



Your guide to the Restorative Care Pathway





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Your guide to the Restorative Care Pathway.

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You can find this product at: **MyAgedCare.gov.au**

This booklet is designed to help you, your family or your friends make important decisions about your care. It includes lots of useful information but you may want to do more research to help you make a decision.

Information is current from 1 November 2025.

Is this booklet right for you?

This booklet explains how older people can receive support through the Restorative Care Pathway.

You should read this booklet if you have been assessed by an aged care assessor as needing restorative care to help you remain independent.

You can also access booklets about the other types of aged care support listed below at **MyAgedCare.gov.au/Resources**.



Is this booklet right for you?

Restorative Care Pathway

The Restorative Care Pathway is a short-term allied health/nursing-focused pathway as part of the Support at Home program. Restorative care can help you stay independent for longer and support you in doing the activities you enjoy.

For more information, visit:

MyAgedCare.gov.au/Restorative-Care-Pathway.

Entry-level care at home

Ongoing or short-term care and support services through the Commonwealth Home Support Program (CHSP). You can get help with housework, personal care, meals and food preparation, transport, shopping, allied health such as physiotherapy and social support. You can also apply for planned respite, giving your carer a break.

The CHSP will become part of the Support at Home program no earlier than 1 July 2027. The CHSP will continue for current and new clients with low-level support needs.

Ongoing care at home

The Support at Home program provides access to services, equipment and home modifications to help older people remain healthy, active and socially connected to their community.

Support at Home provides a higher level of care for those with complex needs who require more help to remain at home.

Residential aged care

Personal and nursing care in aged care homes is available if you are unable to live independently in your own home. This also includes residential respite for short stays in an aged care home.

End-of-Life Pathway

The End-of-Life Pathway supports older people who have been diagnosed with 3 months or less to live and wish to remain at home. It is intended to provide additional in-home aged care to complement available services under state or territory-based palliative care schemes. This pathway is part of the Support at Home program.

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Improving Australia's aged care system

Over the last few years, the Australian Government has delivered major changes to aged care in response to the Royal Commission into Aged Care Quality and Safety. These wide-ranging reforms have provided positive change, increasing transparency and improving quality of care provided to older people in Australia.

High-quality care and support should be accessible, whether you choose to remain at home or move to an aged care home.

The *Aged Care Act 2024* is driving further improvements for older people accessing aged care. This includes regulations to ensure a stronger aged care sector, to give older people more trust, control and confidence in their aged care.

What is the Restorative Care Pathway?

This booklet is about the Restorative Care Pathway, a short-term pathway to help you regain or maintain independence.

Restorative care focuses on improving daily functioning and reducing the need for more intensive, ongoing care – so that you can continue to do the activities you enjoy.

The pathway is designed to:

- delay or avoid the need for ongoing care at home, or moving into higher care
- help you get back to doing daily activities on your own
- manage new or changing age-related conditions
- teach you ways to stay independent for longer through reablement education.

During your aged care assessment, your assessor will chat with you to decide if restorative care might help you remain independent. If so, you will work with a restorative care provider to set goals, develop a plan and arrange services to meet those goals.



If eligible, you will receive coordinated and intensive clinical services, such as nursing and allied health.

Each episode provides funding of up to \$6,000. You can access this funding twice (totalling up to \$12,000) over a 12-month period, either as:

- 2 separate episodes at different periods of the year (non-consecutive), or
- 2 units of funding within a single 16-week period if it is approved by an aged care assessor.

If you need to access non-consecutive episodes, you'll need to wait at least 3 months from the completion of the original episode.

There are no leave provisions for accessing restorative care.



About the pathway

Through the Restorative Care Pathway, you can receive up to 16 consecutive weeks of intensive allied health support, focused on achieving specific goals or outcomes. The pathway requires active participation and motivation as you work towards increasing function for greater independence. This helps you delay needing higher levels of aged care assistance.

The pathway includes support from a group of allied health and/or nursing professionals, known as a multidisciplinary team (MDT). Your individual MDT will be made up of several different health professionals, such as:

- a physiotherapist
- an occupational therapist
- a nurse
- a podiatrist
- a dietician.

