explain what services you can use.



Your providers will use your support plan to make a goal plan to help you with your restorative care.

## Support during an assessment



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

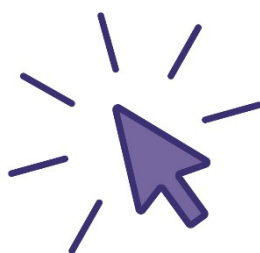


You can also bring your **registered supporter** to your assessment.

A registered supporter is a person you trust that you've chosen to help you make decisions.



You will need to tell My Aged Care if you want a registered supporter.



You can find out more about how to tell My Aged Care on their website.

**[www.MyAgedCare.gov.au/Registering-Supporter](http://www.MyAgedCare.gov.au/Registering-Supporter)**



An Elder Care Support worker can come to your assessment if you're an Aboriginal and Torres Strait Islander person.

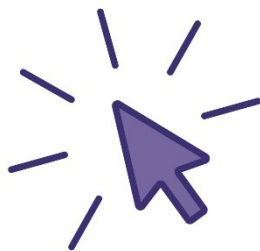


You can also contact My Aged Care if you:

- need extra support
- have no one who can support you.



My Aged Care can support you with a care finder.



You can find out more about care finders on the My Aged Care website.

**[www.MyAgedCare.gov.au/Help-Care-Finder](http://www.MyAgedCare.gov.au/Help-Care-Finder)**





You can also tell your assessor if you need an **interpreter**.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

## After an assessment



After your assessment, you will get a letter telling you what services you can use through the pathway.



This letter will also have your support plan.

Your support plan will explain the care you need.



You should call My Aged Care if you don't get a letter **within 4 weeks**.

1800 200 422



You should contact your assessor if you're not happy with your assessment.

You can also contact My Aged Care if you:



- still need help

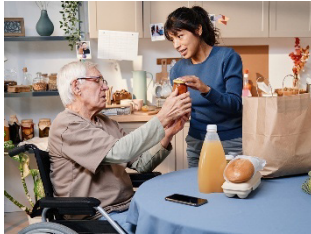


- don't want to contact your assessor.



Your letter will have information about how to do this.

### 3. Find the right provider



You might already get Support at Home services from a provider.



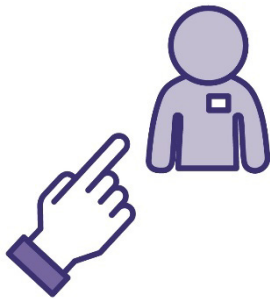
You and your assessor should talk about whether this provider can deliver supports through the pathway.



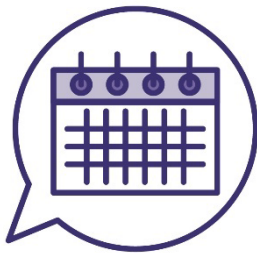
You will have to find a new provider if they can't deliver both these supports.



This is because you can only get Support at Home services from one provider.

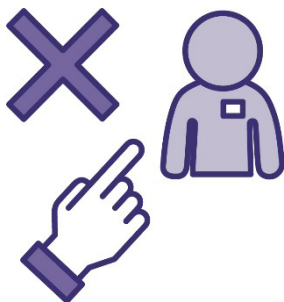


You will need to choose a provider  
**within 56 days** after being told you  
can use the pathway.



You can ask for more time to choose a provider  
if you need.

You can ask for another **28 days** at the most.



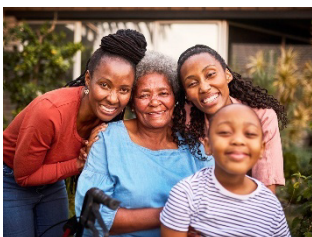
You will have to tell My Aged Care if you don't  
choose a provider in this time.



You should think about what is important to you when you choose a provider.



You should also talk to people you trust to help you choose a provider.



For example:

- a family member or friend
- a person in your community.



## 4. Make an agreement



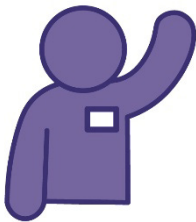
You and your provider must work together to agree on how your services will work.

This is called your service agreement.

Your service agreement is a document that explains:



- how you receive services



- who will provide your care



- how much services cost.



Your service agreement will also explain your **rights**.

