



Australian Government



myagedcare



# Entering an aged care home

## Document 1: What you need to know

Easy Read version

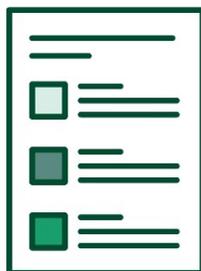


## How to use this document



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 **28**.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a document.

It only includes the most important ideas.

This document is part of a group of **5** documents about entering an aged care home:



1. What you need to know

You are reading this document.



2. Get an assessment



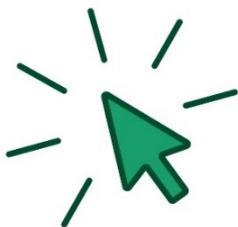
3. Pay for an aged care home



4. Find and apply for an aged care home



5. Make an agreement and manage your services



You can find all the documents on our website.

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

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# What is 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.

Aged care homes can help you with:



- daily tasks – like cleaning and cooking



- personal care – like bathing and eating



- social activities – like spending time with your friends



- your health – like taking medicines and care from nurses.

Aged care homes can also help you with:



- special bedding materials – like waterproof bedsheets



- certain foods you need to eat – like foods that are easier to swallow



- supports to help you move around – like wheelchairs and walking frames



- other services you need – like support with your speech.



You can talk to your aged care home about what services you can use if you need extra care.

## Rules for aged care homes



All organisations that run aged care homes must be checked by the Australian Government.

All aged care homes must:



- follow the Australian Government's rules about how to provide good services



- make sure their staff have the right skills and training.



All aged care homes must also support you to follow your own:

- beliefs
- way of life.



Aged care services must be **culturally safe** for older Aboriginal and Torres Strait Islander peoples.



When something is culturally safe, people feel:

- respected and heard
- safe to be who they are.



This includes supporting Aboriginal and Torres Strait Islander peoples to get aged care close to their community.

## Who can use aged care homes?

You might be able to use an aged care home if you:



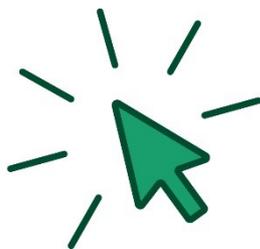
- are 65 years or older



- are 50 years or older and you're an Aboriginal or Torres Strait Islander person



- are 50 years or older and don't have a home to live in.



The My Aged Care website has a tool you can use.

We call it the 'Should I apply' tool.

[www.MyAgedCare.gov.au/Should-I-Apply](http://www.MyAgedCare.gov.au/Should-I-Apply)

## How can you enter an aged care home?



To enter an aged care home, you need to get an **assessment**.



An assessment can help work out:

- what you need
- how to support you.

To enter an aged care home, you need to:



- find and apply for an aged care home



- pay for an aged care home.



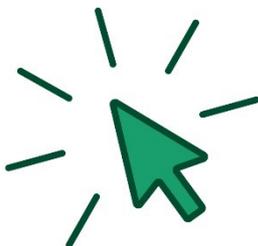
To enter an aged care home, you also need to make an **agreement** and manage your services.



An agreement is a plan between you and your aged care home.



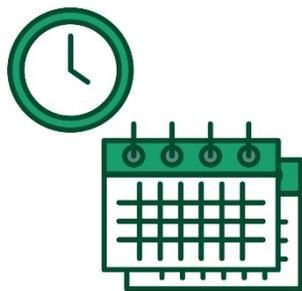
We explain each of these things in the other documents in this group.



You can find these document on our website.

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

## How long can you use aged care homes for?



You can use an aged care home for a:

- short time
- long time.



**Respite care** is when you only stay in an aged care home for a short time.



You might want respite care if your carers can't take care of you for a while.



You can get respite care for **up to 63 days** every year.

You can apply for more time if you need it.



You need an assessment to get respite care.



You might need emergency respite care.

You or your carer should contact the Carer Gateway if you do.

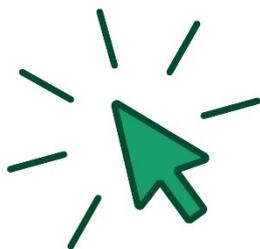
The Carer Gateway has services and support for carers.



You can call them:

- Monday to Friday
- from 8 am to 5 pm.

1800 422 737



You can visit their website.

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

## Support to make a complaint



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.

It's important to make a complaint if you're worried about the care:



- you're getting



- someone else is getting.



You should first talk to your aged care home about your complaint.

Your aged care home must:



- listen to your complaint



- treat you fairly and with respect



- try to help fix your issue.



If they don't, you can make a complaint about your aged care home to the **Aged Care Quality and Safety Commission (Aged Care Commission)**.



The Aged Care Commission makes sure older people:

- are safe
- get good services.



You don't have to share any personal information when you make a complaint.

For example, you don't have to share your name.



You can:

- call the Aged Care Commission
- ask someone you trust to call them.