A medical professional (like a doctor or specialist) can be part of the team, but they don't have to be. If you need to see a doctor, Medicare might cover some of the costs – or you may need to pay for it yourself.

Non-allied health and nursing services should only be used through the Restorative Care Pathway to achieve specified goal outcomes.

Services available

The types of services available through this pathway will depend on your assessed needs. Services will be selected with your input, but must be from the Support at Home service list.

Learn more about what's available in the Support at Home service list: **[Health.gov.au/Support-at-Home-Service-List](https://www.health.gov.au/support-at-home-service-list)**

Assistive technology and minor home modifications may also be delivered as part of your restorative care, if your aged care assessor determines this is required. This will be provided through the Assistive Technology and Home Modifications (AT-HM) scheme.

Learn more about the AT-HM scheme: **[MyAgedCare.gov.au/Aged-Care-Programs/Assistive-Technology-And-Home-Modifications-Scheme](https://www.myagedcare.gov.au/aged-care-programs/assistive-technology-and-home-modifications-scheme)**

If you already receive ongoing Support at Home services, you can still access the Restorative Care Pathway. For example, you may receive allied health services under the pathway to recover from a fall, while still receiving ongoing Support at Home services like house cleaning.

However, only one Support at Home provider can provide your services – you can't use two different providers for ongoing services and the Restorative Care Pathway. If your current provider doesn't offer the Restorative Care Pathway, you will need to change providers for both your ongoing and restorative services.

Eligibility exclusions

You are **not** eligible to receive restorative care if you:

- are receiving or are eligible to receive the End-of-Life Pathway (or require palliative care)
- have accessed two separate episodes or two units of funding for Support at Home restorative care in the last 12 months (or received the Restorative Care Pathway in the last 90 days)
- are receiving or are eligible to receive, Transition Care Programme services (residing in hospital or similar)
- receive permanent residential aged care.



Restorative Care Pathway Costs

You will need to contribute towards the cost of some services, while other services will be free of charge.

You will only be asked to contribute to services you’ve received. For example if you receive transport, you will contribute to a portion of the total cost.

The government will fully fund clinical care, such as nursing and physiotherapy. You will not be required to make a contribution for these services.

How much you are asked to contribute will depend on an assessment of your income and assets by Services Australia. Your provider can help you understand your contributions. It also depends on your age pension status and if you have a Commonwealth Seniors Health Card (CSHC).

This table summarises standard Support at Home program contributions:

	Clinical Support	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 5% and 50% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 17.5% and 80% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (eligible for a Commonwealth Seniors Health Care Card – CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

There are different arrangements for people who were receiving or were approved for a Home Care Package by 12 September 2024. For more information, visit **MyAgedCare.gov.au/Support-At-Home-Costs-And-Contributions**

Lifetime cap

There is a lifetime cap on contributions. This means you will no longer have to contribute to any Support at Home services once you have contributed \$130,000 (indexed). Even if you move into an aged care home later, any contributions paid for Support at Home services will count towards the cap.

Read the *Support at Home participant contributions* factsheet for additional information at **Health.gov.au/Resources/Publications/Support-At-Home-Program-Participant-Contributions**

How do I get an income and assets assessment?

If you already receive a full or part pension from Services Australia or the Department of Veterans' Affairs (DVA), you won't need to apply for an income and assets assessment. The relevant agency will use existing financial information to determine your contributions. You will need to make sure your financial details are up-to-date before your aged care services start.

If you don't get a pension or are a self-funded retiree, an income and assets assessment will determine your contributions. If you don't apply, your provider can ask you to pay the maximum costs until you reach the lifetime cap.