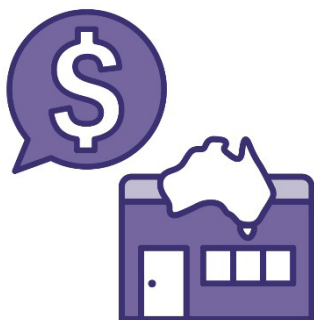
Rights are rules that say people must treat you:

- fairly
- equally.



Your provider must follow rules about your services to make sure:

- you're safe
- you get good services.



You might have sent a form to Services Australia to check how much you need to pay for different services.



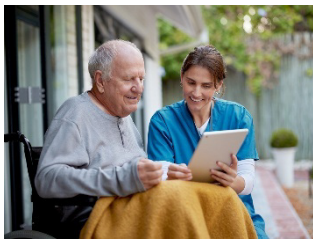
You should share the letter you got from Services Australia with your provider.

## 5. Make a goal plan



Your provider will have a staff member who will look after your care.

This person is called a **restorative care partner**.



A restorative care partner is a health professional who can support you to achieve your goals.

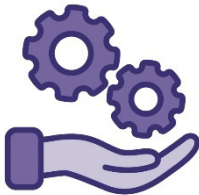


Your restorative care partner will help you make a goal plan.

Your goal plan will include information about:



- your goals and what you need



- the services you will get to support you to achieve your goals



- what the services you get will cost.

Your restorative care partner will:



- check how well your goal plan is working



- talk to you about how you're working to achieve your goals.



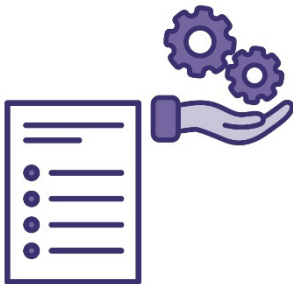
They can help you if you have any issues with your goal plan.

## 6. Manage your services



Your providers should:

- support you to do as much as you can
- help you meet your goals.



Your providers must only deliver the services in your support plan.



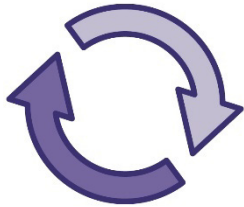
They must also respect:

- you and your beliefs
- your way of life.

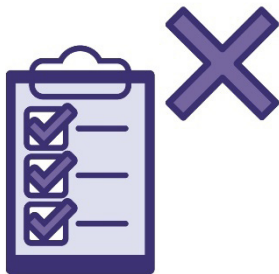


## Changing your support

You should let your restorative care partner know if:



- your needs have changed



- you don't think you will be able to meet your goals.

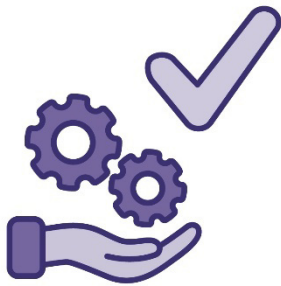


This includes if something has happened that will affect how you use the pathway.

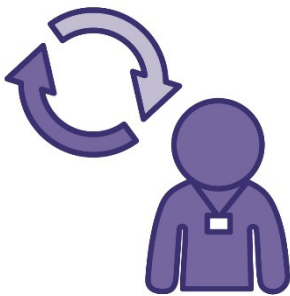
For example, if you have a fall.



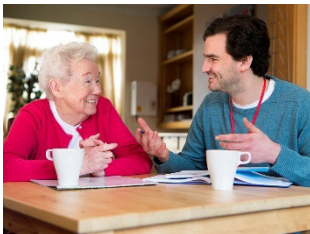
Your restorative care partner will also talk with you if they think your needs have changed.



Your restorative care partner will help you find the care and services that best support what you need.



You can change your providers at any time.



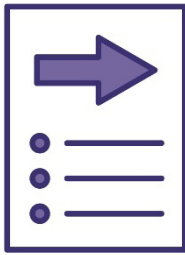
But you should talk to your provider before you do this.



Providers in the pathway can't make you pay to:

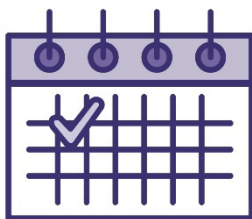
- start using their services
- leave their services.

## 7. Leave the pathway



Your restorative care partner will help you make a plan to leave the pathway.

This plan is called an exit plan.



The exit plan will start when you first use the pathway.