1800 951 822



You can write to the Aged Care Commission.

They have a mailbox in each state and territory.



You can send a letter to:

Aged Care Quality and Safety Commission  
GPO Box 9819



Make sure you add your:

- capital city
- state or territory.

# 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

### 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.

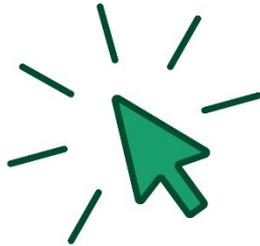
[www.DeafConnect.org.au](http://www.DeafConnect.org.au)

## 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 peoples



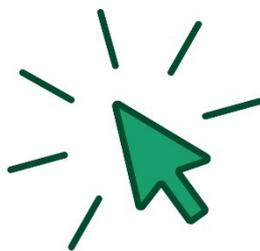
My Aged Care can connect you to someone who:

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



You can call My Aged Care.

1800 200 422



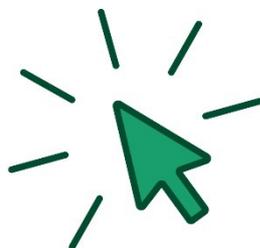
You can also visit the My Aged Care website for a list of the languages they can support you with.

**[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.

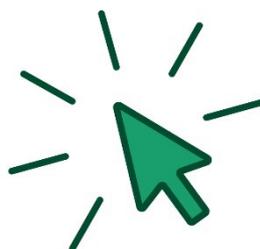
**[www.MyAgedCare.gov.au/Elder-Care-Support-Program](http://www.MyAgedCare.gov.au/Elder-Care-Support-Program)**

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



### CALD people:

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



You can 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)**

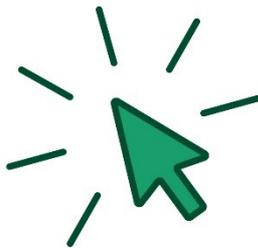
## Federation of Ethnic Communities' Councils Australia (FECCA)



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)

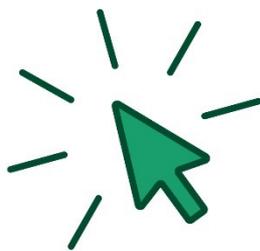


PICAC is an organisation that supports:

- 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.

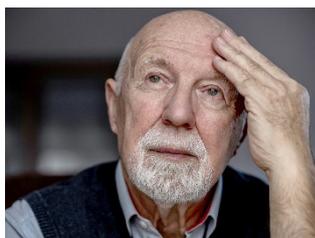
**[www.PICACAlliance.org](http://www.PICACAlliance.org)**

## Support 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:

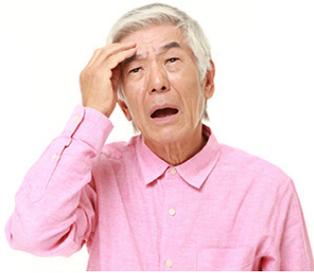
- think or make decisions
- remember
- talk.



You can call Dementia Australia any time.

1800 100 500

## Dementia Support Australia



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

- think or make decisions
- remember
- talk.

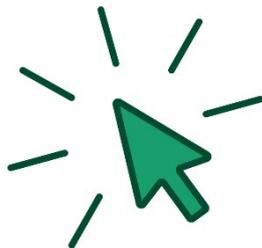


They also support family members and carers.



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

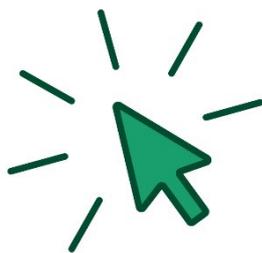


**Elder abuse** is when someone treats an older person badly or hurts them.



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.



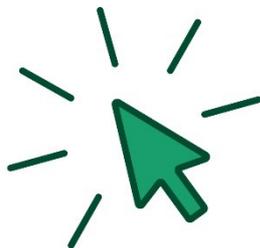
You can call Carer Gateway:

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

And help them find services to support them.

## 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.



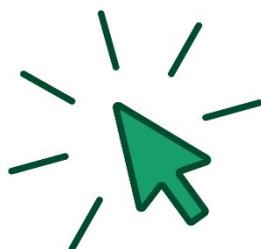
You can call My Aged Care for different support because of:

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



My Aged Care can support you with a care finder.

A care finder can help you if you have no one else to support you to find care.



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)**

## Word list

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



### **Aged care homes**

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.



### **Aged Care Quality and Safety Commission (Aged Care Commission)**

The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



### **Agreement**

An agreement is a plan between you and your aged care home.



## Assessment

An assessment can help work out:

- what you need
- how to support you.



## Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



## Culturally and linguistically diverse (CALD) people

CALD people:

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



## Culturally safe

When something is culturally safe, people feel:

- respected and heard
- safe to be who they are.



### Elder abuse

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



### Respite care

Respite care is when you only stay in an aged care home for a short time.



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