Confirm if you should complete a means assessment by going to the Services Australia website: **ServicesAustralia.gov.au/AgedCareCostOfCare**

If you need help to understand or complete the means assessment:

- freecall Services Australia **1800 227 475**, Monday to Friday from 8am to 5pm
- visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat. Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

After Services Australia works out your contributions, you and your provider will be sent a letter with the contributions you need to pay. If you don't have a provider yet, you'll be sent a letter with your income and assets assessment. This is valid for 120 days. If you don't choose a provider or give it to them within this time, you'll need to do a new income and asset assessment. If you have not received a letter, you can contact Services Australia on **1800 227 475** and ask for an update on the status of your income and assets assessment.

If your circumstances change, you must tell Services Australia as soon as possible. Your contributions may need to be adjusted as this may change how much you pay towards your aged care costs.

Visit **ServicesAustralia.gov.au/Changes-To-Your-Circumstances-And-Aged-Care-Costs**

Financial information and education

It is a good idea to seek independent financial advice before deciding how to pay for your aged care. Also, if both you and your partner need access to aged care, each of your payment methods may impact the other's aged care fees and contributions.

To find out more about aged care fees and contributions, visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support.

For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat.

Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

You can also get basic information about managing your finances from the Services Australia Financial Information Service. This free service can help you make informed decisions about investment and financial matters for your current and future needs.

Visit **ServicesAustralia.gov.au/Financial-Information-Service**

What providers can charge

Prices for restorative care services must reflect the costs of delivering the service, including any administration or travel fees. These prices must be reasonable and justifiable.

You can only be charged for services you receive and can't be charged any fees for clinical care, or for entering and exiting an agreement with a provider.

A provider must be able to explain their prices for specific services and document these in your service agreement.

If prices or services change, you or your registered supporter must agree to the change and sign a new agreement (if not already agreed to). If you don't agree to pricing, you don't have to sign an agreement – but an agreement must be in place to receive Restorative Care Pathway.

The Support at Home indicative price list can help determine if a provider's prices are reasonable: **[Health.gov.au/Indicative-Support-at-Home-Prices](https://www.health.gov.au/indicative-support-at-home-prices)**

Provider costs are also available on the 'Find a provider' tool on the My Aged Care website: **[MyAgedCare.gov.au/Find-A-Provider](https://www.myagedcare.gov.au/find-a-provider)**

Learn more about consumer rights and protections in the 'Consumer protections for Support at Home prices – fact sheet for participants': **[Health.gov.au/Support-at-Home-Prices-Consumer-Protections](https://www.health.gov.au/support-at-home-prices-consumer-protections)**



How will I pay my contributions?

You should talk to your provider about how and when you need to pay any contributions for your services. These can be weekly, fortnightly or monthly – or you can ask your provider for another payment frequency. Your service agreement should also tell you how and when you need to pay.

If you can't afford your contributions for reasons beyond your control, you may be eligible for financial hardship assistance. For more information, visit **[MyAgedCare.gov.au/Financial-Hardship-Assistance](https://myagedcare.gov.au/Financial-Hardship-Assistance)**

You can also go to the *Further Information* section at the end of this booklet.

Pathway to access Restorative Care

1

Contact My Aged Care

2

Have an aged care assessment

3

Agree on a support plan

4

Manage your services

5

Exit the Restorative Care Pathway



1

Contact My Aged Care

My Aged Care is where you manage Australian Government-funded aged care services. You can access My Aged Care online, on the phone or in person.

You need to get an assessment to access aged care services. If you have not already been assessed, you can apply in three ways:

Online

The online application form is quick and easy to use. You can also use the eligibility checker before applying.

Visit: **MyAgedCare.gov.au/Apply-Online**

By telephone

Call My Aged Care to discuss your needs and complete the application for an assessment over the phone. The contact centre is open 8am to 8pm weekdays and 10am to 2pm Saturday.

Freecall **1800 200 422**

In person

Visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support.

For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat.

Visit: **ServicesAustralia.gov.au/MyAgedCareFaceToFace**

Services Australia service centres are open weekdays from 8am to 5pm.

Freecall **1800 227 475**.

2

Have an aged care assessment

During your assessment, you will be asked about your day-to-day activities, needs and preferences. You will also be asked what you can do well, what you need some help doing and what you want to be able to do.

