

Glossary

A

Accommodation bond

You may be asked to pay an accommodation bond if you have assets above a certain value and you're moving into an aged care home and you need low-level care or if you accept an extra-service place. This bond is paid to an Australian Government-subsidised aged care provider - known as an approved provider. The approved provider is the organisation that owns and operates the aged care home.

Accommodation charge

You may be asked to pay an accommodation charge if you have assets above a certain value and you're moving into an aged care home with high-level care. This charge is a fixed daily amount from the day you move into the home until you are discharged for a period greater than 28 days. You cannot be asked to pay an accommodation charge more than a month in advance.

Accommodation contribution

You may be asked to contribute towards your costs if you're moving into an Australian Government-subsidised aged care home. The Department of Human Services will determine if you are required to contribute, if so, the amount will be based on an assessment of your income and assets. The Australian Government will pay any gap in your actual costs to the aged care home. For further information on how to pay your accommodation contribution, see Refundable Accommodation Contribution (RAC) and Daily Accommodation Contribution (DAC).

Accommodation payment

An accommodation payment is when you are asked to pay the entirety of your accommodation costs if you're moving into an Australian Government-subsidised aged care home. The Department of Human Services will work out if your payment will be subsidised (and if so, for how much). This is based on an assessment of your income and assets. For further information on how to pay your accommodation payment, see Refundable Accommodation Deposit (RAD) and Daily Accommodation Payment (DAP).

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Action plan

A document summarising the clients needs and plan going forward, including important information to facilitate an appropriate service referral and responses.

Additional service fee

You may be asked to pay an additional service fee while living in an aged care home, if you request or agree to additional services, such as newspapers and hairdressing.

Additional services/items provided at no cost

Aged care homes are required to provide certain services, by law. Some homes may provide additional services at no additional cost.

Administrative Appeals Tribunal

If you don't agree with a decision made about you by an Australian Government agency, you can contact the Administrative Appeals Tribunal (AAT). The AAT is a high-level independent body that reviews Australian Government administrative actions. It is not a court.

Advance care planning

The process of planning for future health and personal care taking into account the person's values, beliefs and preferences, in order to guide future decision-making if that person cannot make or communicate his/her decisions.

Advanced care directive

A type of written advance care plan completed and signed by a competent adult. An advance care directive can record the person's preferences for future care and appoint a substitute decision maker to make decisions on behalf of the care recipient in the case of illness or injury

Advocacy group

Advocacy groups use various forms of advocacy to influence public opinion and/or policy.

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Advocacy services

If you receive Australian Government-subsidised aged care services, an advocacy service can help you to exercise your rights by representing you, they can also provide information, advice and support to you, your family, your friends or your carer. An advocacy service is an independent, confidential service provided free of charge in each state and territory.

Advocate

An advocate is a person who can support or represent you in your dealings with others.

Age pension

If you have reached retirement age you are entitled to the Age Pension. This is a Department of Human Services payment which ensures you have an income for your retirement.

Aged blind pensioner

If you are blind and receive an aged blind pension from the Department of Human Services or the Department of Veterans' Affairs, you are known as an aged blind pensioner. This payment is not means tested for pension purposes, but will be counted as income when income tested fees for aged care homes are assessed.

Aged care

If you are an older person living in Australia, you may receive aged care. This is personal and/or nursing care to support you to stay as independent and healthy as you can be. Aged care can also help if you're caring for someone older by providing a helping hand. It is delivered through two main avenues. In an aged care home or in-home care.

Aged Care Act 1997

The *Aged Care Act 1997* is the Commonwealth legislation that allows government funding to be provided for aged care.

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Aged Care Assessment Team

ACATs (or ACAS in Victoria) are teams of health professionals who conduct comprehensive face-to-face assessments of older people who have complex aged care needs. ACATs (or ACAS in Victoria) can approve residential care, Home Care Packages and transition care. An ACAT assessor may include a nurse, social worker and/or other health professionals.

Aged Care Client Record

The Aged Care Client Record (ACCR) is the form completed by the Aged Care Assessment Team following an assessment. It includes information about your assessment, if applicable, and approval for you to receive a Home Care Package, transition care, help in your own home or a move into an aged care facility.

