



Australian Government



myagedcare



Entering an aged care home

Document 4: Find and apply for an aged care home

Easy Read version

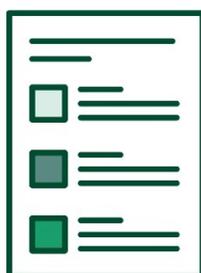


How to use this document



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 **22**.



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



2. Get an assessment



3. Pay for an aged care home

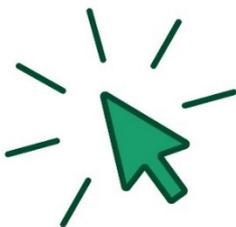


4. Find and apply for an aged care home

You are reading this document.



5. Make an agreement and manage your services



You can find all the documents on our website.

www.MyAgedCare.gov.au/Resources

What's in this document?

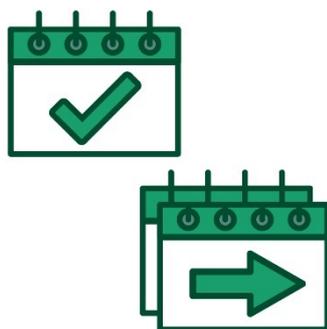
Find an aged care home	5
Apply for an aged care home	18
Word list	22

Find 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.



When you choose an aged care home, it's a good idea to think about what services you might need:

- now
- in the future.



You should visit different aged care homes to see what you like.

It's a good idea to check:



- the types of services they offer



- what the accommodation is like – the room you live in



- how the aged care home can best support your needs.



You should check if you feel safe at the aged care home.

You should also check how much you might need to pay for:



- accommodation



- other services – like paid TV or a hairdresser.

How to find an aged care home



You can call Services Australia and ask to talk to an expert on aged care.

1800 227 475



You can also call My Aged Care and ask for a list of aged care homes near you.

1800 200 422

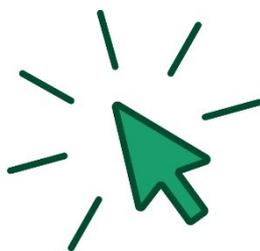


My Aged Care can give you this list:

- on the phone
- in a letter.

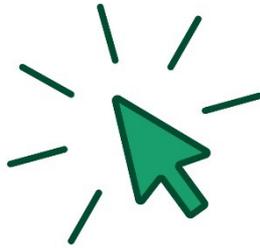


The Elder Care Support program can help older Aboriginal and Torres Strait Islander people find an aged care home.



You can find an Elder Care Support worker near you on the My Aged Care website.

www.MyAgedCare.gov.au/Support-Aboriginal-And-Torres-Strait-Islander-People



You can also use a tool on the My Aged Care website to find an aged care home near you.

It's called the 'Find a provider' tool.

www.MyAgedCare.gov.au/Find-A-Provider

This tool can also help you:



- search for aged care homes that meet your needs – like your religion or your health



- find an aged care home's Star Rating.



Star Ratings show the **quality** of an aged care home.

Quality is about providing good services that meet the needs of older people in aged care homes.



A high Star Rating means the aged care home is good quality.



Star Rating can help you compare aged care homes.



An aged care home's Star Rating is based on different parts of an aged care home.

For example, the experiences of people who have stayed there.



All aged care homes get a Star Rating out of 5.

Before you meet an aged care home provider



You should make a list before you meet with an aged care home **provider**.



Providers support people by delivering a service.



This list should include things that are important to you.



You should also take the letter and code you get from My Aged Care.

You get this letter after you have an aged care **assessment**.



An assessment can help work out:

- what you need
- how to support you.



You might have a letter from Services Australia about how much you will pay.

You should bring this letter if you already have it.



You should make notes about each aged care home you visit.

For example, notes about:



- what you like



- what you don't like



- if you feel safe there.



Your notes about the aged care home and workers will help you make your decision.

Questions you might want to ask an aged care home



We wrote some questions you can ask an aged care home.



What type of care services:

- do you provide?
- don't you provide?



What services will I need to pay for?



Can you help me if I have medical problems?



Can you support my way of life?

This could include your:



- language



- religion



- pets.



What do you serve for meals?

What time do you serve them?



How do you make sure the aged care home is:

- safe?
- private?



What transport is nearby?



What training do the staff have?



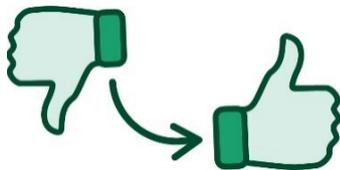
How many staff provide care during the night?



What if I want my family to stay with me?



Who checks to make sure the aged care home gives good quality services?



What areas are you trying to make better?



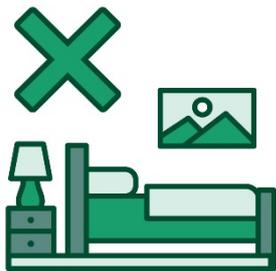
Who can I talk to if something:

- has gone wrong?
- isn't working well?

Apply for an aged care home



It's a good idea to apply for more than one aged care home.



This is because the home you want might not have a room for you.

How to apply for an aged care home



All aged care homes have their own way to apply.



For example, they might ask you to fill out a form.



You should contact them to find out what information they need from you.



You will need to give an aged care home the code from your aged care assessment.

You can find this code in your letter from My Aged Care.



This code will let the aged care home:

- find out more about your needs
- know how to support you.

When you decide on an aged care home

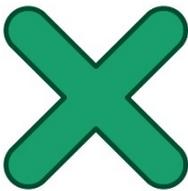


An aged care home will contact you if they have a room for you.

You can choose to:



- accept their room and move in



- say no and find another aged care home.



After you choose an aged care home, you will need to sign some documents.



You should also let everyone know when you're moving into an aged care home.

For example, you should tell:



- your family and friends



- your health professionals – like your doctor



- the people who support you at home – like your cleaner.



You should also tell:

- Medicare
- your local council.

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.



Providers

Providers support people by delivering a service.



Quality

Quality is about providing good services that meet the needs of older people in aged care homes.



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6489-G4.