You may be asked about your medical history – medical records or reports can help inform your assessor's decisions, if you consent to provide them.

Your assessor should discuss options with you based on your needs identified at assessment, including your eligibility for the Restorative Care Pathway. You may also consider if your current Support at Home provider delivers the Restorative Care Pathway, or if you need to find a new one.

After your assessment, a delegate at your assessment organisation will decide what services you can access. You will then receive a Notice of Decision letter, which includes what services you've been approved for. If you have been approved for services, your support plan will be attached to your letter. Your support plan will guide the care you need to regain abilities or prevent further decline.

If you don't receive a Notice of Decision or a support plan within 4 weeks, call My Aged Care on **1800 200 422** or contact your assessment organisation.

Support during the assessment process

You may wish to have a family member, friend or carer at the assessment to support you.

Your support person can be your registered supporter – they have duties they must uphold when supporting you in your decision-making. Learn more about registered supporters in the *Further Information* section of this resource.

If you are an Aboriginal and/or Torres Strait Islander older person you may wish to have an Elder Care Support worker support you at the assessment, or to speak on your behalf.

You should tell your assessor before your assessment if you need a translator or interpreter – they can organise free services to support you.

If an in-person assessment is not possible, your aged care assessor may arrange a telephone or video meeting assessment. This may happen if you are in a remote area or if there are exceptional circumstances (such as a weather event).

Assessment complaints

If you have concerns about your assessment, try to speak to your aged care assessor in the first instance. Aged care assessment organisations have complaint procedures in place and will work with you to address your concerns.

If you and the aged care assessor cannot resolve the issue, or you feel uncomfortable approaching them directly, contact My Aged Care on freecall **1800 200 422**.

You can also appeal a decision or make a complaint. See the *Further Information* section of this resource to learn more.

3

Agree on a support plan

During your assessment, your assessor will work with you to develop a personalised support plan. Your support plan will be tailored to your needs and will be developed to maximise your independence and quality of life. Your support plan will explain what services you are approved for.

If approved for the Restorative Care Pathway, your support plan will be used by your provider to develop a goal plan to help you work through your restorative care episode.

If you are already accessing ongoing Support at Home services, you should check if your provider delivers the Restorative Care Pathway. If not, you may need to find another provider, as Support at Home services can only be delivered by a single provider.

If you're not already receiving ongoing Support at Home services, you will need to choose a provider within 56 days of your approval, or 84 days with an extension. You should consider what's important to you when choosing a provider, including:

- Do they have workers that speak my preferred language?
- Do they understand my cultural or religious beliefs? Can they help me participate in cultural or religious activities?
- Will they work with me to reach my goals and promote my independence?
- What do they charge for services?
- Can I ask for specific days or times to receive services?
- Can I choose which workers deliver my services?

Try talking to friends, family or your doctor about who they recommend. Your local multicultural group Aboriginal and Torres Strait Islander organisation or community group may also have valuable advice about meeting your needs.

Goal setting

Your provider will have a staff member dedicated to your care under the Restorative Care Pathway – this person is called a **restorative care partner**. They will be a qualified nursing or allied health professional who helps you plan goals, manage services and make decisions, and supports you to learn how you can help yourself stay independent for as long as possible.

Your restorative care partner will work with you using your support plan to build a goal plan. Your goals should be specific, measurable and achievable within the short-term episode of up to 16 weeks. Your restorative care partner will help you review your goal plan regularly, to ensure your services and supports are still helping you reach your goals. They can also help you adjust your plan or help you organise ongoing services as needed. Your goal plan should be tailored to support you to regain function and help you learn how to continue being independent.

These will be documented in your goal plan, alongside the services you'll receive to help you reach them.

Your goal plan/service agreement will have:

- the start and estimated end date of the episode
- your needs, goals, preferences and existing supports
- a list of any other services or supports you receive to help you meet your goal
- any risks identified in your assessment
- the services to be delivered including restorative care management as well as the frequency and expected dates
- access to your individualised budget
- regular review details
- how you plan to exit the pathway.