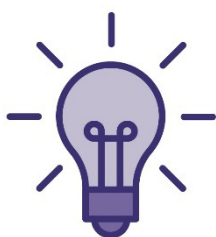
It will include information about:



- the services you have used

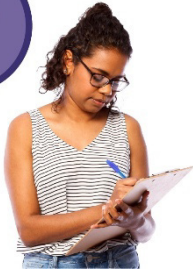


- your goals and if you achieved them



- any ideas your providers have about your care.

The exit plan will also include information about if you:



- need to have another assessment



- don't need any more support.



You should keep a copy of your exit plan.



It might help you if you:

- need more care
- choose to use other aged care services.

## Support services

### Support for translating

#### Translating and Interpreting Service (TIS National)



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

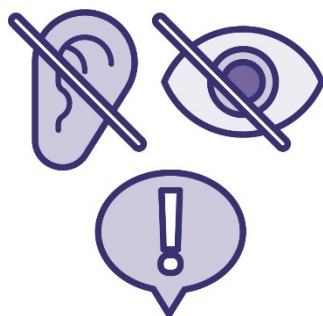
131 450



Ask the interpreter to call My Aged Care for you.

1800 200 422

#### Deaf Connect



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](http://www.DeafConnect.org.au)**

## National Relay Service



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

1300 555 727



You can choose different services on the National Relay Service website.

**[www.AccessHub.gov.au/About-The-NRS](http://www.AccessHub.gov.au/About-The-NRS)**

## Support for Aboriginal and Torres Strait Islander people



My Aged Care can connect you to someone who:

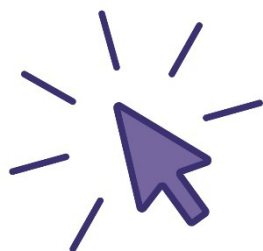
- uses your language
- helps you understand what someone is saying.



You can call My Aged Care.

1800 200 422





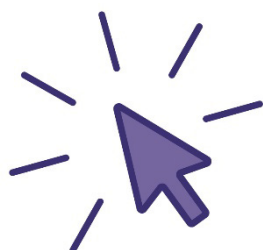
You can also visit the My Aged Care website for a list of the languages they can support you with.

**[www.MyAgedCare.gov.au/Accessible-All](http://www.MyAgedCare.gov.au/Accessible-All)**

## Elder Care Support



Elder Care Support is a program that helps Aboriginal and Torres Strait Islander peoples find and use aged care services.



You can find out more about Elder Care Support on our website.

**[www.MyAgedCare.gov.au/Elder-Care-Support-Program](http://www.MyAgedCare.gov.au/Elder-Care-Support-Program)**

## Support for culturally and linguistically diverse people (CALD)



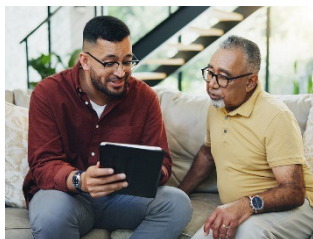
### Culturally and linguistically diverse (CALD) people:

- come from different cultures and backgrounds
- speak languages other than English.

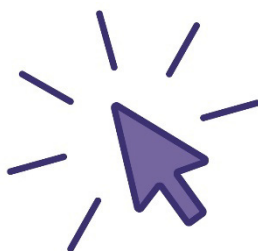
## Federation of Ethnic Communities' Councils Australia (FECCA)



FECCA is an organisation that supports CALD people who live in Australia.



They make sure CALD people get the help they need to find and use supports.



You can visit their website for more information.

**[www.FECCA.org.au](http://www.FECCA.org.au)**

## Partners in Culturally Appropriate Care (PICAC)

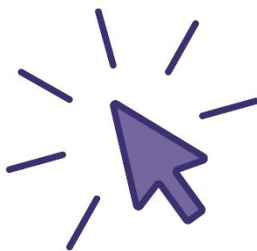


PICAC is an organisation that supports:

- older CALD people
- families of older CALD people.



PICAC supports older CALD people to make the right decisions about aged care.



You can visit their website for more information.

**[www.PICACAlliance.org](http://www.PICACAlliance.org)**

## Support to speak up

### Older Persons Advocacy Network



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



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



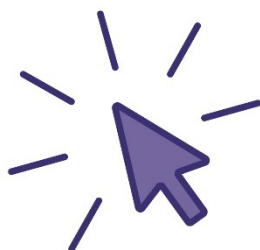
The Older Persons Advocacy Network (OPAN) helps older people get the information they need to:

- make decisions
- understand their rights
- fix problems.