Aged Care Complaints Commissioner

The Aged Care Complaints Commissioner is an independent statutory office holder responsible for providing a free complaints resolution service across Australia. Anyone can contact the Complaints Commissioner if they wish to raise a complaint or concern about an Australian Government-subsidised aged care service. This includes services for residential care and residential respite care, Home Care Packages, Commonwealth Home Support Programme, and flexible care, including transition care and the National Aboriginal and Flexible Aged Care Programmes.

Aged Care Financing Authority

The Aged Care Financing Authority provides independent advice to the Australian Government about pricing and financing issues, based on information gathered through consumers reviews. This authority also provides independent advice about the aged care and finance sectors.

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Aged Care Funding Instrument

The Aged Care Funding Instrument (ACFI) was introduced on 20 March 2008 to allocate Australian Government subsidies to aged care homes. The ACFI funding is based on the individual, assessed care needs of people living in the aged care home.

Aged Care Principles

The Aged Care Principles 1997 are the subordinate legislation of the *Aged Care Act 1997*.

Aged care service

An aged care service provides care and services through residential, home or flexible care.

Aged Care Standards and Accreditation Agency

The Aged Care Standards and Accreditation Agency is an independent company established in 1997 under Corporations Law, and subject to the Commonwealth Authorities and Companies Act 1997. It was appointed by the Secretary of the Department of Health as the 'accreditation body' under Section 80-1 of the *Aged Care Act 1997* to:

- the accreditation process
- help the industry improve service delivery through education and training
- assess and assist services working towards accreditation.

Ageing in place

If you are living in an aged care home, your care needs may increase in the future. This is called ageing in place. An offer of ageing in place does not necessarily guarantee that you may not be required to move (in some circumstances). This should be discussed with the service provider.

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Allied health support

Allied health support services assist you with minor health conditions and work with other assistance available to you through the health system. These services can include physiotherapy (exercise, mobility, strength and balance), speech pathology (helps with difficulties in communicating, swallowing and eating), occupational therapy (help to recover or maintain your physical ability), podiatry (foot care), dietitians (nutrition assessment, food and nutrition advice, dietary changes), exercise physiologists (physical activity and education to assist with managing chronic conditions such as diabetes and heart disease).

Approved provider

If you receive government subsidised aged care, services or accommodation, they may be delivered to you by an approved provider. An approved provider is the organisation that owns and operates aged care services including home, flexible and residential care, which may be provided to you in your own home, in the community or in an aged care home.

Assets assessment

You may need an assets assessment to work out if you qualify for assistance with your aged care accommodation costs. The Department of Human Services or the Department of Veterans' Affairs will carry out this assessment. It will also help you to calculate the amount you may be asked to pay towards your accommodation costs (accommodation bond or accommodation charge) for permanent care in an aged care home.

Assistance with Care and Housing for the Aged

The Assistance with Care and Housing for the Aged Program assists older people on a low income who need support and are in rental or insecure accommodation or are already homeless.

Assisted Living

A system of housing and limited care that is designed for senior citizens who need some assistance with daily activities but do not require care in a nursing home.

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B

Basic daily fee

You may be asked to pay a basic daily fee if you're moving into an Australian Government-subsidised aged care home. This fee is a contribution towards your day-to-day living costs such as meals, power and laundry. For some people this is the only fee they are required to pay.

C

CALD

You may be asked to pay different care fees and charges for residential aged care. The amount you are required to pay will depend on your income and assets, while daily care fees contribute to the cost of your care.

Care fees and charges

You may be asked to pay different care fees and charges for residential aged care. The amount you are required to pay will depend on your income and assets, while daily care fees contribute to the cost of your care.

Care leaver

A care leaver is an adult who spent time in institutional or out-of-home care as a child (i.e. under the age of 18). This care could have been foster care, residential care (mainly children's homes) or another arrangement outside the immediate or extended family. The term 'care leaver' includes Forgotten Australians, Former Child Migrants and Stolen Generations.

Care plan

In consultation with you, the health professionals who provide your care may develop a care plan for you. If you like, your family or a friend can also be involved in this process. The care plan outlines your care needs and instructions about how these needs will be met.

Care recipient

If you receive care and support, either in the community, in your own home or in an aged care home, then you are a care recipient. The care you receive may include support to take part in social activities, help with physical tasks and/or medical and personal care.

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Carer allowance

If you are a carer providing daily care and attention for an adult with a disability, a severe medical condition or who is frail, then you may be eligible for a carer allowance. This is a fortnightly payment administered by the Department of Human Services which may be paid in addition to other payments.