Your restorative care partner will check in with you regularly to review your progress and discuss how you are working towards your goals. They can provide support and problem-solve issues and risks as they arise.

They might also suggest options for you that are not part of the Restorative Care Pathway, such as community health or exercise programs, to support your independence.

What to expect from service providers

Your multidisciplinary team and service providers should support you to do as much as you can and help you meet your goals.

They should provide services they are registered to deliver, tailored to your unique circumstances and work in partnership with you, your family, friends and carers. They must respect your beliefs, culture and way of life. Providers must only deliver services you have been approved for in your support plan.

Changing care needs

The Restorative Care Pathway is not designed for long-term care. If your needs change or you might not be able to meet your goals, you should talk to your restorative care partner. You should let your restorative care partner know if you have a change in circumstances, such as a fall or other event, which impacts your participation in your restorative care episode.

Your provider or restorative care partner may also talk to you if they think your needs have changed or if you might not be able to meet your goals.

Once there's a clear picture of what your new needs are, you will be given options about the care and services best suited to you. This may include ongoing aged care services. This will mean a reassessment will need to be requested.

Changing providers

You can change providers at anytime. If you want to change your provider, you should talk to your current provider first. You can't be charged any entry or exit fees to change providers. Leave provisions do not apply in the Restorative Care Pathway, so the exit date of your episode will need to be considered when changing providers.

Care management

Your restorative care budget will have care management costs applied by your provider. Care management can include goal planning, managing budgets, evaluating your progress and supporting you to regain ability. It can also include support to help you learn more about staying independent and making informed decisions about your care.

These activities are generally done by your restorative care partner.



Your restorative care partner will help you plan your exit from this pathway in an exit plan. This plan should start at the beginning of your episode and contain:

- services received
- goals planned and if they were met
- any recommendations from your multidisciplinary team
- whether you need a reassessment or if you don't need further support.

You should keep your copy of your exit plan as it may be helpful if you need ongoing care later or if you choose to access other aged care services.

When you exit the Restorative Care Pathway, you may undergo a reassessment if your care needs change. This can include accessing ongoing aged care services.

If you were already receiving ongoing services, this will determine if you need a higher classification.

Your legal rights and responsibilities

Under the *Aged Care Act* your rights are at the centre of your aged care. If you are receiving aged care services, you should expect to have your rights upheld and your wishes met, whether you are living independently at home or in residential care.

Statement of Rights

The *Aged Care Act* includes a Statement of Rights.

The Statement of Rights puts your rights at the centre of your aged care – so you can make decisions on how and where you live, get the information and support you need, communicate your wishes and have your culture and identity respected. It also ensures those around you, including your family and carers, not only accept but also respect your choices.

You will also have the right to choose who you want to support you in making these decisions.

For more information visit, **MyAgedCare.gov.au/Know-Your-Rights**

Registered supporters

You may want or need support from another person to help make and communicate your decisions. You can register supporters to help you understand information and communicate your wishes, if you want them to.

The new registered supporter role replaces existing My Aged Care representative relationships and will apply across the aged care system. You do not need to do anything if you want your existing My Aged Care representatives to continue as registered supporters.

To check or update your representatives or to opt out, visit My Aged Care online or freecall **1800 200 422**.

For more information, visit:

MyAgedCare.gov.au/Registering-Supporter

Nominee arrangements for means assessments

You can also appoint a nominee who can enquire or act on your behalf with Services Australia or the Department of Veterans' Affairs (DVA) about your aged care means assessment.

Your nominee will then be able to receive information in relation to your fees, contributions and accommodation costs and update your personal information with Services Australia or DVA on your behalf.

- For Services Australia, complete an 'Authorising a person or organisation to enquire or act on your behalf (SS313) form': **ServicesAustralia.gov.au/ss313**
- For DVA, complete an 'Aged Care Request for a nominee for DVA customers (AC019) form': **ServicesAustralia.gov.au/ac019**

Making a complaint about your aged care

If you have a concern about the care that you or someone else is receiving, it's important to talk about it. In the first instance, you should speak to your provider. Under the Aged Care Act, all providers are required to have a complaints management system and process in place.