You can call OPAN.

1800 700 600



You can visit the OPAN website.

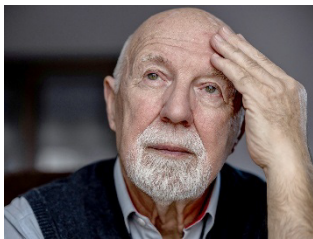
**[www.OPAN.org.au](http://www.OPAN.org.au)**

## Support if you have dementia

### The National Dementia Support Program



Dementia Australia runs the National Dementia Support Program.



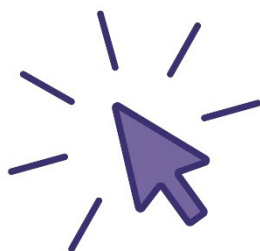
This program supports carers who look after someone who struggles with the way they:

- think or make decisions
- remember
- talk.



You can call Dementia Australia any time.

1800 100 500



For more information, you can visit our website.

**[www.Health.gov.au/Our-Work/National-Dementia-Support-Program-NDSP](http://www.Health.gov.au/Our-Work/National-Dementia-Support-Program-NDSP)**



## Dementia Support Australia



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

- think or make decisions
- remember
- talk.

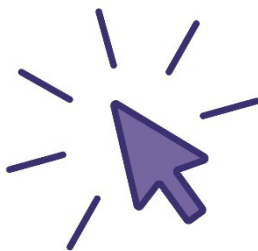


They also support family members and carers.



You can call Dementia Support Australia any time.

1800 699 799



You can also visit their website.

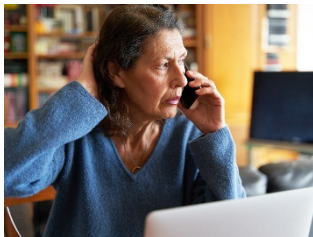
**[www.Dementia.com.au](http://www.Dementia.com.au)**

## Support if you're experiencing elder abuse

### National Elder Abuse

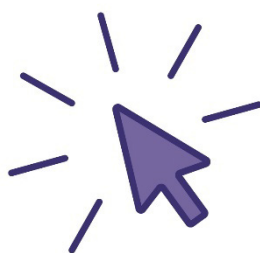


**Elder abuse** is when someone treats an older person badly or hurts them.



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](http://www.Compass.info)**

## Support for carers

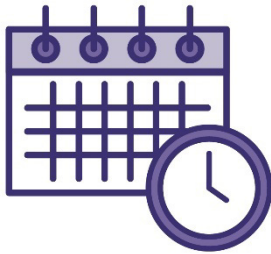
### Carer Gateway



An **unpaid carer**:

- takes care of a family member or friend
- is not paid any money for the care they give.

You can call Carer Gateway:

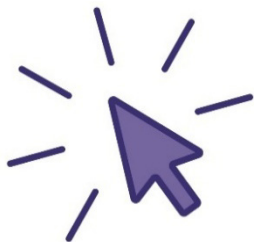


- Monday to Friday
- 8 am to 5 pm.

1800 422 737



Select 'Option 1' to speak to someone.



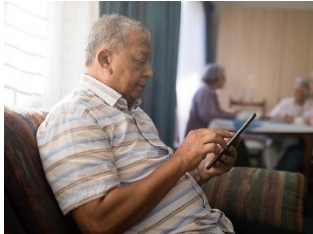
You can also visit the Carer Gateway website.

**[www.CarerGateway.gov.au](http://www.CarerGateway.gov.au)**



They help carers and find services to support them.

## Support for if you feel alone



You can contact the Aged Care Volunteer Visitors Scheme (ACVVS) if you:

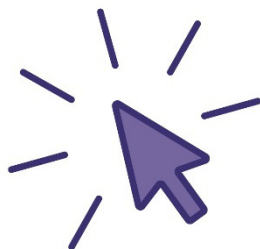
- feel alone
- don't see family or friends often.



The ACVVS can support you to connect with other people.



You can ask your aged care home about the ACVVS.



You can also visit our website to find out more about the ACVVS.