Carer payment

If you are a carer who is unable to participate in paid employment because of the demands of your caring role, then you may be eligible for income support in the form of a carer payment. This payment is administered by the Department of Human Services.

Carer support groups

If you are a carer and would like to meet other carers, then you may like to consider joining a carer support group. These groups provide an opportunity for people with similar experiences to get together and learn from each other by sharing experiences, feelings, ideas, concerns, information and problems. They're also a great way to take a break and socialise.

Charter of Care Recipients' Rights and Responsibilities

If you are receiving care in an aged care home, you have rights and responsibilities that are included under the *Aged Care Act 1997*. This is called the Charter of Care Recipients' Rights and Responsibilities.

Charter of Care Recipients' Rights and Responsibilities for Home Care

If you are receiving a Home Care Package, you have rights and responsibilities that are included under the *Aged Care Act 1997*. This is called the Charter of Care Recipients' Rights and Responsibilities for Home Care.

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Chronic disease

A chronic disease is a long term condition that generally does not improve on its own and is rarely cured completely. Chronic diseases can lead to other health complications, and can be associated with functional impairment and disability. They may affect you at any stage in your life; however, as you grow older, the chances of contracting certain chronic diseases can increase. Examples include asthma, arthritis, cancer, chronic kidney disease, chronic obstructive pulmonary disease, coronary heart disease, dementia, mental health conditions such as depression, oral disease, osteoporosis and stroke.

Client Record

A Client Record is created by My Aged Care contact centre staff for people seeking access to aged care services. The client record will include client details (and carer or representative details), details about assessments and support plan, and information about service(s) received.

Commonwealth Home Support Programme

If you are an older person and need help to stay at home and to be more independent in the community, then you may benefit from the Commonwealth Home Support Programme. The Commonwealth Home Support Programme provides a comprehensive, coordinated and integrated range of basic maintenance, support and care services for older people and their carers. Eligible older people are people aged 65 years and over and Aboriginal and/or Torres Strait Islander people aged 50 years and over. From 1 July 2015 Commonwealth Home Support Programme combined together the Home and Community Care Programme (HACC), National Respite for Carers Programme, Day Therapy Centres and Assistance with Care and Housing for the Aged.

Commonwealth Respite and Carelink Centre

If you need to access information on carer support and respite services, then contact a Commonwealth Respite and Carelink Centre. These centres provide a point of contact for the general public, carers, service providers, general practitioners and other health professionals. Phone 1800 052 222 during business hours, or for emergency respite support outside standard business hours call 1800 059 059.

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Community nursing and health centres

If you are frail aged, then you may need nursing care from an enrolled or registered nurse at a community nursing and health centre to improve or maintain your health and wellbeing.

Community Visitors Scheme (CVS)

Community Visitors Scheme (CVS) provides visits from volunteers to recipients of Home Care Packages. In each state and territory, CVS organisations have coordinators who match you with a suitable regular visitor based on your interests, hobbies and background, to visit you in your own home, or in the community when you are accessing community services or facilities.

Consent

Agreement by a party for something to happen, something to be done, or information to be held and shared.

Consumer Directed Care

From 1 July 2015 all Home Care Packages are delivered on a Consumer Directed Care (CDC) basis. CDC allows you and your carer to have more control over the design and delivery of the services you receive.

Continence Aids Payment Scheme

If you have permanent and severe incontinence, you may be eligible for assistance from the Continence Aids Payment Scheme (CAPS). The CAPS is an Australian Government payment that assists eligible people to meet some of the cost of their continence products. It is a direct payment, meaning you have flexibility and choice about where and when you purchase your continence products.

Counselling and support

Counselling and support services can provide emotional support and practical assistance to help you understand and manage challenging situations. Usually delivered by qualified professional counsellors, services can include emotional support, independent aged care advocacy and information to help protect your rights, guidance with relationships, help to manage situations and behaviours, as well as information and training.

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D

Daily Accommodation Contribution (DAC) / Daily Accommodation Payment (DAP)

The DAC is the equivalent daily contribution for accommodation costs in an Australian Government-subsidised aged care home. You make this payment on a regular basis, up to a month in advance, similar to paying rent. This payment is not refundable. For further information, see Accommodation contribution and Daily Accommodation Contribution (DAC).

