

# THE AUSTRALIAN AGED CARE SYSTEM



**As they get older some people may have difficulty managing their daily activities. There are aged care services that provide different levels of help to make it easier for older people to stay in their own home.**

**Another option is residential care which can be either permanent or for just a short period.**

For information about these services or how to access them you can:

- Call the **My Aged Care Contact Centre** on:

**1800 200 422**

between 8am and 8pm on weekdays and  
between 10am and 2pm on Saturdays

OR

- Visit the **My Aged Care website** at:

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **Do you need an interpreter to help you make a phone call?**

If you speak a language other than English you can phone the **Translating and Interpreting Services (TIS)** on **131 450**. Call My Aged Care first and they will organise an interpreter for you or call TIS first and then asked to be transferred to My Aged Care.

## **My Aged Care can provide information on:**

- the different types of aged care services
- how to find local services to meet your needs
- the cost of your aged care services

**To find out if you are eligible for services, staff at the My Aged Care Contact Centre will ask you a few questions such as:**

- What support are you currently getting from your family or from services?
- What health problems do you have?
- How are you managing at home?

## **You may need to have some information ready before calling the Contact Centre. These include:**

- Pension and Medicare details
- Contact details of your carer or family member
- The name of any organisation which is already providing services to you (if you are already receiving services)

The staff will also ask for your consent to create a record of your details (e.g. Pension and Medicare details and any health problems you may have). However, this information will be confidential and is only provided to relevant services with your consent.

If you only need one or two basic services the staff will give you information about services in your local area. If you have more complex needs, you will be referred for an assessment by a **Regional Assessment Service** or the **Aged Care Assessment Team** in your area.

If you don't feel confident enough to call the **My Aged Care Contact Centre** yourself, you can ask a family member, your local service or your ethno-specific organisation to help you.

## **If you need legal advice or additional support you can contact:**

- **Aged Care Complaints Commissioner:**  
**1800 550 552**
- **National Aged Care Advocacy Line:**  
**1800 700 600**
- **Senior Rights Service:**  
**1800 424 079**



## COMMONWEALTH HOME SUPPORT PROGRAM

# BASIC LEVEL OF CARE AT HOME

**Some people may only need one or two of these services to help them with everyday jobs or getting to the shops or to medical appointments. You can stop and start a service at any time - e.g. you may only need help for a short time if you are unwell.**

### Types of Services

- **Domestic assistance** - help with cleaning, laundry and ironing
- **Personal care** - help with bathing, showering, dressing and going to the toilet
- **Nursing care** - basic medical care such as dressing a wound or helping with medication
- **Meals** - delivery of meals, including special diets
- **Transport** - for shopping or appointments
- **Social support** - accompanying you to go shopping, go to the bank or go to social activities
- **Home maintenance** - minor general repairs and care of your house, such as changing light bulbs, replacing tap washers or lawn mowing
- **Home modifications** - installing safety aids such as alarms, ramps and support rails in your home
- **Flexible respite** - access to respite care so your regular carer can take a break
- **Allied Health** - services from health professionals other than your doctor such as a physiotherapist, podiatrist, occupational therapist or dietitian
- **Special equipment** - equipment such as walking frames and shower chairs that make it easier for people to live independently at home

### Assessment

The **My Aged Care Contact Centre** will create a client record and register your personal details and needs. **This information will be confidential and is only provided to relevant services with your consent.** The Contact Centre staff will discuss some of the options with you. This may include being referred for a home support assessment by a Regional Assessment Service in your local area.

### Cost

The costs will be agreed with each organisation before you receive any aged care services. You will be asked to make a contribution to the service cost. This fee will vary depending on the service.



## HOME CARE PACKAGES

# COMPLEX LEVEL OF CARE AT HOME

**Home Care Packages are coordinated services designed to meet your specific needs. Packages are provided under a system known as Consumer Directed Care (CDC). CDC gives you more choices in the kind of services and care you access.**

There are four levels of support, depending on your needs:

- Basic
- Low
- Intermediate
- High

### Types of Services

- **Personal services** such as showering or bathing
- **Support services such as:** house cleaning, washing and ironing, gardening, basic home maintenance and transport for shopping, visits to the doctor or to social activities
- **Clinical care:** nursing and other types of health support such as services from a physiotherapist or dietitian

### Assessment

The **My Aged Care Contact Centre** will create a client record and register your personal details and needs. **This information will be confidential and is only provided to relevant services with your consent.** The Contact Centre staff will discuss some of the options with you. This may include being referred for a home assessment. The Aged Care Assessment Team will do an assessment in your home to determine your needs.

### Cost

The Australian Government provides different amounts of funding for each level of packages. You will need to contribute some of the cost, but your contribution will be no more than 17.5% of your individual pension, if the pension is your only source of income.

The Department of Human Services will make an assessment of your financial situation. The value of your home or other assets is not included in this assessment.

If you believe that meeting the costs of aged care services will cause you financial hardship, you can ask to be considered for financial assistance.



## RESIDENTIAL CARE

# 24 HOUR PERMANENT CARE OR SHORT TERM CARE

### Types of Services

Residential aged care provides a range of care options and accommodation for older people who are unable to continue living independently in their own homes.

If someone you care for needs help every day, they may need a short stay in an aged care home so the family can have a break. This is called **residential respite care**. This type of care can be planned ahead but it can also be available on an emergency basis.

Aged care homes can help with:

- **Personal care:** such as dressing, grooming, going to the toilet
- **Everyday tasks** such as cleaning, cooking or laundry
- **24-hour care** under the supervision of a registered nurse
- **Access to other services** such as physiotherapy or podiatry

### Assessment

To be eligible for Australian Government subsidised residential care, you must first be approved as a care recipient. An Aged Care Assessment Team (ACAT) will do an assessment to work out your eligibility and care needs.

### Cost

- **Daily fees** (85% of the single person rate of the basic Age Pension). When you enter an aged care home you will receive a letter from the Department of Human Services confirming your maximum basic daily fee. The daily fee covers living cost such as meals, laundry and general care.
- **Accommodation payment** is for your accommodation in the home. The Department of Human Services will work out if you are required to pay this fee based on your income and assets. If you have to pay, the price will be agreed with the aged care home. Some people will have their accommodation cost met in full or part by the Australian Government and others will need to pay.
- **Additional optional services** these fees may apply if you choose a higher standard of accommodation or additional services.



#### Get to know the Australian Aged Care System 2016

A partnership of the Multicultural Access Project Network, and the Multicultural Aged Officer South Western Sydney. The Multicultural Access Projects receive funding from the Department of Social Services.

Reference: Australian Department of Social Services, [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

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