



Australian Government



myagedcare



Entering an aged care home

Document 5: Make an agreement and manage your services

Easy Read version

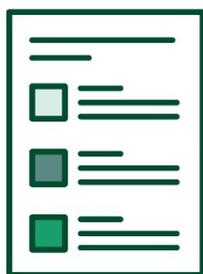


How to use this document



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 **30**.



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

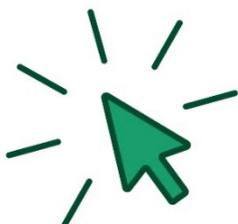


4. Find and apply for an aged care home



5. Make an agreement and manage your services

You are reading this document.



You can find all the documents on our website.

www.MyAgedCare.gov.au/Resources

What's in this document?

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Make an agreement with your aged care home

About the agreement



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.



Your aged care home will offer you 2 **agreements** before you move in.

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



They will offer you:

- a service agreement
- and
- an accommodation agreement.



Sometimes these agreements are in the same document.

Your agreements explain:



- the care and services you can get



- how much you have to pay



- how you can make payments.



They also explain:

- what you need to do
- your **rights**.



Rights are rules that say people must treat you:

- fairly
- equally.



Both agreements are legal documents.

This means someone could get in trouble for not following the agreement.



You might have to sign other agreements after you move into your aged care home.



For example, you might have to sign a higher everyday living agreement.



This agreement is for extra aged care services you have to pay for.



But if you do not want extra services, you do not have to sign a higher everyday living agreement.

Understanding your agreement



Your aged care home must make sure you can understand the agreements they offer you.



The agreements might not include all the things that are important to you.

So you should check these things before you sign.



You should also ask any questions you have.

For example, you can ask for more information about their services.



You can also ask for help to understand your agreements.

You can ask for help from:



- your family and friends



- experts on money and the law.



You can call the Older Persons Advocacy Network for help.

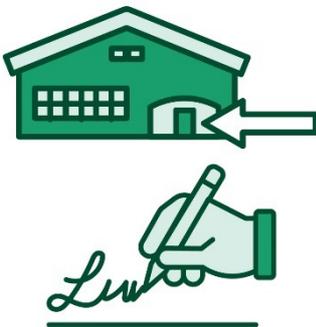
1800 700 600

Signing your agreement



You will need to sign your:

- service agreement
- accommodation agreement.



You might have to sign these agreements before you move into the aged care home.



Your aged care home can't ask you to sign other agreements until you move in.



For example, an agreement for other daily living supports.

Support to make an agreement

Your rights



The Australian Government created a new law called the Aged Care Act 2024.



The Aged Care Act 2024 protects the rights of older people who use aged care services.

Your aged care home must:



- respect your rights



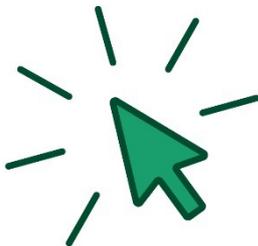
- follow these rules.



You have the right to make decisions about your life.



The Aged Care Act 2024 also says that the people in your life must respect the decisions you make.



You can find out more about your rights on our website.

www.MyAgedCare.gov.au/Know-Your-Rights

Registered supporters



You have the right to choose someone you trust to help you make decisions about your life.



We used to call these people representatives. Now we call them **registered supporters**.



A registered supporter can be a family member or friend.



Your registered supporter can be the same person you had as your representative.



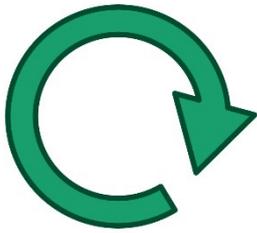
You can call My Aged Care to talk about your registered supporter.

1800 200 422

For example, you can call My Aged Care to:



- check who your registered supporter is



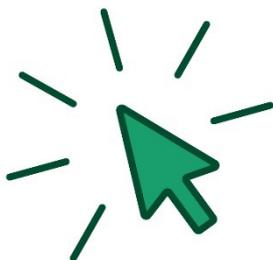
- update your registered supporter



- choose a new registered supporter



- ask to have a person no longer be your registered supporter.



You can visit the My Aged Care website to find out more about registered supporters.

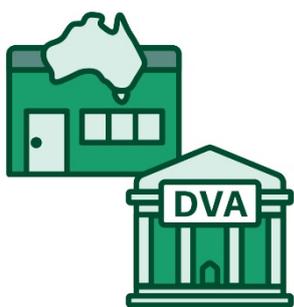
www.MyAgedCare.gov.au/Registering-Supporter

Nominees



A **nominee** is someone you choose to:

- make decisions for you
- do things for you that you can't do on your own.



If you want a nominee, you will need to tell:

- Services Australia
- or
- the Department of Veterans' Affairs.



You can choose to have a nominee to support you with your **means assessment**.



A means assessment works out if the Australian Government can help you pay for an aged care home.

This includes for a short time or the rest of your life.



A means assessment also works out what **contributions** you need to pay.