The DAP is the equivalent daily payment for accommodation costs in an Australian Government-subsidised aged care home. You make this payment on a regular basis, up to a month in advance, similar to paying rent. This payment is not refundable. For further information, see Accommodation payment and Refundable Accommodation Deposit (RAD).

Dementia Behaviour Management Advisory Services

If you are caring for someone with dementia, then you may benefit from Dementia Behaviour Management Advisory Services. These services are established in each state and territory and can:

- help you manage the behavioural and psychological symptoms of dementia such as wandering and aggression; and
- provide advice, assessment, case management and support to community and residential care workers and family carers.

Discharge plan

If you are discharged from hospital then you may have a discharge plan. This is a plan developed by the hospital in close consultation with you, your carer and hospital and community service providers to ensure you receive appropriate and coordinated care when you leave the hospital.

Domestic help

Domestic help services include home related tasks such as, cleaning, dishwashing, clothes washing, ironing, shopping.

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E

End of life

End of life refers to the final stages of a person's life. The death of a loved one is not an easy subject to deal with but there are services and support to assist in what is often an emotionally challenging and stressful time.

Enduring power of attorney

An enduring power of attorney allows a person to delegate the management of their affairs, even if they're no longer able to understand the implications. A person can only give an enduring power of attorney while they're able to understand the nature and effect of the document. An enduring power of attorney comes into effect once a person loses mental capacity.

Ex-prisoners of war

If you are an Australian ex-prisoner of war, the Department of Veterans' Affairs (DVA) can provide support for you and for eligible family members. DVA can also provide assistance by paying some residential aged care costs and Home Care Package fees. An ex-prisoner of war is exempt from paying income tested fees in residential aged care.

Extra or additional optional services

If you are moving into an aged care home, you may be asked to pay additional fees if you choose higher standards of accommodation or additional services. These vary from home to home. Your aged care provider can provide you with details of these services and the fees that apply.

F

Facilities to help people with dementia

All aged care homes are expected to provide care for people living with dementia, but some homes have facilities set up that provide specialised dementia care and support.

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Financial hardship provisions

If you are living in an aged care home and you have genuine difficulty in paying your aged care payments and relevant ongoing expenses then you may be eligible for financial hardship provisions provided under the *Aged Care Act 1997*. Financial hardship assistance may be available to you if, through matters beyond your control, you do not have the income or assets available to pay your care costs. Every case is considered on an individual basis and based on each resident's financial circumstances.

Flexible Aged Care Program

If you are an older Aboriginal or Torres Strait Islander person then you may benefit from the National Aboriginal and Torres Strait Islander Flexible Aged Care Program. This program provides quality, flexible, culturally appropriate aged care close to your home and community.

Flexible care

There are flexible aged care places provided through a number of different programs which can provide you with an alternative to more traditional community and residential care. These include Multipurpose Services, the Transition Care Program and the Aged Care Innovative Pool.

Focus on socially and financially disadvantaged people

Almost all aged care homes will care for people who are socially or financially disadvantaged, but some homes focus on helping people who are in this situation.

Full pensioner

If you receive the maximum Australian Government means tested pension, then you are known as a full pensioner.

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G

Goods and equipment

Goods and equipment services can help you maintain your independence if you have a functional limitation (any health problem that prevents you from completing a range of tasks), or if you find it difficult to carry out day-to-day living activities. Services may include items that can assist with mobility, communication, hearing assistance, personal care and health care.

Government-subsidised aged care facility

A government-subsidised aged care facility is a term previously used to describe an Australian Government-subsidised aged care home. These facilities receive funding from the Australian Government and are bound by the requirements of the *Aged Care Act 1997*.

Guardian

A guardian is a legally appointed substitute decision maker. They may make lifestyle decisions, such as where a person should live, as well as give their consent to medical, dental and health care services generally. They can only make these decisions subject to the powers granted to them to do so. A family member or friend can be appointed as a guardian. In some circumstances, where it is not appropriate to appoint a private guardian, the board or tribunal has the option of appointing the Public Guardian who is usually a statutory official.

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H

Home Care Packages

The types of services provided under a home care package will depend on your needs. There are four levels of home care packages designed to give the care needed:

- Level 1 supports people with basic-care needs;
- Level 2 supports people with low-level care needs;
- Level 3 supports people with intermediate-care needs; and
- Level 4 supports people with high-level care needs.