**[www.Health.gov.au/ACVVS](http://www.Health.gov.au/ACVVS)**

## Other ways My Aged Care can support you



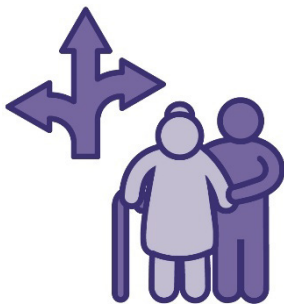
You can call My Aged Care if you need more support.

1800 200 422



You can call My Aged Care if you:

- need support with your housing
- are at risk of having no home to live in.



You can also call My Aged Care if you have different support needs.

For example, you might need different support because of:



- your background
- your beliefs
- the way you live your life.

# Word list

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

## **Aged care home**



An aged care home is a place where older people live when they can't live in their home.

This might be for a short time or the rest of their life.



## **Assessment**

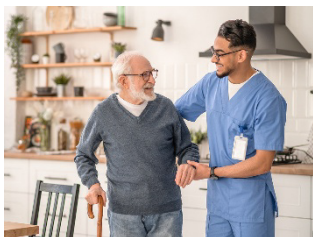
An assessment can help work out:

- what you need
- how to support you.



## **Assessor**

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



## **Clinical supports**

Clinical supports include some supports for a person's health, like nursing care.





## Complaint

A complaint is when you tell someone that something:

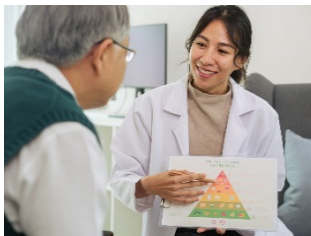
- has gone wrong
- isn't working well.



## Culturally and linguistically diverse (CALD)

CALD people:

- come from different cultures and backgrounds
- speak languages other than English.



## Dietitian

A dietitian is someone who gives you advice about what to eat and drink.



## Elder abuse

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



## Interpreter

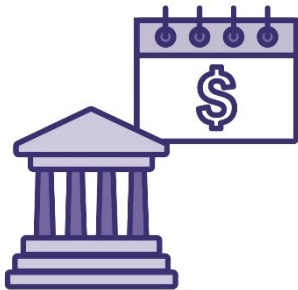
An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



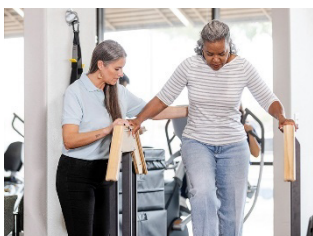
## Occupational therapist

An occupational therapist is someone who helps people find ways to do everyday tasks.



## Pension

Pension is a payment from the government to help with your day-to-day living costs.



## Physiotherapist

A physiotherapist is someone who supports you to improve how you move your body.



## **Provider**

Providers support people by delivering a service.



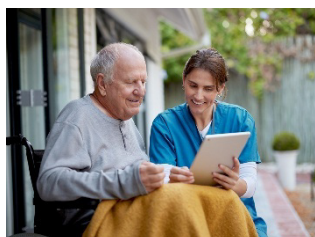
## **Registered supporter**

A registered supporter is a person you trust that you've chosen to help you make decisions.



## **Restorative care**

Restorative care is short-term care that helps people do things on their own after a setback.



## **Restorative care partner**

A restorative care partner is a health professional who can support you to achieve your goals.



## Rights

Rights are rules that say people must treat you:

- fairly
- equally.



## Seniors card

A seniors card is a card from the government that lets older people pay less for some services.



## Unpaid carer

An unpaid carer:

- takes care of a family member or friend
- is not paid any money for the care they give.

## Contact us



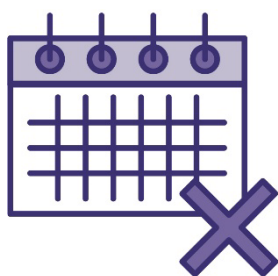
You can call My Aged Care.

1800 200 422



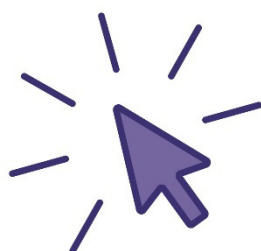
You can call My Aged Care from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



They are not available on:

- national public holidays
- Sunday.



You can visit My Aged Care's website.

**[www.MyAgedCare.gov.au](http://www.MyAgedCare.gov.au)**



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