Contributions are payments people need to make to use aged care services.

Your nominee could also:



- get information about how much you need to pay



- update your information for you.

Organisations that can support you to have your say



The Australian Government works closely with organisations that support older people.



For example, the Older Persons Advocacy Network (OPAN).



OPAN gives older people who want to use aged care homes free:



- information
- support.

OPAN can help you:



- understand your rights



- find aged care services that meet your needs



- connect you to other supports close to you



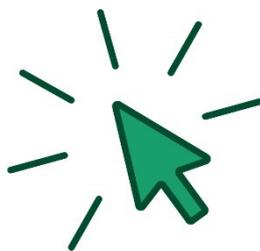
- fix issues with your aged care home.



OPAN also supports family and carers of older people who want to use aged care homes.



You can call OPAN.
1800 700 600



You can find out more on OPAN's website.

www.OPAN.org.au

Manage your care and services

Getting a care assessment



Your aged care home will ask you to do a **care assessment** when you move in.



A care assessment will help work out what care you need.



Your aged care home will use the care assessment to make a plan for your care.

Getting a funding assessment



Your aged care home will also arrange a **funding assessment**.



A funding assessment works out how much the government will pay the aged care home to help with your care.



Your aged care home will get an **assessor** to do the assessment.

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



This assessor doesn't work for the aged care home.

They can make their own decisions.

Getting care and support in an aged care home



Your aged care home must give care to everyone who lives there each day.



Nurses must give care to each person every day.



There also must be at least one nurse in all aged care homes at all times.



Other types of care include help with:

- bathing
- eating
- taking medicine.

Choosing services to use

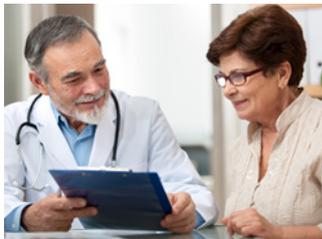


You need to think about what services you want to use while you're living in your aged care home.



You can keep using services you already use, like your own:

- doctor
- dentist.



Your aged care home must help you:

- make medical appointments
- find and use health care workers.



They can also help you get transport to your medical appointments.



You might have to pay your aged care home for help with these services.



Your aged care home can help you find and use other health services.

For example, **therapy**.



Therapy includes different types of support that can help improve how:

- you communicate
- you think and feel
- your body moves.



Your aged care home might provide these services for you.

This means you don't have to pay for them.



But your aged care home might have to find someone else to provide these services.

This means you might have to pay.



Your aged care home will organise social activities for you.

You can let them know about your:

- hobbies
- interests.



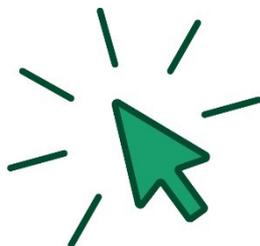
The Aged Care Volunteer Visitors Scheme (ACVVS) can support you to connect with other people.

You can contact the ACVVS if you:

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



You can ask your aged care home about the ACVVS.



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

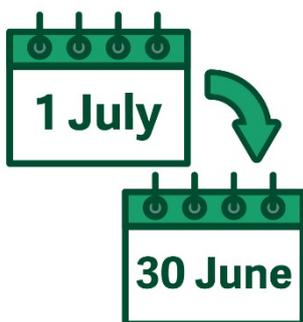
www.Health.gov.au/ACVVS

Going on holiday



You can spend **52 days away** from your aged care home each financial year.

This is called 'social leave'.



The financial year goes from **1 July to 30 June**.



Social leave includes:

- going on holiday
- seeing friends and family.



While you're away, you still have to pay your:

- care services contributions
- accommodation contributions.



If you're away for **more than 52 days** in a financial year, the Australian Government will stop paying towards your:

- care services
- accommodation.



And you might have to pay the full amount of your aged care contributions.

Going to hospital



Going to hospital doesn't count towards your **52 days** of social leave.



But you will still have to pay for your:

- care services
- accommodation.



You might not have to pay as much if you have to stay in hospital for a long time.

Changing rooms



You can ask the manager of your aged care home if you want to change rooms.



You might need to sign a new agreement.

Especially if your new room has a different price.



There might be times when your aged care home will make you change rooms even if you don't want to.



You should talk to the manager of your aged care home if you're worried about this.

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.



Agreement

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



Assessor

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



Care assessment

A care assessment will help work out what care you need.



Contributions

Contributions are payments people need to make to use aged care services.



Funding assessment

A funding assessment works out how much the government will pay the aged care home to help with your care.

Means assessment

A means assessment works out:

- if the Australian Government can help you pay for an aged care home
- what contributions you need to pay.





Nominee

A nominee is someone you choose to:

- make decisions for you
- do things for you that you can't do on your own.



Registered supporter

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



Rights

Rights are rules that say people must treat you:

- fairly
- equally.



Therapy

Therapy includes different types of support that can help improve how:

- you communicate
- you think and feel
- your body moves.



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