If you raise a concern with your provider, they must listen and respond quickly and fairly. If they don't, you have the right to raise the issue with the Aged Care Quality and Safety Commission (the Commission) without fear of punishment.

The Commission can help you to resolve your concern or complaint. They can also provide you with information about how to talk directly to your service provider.

Raising a concern is safe and easy. You can choose to make a confidential or anonymous complaint. Making a complaint is not 'being difficult' – it can help improve the quality of care and help other people with the same problem.

You can contact the Commission several ways:

- Visit: **[AgedCareQuality.gov.au/Complaints-Concerns](https://www.agedcarequality.gov.au/Complaints-Concerns)**
- Freecall: **1800 951 822**
- Write to: Aged Care Quality and Safety Commission
GPO Box 9819
[Your capital city] [Your state/territory]

Advocacy, information and support

The Australian Government works closely with peak bodies and other groups that represent and advocate for the needs of older people, including for example: the Aged Care Council of Elders, COTA, the National Aged Care Advisory Council and the Older Persons Advocacy Network (OPAN).

The government funds OPAN to deliver the National Aged Care Advocacy Program. This program provides free, confidential and independent information and support to older people seeking or receiving government-funded aged care, their families or supporters.

OPAN's aged care advocates can help you to:

- understand and exercise your aged care rights
- find aged care services that meet your needs, and
- resolve issues with your government-funded aged care provider.

If you have questions or concerns, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line** on **1800 700 600**. You will be connected with the aged care advocacy organisation in your state or territory.

Visit: **OPAN.org.au**



Further assistance

Translating and interpreting support

For translating and interpreting services, call:

Translating and Interpreting Service (TIS National) – **131 450**, tell the operator the language you speak and ask them to call My Aged Care on **1800 200 422**.

For Aboriginal and Torres Strait Islander interpreting services, call:

My Aged Care – **1800 200 422** and ask for an interpreter.

See a list of available languages: **MyAgedCare.gov.au/Accessible-All**

For sign language interpreting services, call:

Deaf Connect – **1300 773 803** or
email: **Interpreting@DeafConnect.org.au**

Make contact well in advance to ensure an interpreter is available.

For more information, visit: **DeafConnect.org.au**

If you are Deaf, hard of hearing, or have a speech or communication difficulty, call:

The National Relay Service (NRS) by selecting your preferred call channel on the NRS website. Once selected, ask the NRS to call My Aged Care on **1800 200 422**:

For more information, visit: **AccessHub.gov.au/About-The-NRS**

Dementia support

The Australian Government expects all aged care providers to offer services that meet the needs of people with dementia.

- The **National Dementia Support Program (NDSP)** provides a wide range of support services for people living with dementia, their families, carers and representatives. Services are available over the phone, online and in-person across Australia, and include information, education, counselling, support activities, peer mentoring and advice.

Contact Dementia Australia's National Dementia Helpline – freecall **1800 100 500**, 24 hours a day, 7 days a week.

For more information, visit: **Health.gov.au/NDSP**

- The **Dementia Behaviour Management Advisory Service (DBMAS)** provides individualised support for people when behavioural and psychological symptoms of dementia affect a person's care or quality of life. Trained consultants work in any location or setting to support service providers and individuals caring for people living with dementia.

Contact Dementia Support Australia – freecall **1800 699 799**, 24 hours a day, 7 days a week.

For more information on the DBMAS, visit: **Health.gov.au/DBMAS**

For more information on dementia support visit: **MyAgedCare.gov.au/Living-Memory-Loss-Dementia-Or-Depression**

Social support

If you feel lonely or socially isolated, you can request a volunteer through the Aged Care Volunteer Visitors Scheme (ACVVS). Anyone who's receiving Support at Home services or is on the Support at Home Priority System can apply. Your care partner or provider can also help you organise a volunteer visitor.