A new Dementia Supplement and a new Veteran's Supplement will be available for eligible consumers in all home care packages and in residential care. From 1 July 2015 all home care packages are delivered on a Consumer Directed Care (CDC) basis.

Home maintenance

Home maintenance services help you to stay in your own home by making your home safer and more secure. Services can include changing light bulbs, maintaining an emergency alarm, minor repairs such as replacing tap washers and major repairs such as carpentry.

Home modification

Home modification services can include installing grab and shower rails, easy-to-use tap sets, hand rails, ramps and other mobility aids, installing an emergency alarm or safety aids and other minor renovations. Home modifications must be installed by a licensed tradesperson and organised through the aged care provider.

Hospice

A hospice is a facility specifically for the palliative care of people with a progressive life limiting illness. It offers total care for the person including physical, emotional and spiritual support, and also cares for the person's family. Hospices are staffed by specifically trained doctors, nurses, social workers, physiotherapists and volunteers.

Hostel care

Hostel care is the alternative name for aged care homes that provide low-level care including accommodation services such as meals, laundry and room cleaning, as well as additional help with personal care and maybe nursing care.

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I

Income-tested care fee for Home Care Packages

People on incomes higher than the Age Pension may be asked to contribute towards the cost of their Home Care Package. The Department of Human Services will determine if you are required to pay this fee, and how much, based on an assessment of your income.

Independent advocate

An independent advocate is a person from an advocacy service who has no relationship with the person they are supporting or with the agency that person is dealing with.

Independent Living Centres

If you are an older Australian and you want to be as independent as you can be, then you may benefit from an Independent Living Centre. These centres provide information and advisory services and have a display of products and equipment that can assist you with day-to-day living.

L

Live-in setting

A live-in setting refers to facility-based accommodation which has a more home-like, less institutional feel to it as well as space available for therapy. This setting can be part of an existing aged care home or health facility such as in a separate wing of a hospital.

Living will

A living will (also known as an advance care directive) lets everyone involved in the care process know the wishes of the person approaching the end of their life in regards to health and medical care.

M

Meals

Meals and other food services can help you maintain a healthy, balanced diet by providing advice on nutrition, storage and food preparation. There are services such as Meals On Wheels that prepare and deliver meals to you at your home, or a community centre. Other food services can assist you to prepare and cook a meal in your home.

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Means-tested care fee

You may be asked to contribute towards the cost of your care if you're moving into an Australian Government- subsidised aged care home. The Department of Human Services or an accredited Aged Care Financial Adviser will work out if you are required to pay this fee and how much, based on an assessment of your income and assets.

My Aged Care

My Aged Care makes it easier for older people, their families, and carers to have their aged care needs assessed, and be supported to locate and access services. My Aged Care was introduced on 1 July 2013 and includes the My Aged Care website (myagedcare.gov.au) and My Aged Care contact centre (1800 200 422).

My Aged Care contact centre

The My Aged Care contact centre can provide you with information on aged care, whether for yourself, a family member, friend or someone you're caring for. If you are seeking aged care services the contact centre can also register you, create your client record and discuss your aged care needs. The contact centre can be phoned on 1800 200 422 between 8.00am and 8.00pm on weekdays and between 10.00am and 2.00pm on Saturdays. The My Aged Care phone line is closed on Sundays and national public holidays.

My Aged Care Regional Assessment Service

The My Aged Care Regional Assessment Service (RAS) is a national assessment workforce, operating at a regional level in all states and territories (except Victoria and Western Australia). The RAS will be responsible for conducting face-to-face assessments of older people seeking entry-level support at home, provided under the Commonwealth Home Support programme (CHSP).

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N

National Aboriginal and Torres Strait Islander Aged Care Strategy

The National Aboriginal and Torres Strait Islander Aged Care Strategy aims to improve access to, and quality of, culturally appropriate care for people aged 50 years and over from Aboriginal and Torres Strait Islander communities.

National Carer Counselling Program

If you are caring for an older person or a person with a disability, then you may benefit from the National Carer Counselling Program. This program provides short-term counselling and support services around specific areas of concern to you.

National Relay Service

If you are deaf or have a hearing or speech impairment you can contact the My Aged Care Contact Centre using the National Relay Service, an Australia-wide phone service.