You can apply for a volunteer visitor here: **Health.gov.au/Our-Work/Aged-Care-Volunteer-Visitors-Scheme-ACVVS/Request**

Learn more about ACVVS on the Department of Health, Disability and Ageing website: **Health.gov.au/ACVVS**

Homelessness or hoarding support

Support is available to people:

- living with hoarding behaviour
- living in a squalid environment
- who are at risk of homelessness
- who are unable to receive the aged care supports they need.

Supports include:

- care planning
- links to specialist support services
- one-off clean-ups.

If you are receiving assistance through the care finder program because you are homeless or at risk of homelessness, you may also be eligible to access Commonwealth Home Support Program services.

Contact My Aged Care – freecall **1800 200 422** or visit a Services Australia service centre for assistance.



Support for people with diverse needs

The Australian Government recognises that our society is diverse and people have a wide range of life experiences.

Many programs and services are available to support people with diverse needs to access the help they need. Specialised services may exist in your area that cater specifically to special needs groups. You can find out more through My Aged Care or by asking your aged care assessor.

Service providers should consider, respect and support specific and diverse needs when delivering care and services. No service provider should discriminate against anyone, including:

- Aboriginal and Torres Strait Islander people, including Stolen Generations survivors
- veterans or war widows
- people from culturally, ethnically, and linguistically diverse backgrounds
- financially or socially disadvantaged people
- people experiencing homelessness or at risk of experiencing homelessness
- parents and children who are separated by forced adoption or removal
- adult survivors of institutional child sexual abuse
- Care Leavers, including Forgotten Australians and former child migrants placed in out of home care
- lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientation or are gender diverse or bodily diverse
- individuals with disability or mental ill-health
- neurodivergent people
- Deaf, deafblind, vision impaired or hard of hearing people
- people living in rural, remote or very remote areas.

Elder Care Support assistance

The Elder Care Support workforce helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services to meet their physical and cultural needs. The National Aboriginal Community Controlled Health Organisation delivers this program through their partner organisations across the country.

For more information, visit:

[MyAgedCare.gov.au/Elder-Care-Support-Program](https://myagedcare.gov.au/Elder-Care-Support-Program)

Help from a care finder

Care finders help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them. This includes people who:

- have difficulty communicating because of cognitive or literacy problems
- find it difficult to understand information
- are reluctant to engage with aged care or government
- or are in an unsafe situation if they do not receive services.

Visit the My Aged Care website to see a list of care finders in your area.

For more information, visit: **[MyAgedCare.gov.au/Help-Care-Finder](https://myagedcare.gov.au/Help-Care-Finder)**

Federation of Ethnic Communities' Councils Australia

The Federation of Ethnic Communities' Councils Australia (FECCA) is a national peak body representing Australians from culturally and linguistically diverse backgrounds. FECCA works to ensure that nobody is left behind due to cultural or linguistic barriers.

For more information, visit: **[FECCA.org.au](https://fecca.org.au)**

Partners in Culturally Appropriate Care (PICAC)

PICAC are state and territory organisations that help older culturally and linguistically diverse people and their families make informed decisions about their aged care needs.

For more information, visit: **[PICACAlliance.org](https://picacalliance.org)**

Ending the abuse and mistreatment of older people

The abuse of older people is never okay. Abuse can be physical, sexual, psychological or emotional, financial or neglect. It causes harm, distress and a loss of dignity and respect. The abuse and mistreatment of older people is a violation of human rights.

If you are experiencing abuse, or know someone that may be experiencing abuse, there is help and support available.

Speak with someone you trust for information or advice:

- Freecall 1800ELDERHelp or **1800 353 374**
- Visit: **Compass.info** to find out more
- In an emergency, call **000**.

Support for carers

The Carer Gateway provides in person, phone and online services and support nationally to help your carer in their caring role.

- Freecall **1800 422 737**, weekdays between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider
- Visit: **CarerGateway.gov.au** for information, advice and resources
- Visit the My Aged Care website for more resources, services and support groups at **MyAgedCare.gov.au/For-Carers**





MyAgedCare.gov.au
1800 200 422