National Respite for Carers Program

If you're caring for an older Australian, and in some instances, younger people with a disability, then you may benefit from the National Respite for Carers Program. This program provides respite, information and other support to allow you to take a break from your caring role.

Nominee

A nominee is a person who can act on behalf of another person to conduct business, represent interests and receive correspondence from most Australian Government departments - including the Department of Health. Only one person can be registered as a resident's nominee. Nominee arrangements are not shared between government agencies.

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Notices of Non-Compliance

The Department of Health can issue a Notice of Non-Compliance (a Notice) to an aged care home if they are not complying with their responsibilities to provide the required care and services. The Notice identifies the problems that need to be addressed including a timeframe that they must be addressed by. The aged care home is encouraged to meet with people living in the home to tell them about the identified problems and explain what the home will be doing to fix them.

Nursing care

Nursing care by a registered or enrolled nurse can provide care at home, in a clinic, or at another location such as a hospital. They can help you (according to their level of expertise) with checking aspects of health such as blood pressure, treatments such as changing wound dressings or catheter care, managing continence, and medicines.

Nursing home

Nursing home is an alternative name for aged care homes. They provide accommodation services such as meals, laundry and room cleaning, as well as personal and nursing care.

P

Palliative care

Palliative care is provided for people who have an advanced illness, with little or no prospect of cure. The aim of palliative care is to achieve the best possible quality of life for the person, their family and carers.

Part-pensioner

If you receive an Australian Government means tested pension that is less than the maximum amount, then you are known as a part-pensioner.

Partners in Culturally Appropriate Care

The Partners in Culturally Appropriate Care (PICAC) Program enables aged care homes and ethnic communities to work together to establish and maintain links between residents of aged care homes and their social, cultural and linguistic networks. There is a co-ordinator for this program in each state or territory.

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Peak body

A peak body is an organisation which is formed to represent the views of a number of smaller groups and organisations.

Personal care

Personal care services include everyday tasks such as bathing and getting dressed, assistance with eating, going to the toilet, grooming, getting in and out of bed, and moving about the house.

Phone counselling

Phone counselling and support services are delivered to you over the phone. You can get help with advocacy, advice, information and training to assist you in your caring role.

Power of attorney

A power of attorney is a document that gives a person nominated by you (your attorney) the power to act on your behalf. It allows the attorney to sign or do anything that you yourself can legally do, subject to any conditions or limitations stated in the document.

R

Re-ablement

The use of timely assessment and short term, targeted interventions to:

- assist people to maximise their independence, choice, health outcomes and quality of life;
- appropriately minimise support required and reliance on future and or alternate support;
- maximise the cost effectiveness of programs; and
- support people to continue to participate and remain engaged in their local communities as they wish.

The provision of re-ablement services is part of the wellness philosophy.

Refundable Accommodation Contribution (RAC)

The RAC is a lump-sum contribution for accommodation costs in an Australian Government-subsidised aged care home. This lump sum will be refunded when you leave the aged care home. For further information, see Accommodation contribution and Daily Accommodation Contribution (DAC).

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Refundable Accommodation Deposit (RAD)

The RAD is a lump-sum payment for accommodation costs in an Australian Government-subsidised aged care home. This lump sum will be refunded when you leave the aged care home. For further information, see Accommodation payment and Daily Accommodation Payment (DAP).

Rehabilitation

If you're recovering from illness or injury you may benefit from rehabilitation. This helps you to regain as much of your previous ability as possible so that you can become or remain as independent as you can be.

Rent assistance

Rent assistance is a The Department of Human Services payment that can help pay rent for accommodation in the private rental market.

Repatriation Health Card

If you are a veteran there are three types of Repatriation Health Cards available:

- Gold Repatriation Health Card;
- White Repatriation Health Card; and
- Orange Repatriation Pharmaceutical Benefits Card.

Resident

If you're living in an aged care home, you are known as a resident of that home.

Resident Agreement

If you're living in an aged care home on a permanent basis, you must enter into a written agreement with your aged care home. A Resident Agreement is a legal agreement that covers the terms of your residency, as well as the rights and responsibilities of both you and your aged care home.

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Residential aged care

If you receive personal and/or nursing care in a residential facility, as well as accommodation, you are in residential aged care. This type of care also includes:

- appropriate staffing to meet your nursing and personal care needs;
- meals and cleaning services; and
- furnishings, furniture and equipment.

Respite care

Respite care (also known as short-term care) is a form of support for carers and care recipients. It gives the carer the opportunity to attend to everyday activities and have a break from their caring role and the care recipient a break from their usual care arrangements. Respite care may be given informally by friends, family or neighbours, or by formal respite services.

Residential respite can be used on a planned or emergency basis by people who have been approved by ACAT to receive residential respite care.

See also: Commonwealth Respite and Carelink Centre.

Retention amounts

Retention amounts are sums of money that the aged care home may deduct each month from your accommodation bond for a period of five years.

Rights and responsibilities

If you receive aged care then you have rights and responsibilities. There are different rights and responsibilities depending on whether you are receiving care at home or in an aged care home.

S

Sanction or Sanctions in place

The Department of Health may impose sanctions if an approved provider is not complying with its responsibilities under the *Aged Care Act 1997*. The decision to impose sanctions is not taken lightly and includes consideration of issues such as whether the non-compliance is minor or serious, whether it has occurred before and whether it threatens the health, welfare or interests of the residents.

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Self-funded retiree / non-pensioner

If you fund your own retirement and don't receive any Australian Government means-tested pensions, then you are known as a self-funded retiree. You may sometimes be known as a non-pensioner.

Self-management programs

If you have a chronic disease then you may benefit from self-management programs for chronic diseases. These programs provide support for managing your chronic illness, usually by assisting you to change your behaviour in ways that will improve your health.

Service provider

A service provider is an organisation funded to provide aged care services to older people.

Services/items available at a cost

You may be asked to pay an additional service fee if you're living in an aged care home and you request or agree to additional services such as newspapers and hairdressing.

Short-term care

There are two main types of short-term care available - respite care and transition care.

Short-term restorative care

Short-term restorative care provides a range of services over eight weeks to help prevent or slow down, difficulties older people may have with completing everyday tasks. It aims to improve wellbeing and independence as well as delaying or reversing the need to enter long-term care.

Social leave

If you are a permanent resident of an aged care home, you are entitled to 52 nights away from the home in a financial year without having to pay extra fees. This is known as social leave. If you take more than 52 nights you may be asked to pay additional fees to compensate the aged care home for the loss of subsidies that the Australian Government pays to the home.

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Social support

Social support services can help you maintain an active social life to prevent loneliness and isolation.

Social support services can include visits to your home, help with shopping and other related activities, help to access support groups and recreational activities in the community.

Special needs groups

There are nine groups of people with special needs mentioned in aged care legislation. These are:

- people from Aboriginal and/or Torres Strait Islander communities;
- people from culturally and linguistically diverse (CALD) backgrounds;
- people who live in rural or remote areas;
- people who are financially or socially disadvantaged;
- people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran;
- people who are homeless, or at risk of becoming homeless;

- people who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations);
- parents separated from their children by forced adoption or removal; and
- people from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities.

Special relationships

Some aged care homes claim that they have a special relationship with certain people or organisations.

Specialised programs for people with a particular disability

All aged care homes are expected to provide care and services for people with a disability, but some homes have facilities and programs set up specifically to help people with disabilities.

Glossary

Specialised programs for people with a particular health condition

All aged care homes are expected to provide care and services for people with particular health conditions, but some homes have facilities and programs set up specifically to help people with particular health conditions.

Specific services for people from Aboriginal or Torres Strait Islander backgrounds

All aged care homes are expected to provide care and services for people from an Aboriginal and/or Torres Strait Islander background, but some homes have a special focus on providing culturally appropriate care and services.

Specified care and services

If you're living in an aged care home, your home is obliged to provide a range of care and services to you at no additional cost. These are known as specified care and services, and they must be provided in a way which meets the requirements of the *Aged Care Act 1997* including the Accreditation Standards.

Staff development and training

Aged care homes strive to ensure that staff keep their skills up-to-date and develop new skills.

Staff development and training policy

Many aged care homes have a staff development and training policy that provides detailed information on how they maintain and enhance the skills of their staff.

Staff on-site

The staff that you can expect to find on-site at an aged care home in the course of a normal day.

Staffing policy

Many aged care homes provide a staffing policy that details the types of nursing and non-nursing staff they have, numbers of staff, ratios of staff to residents, and other information.

Glossary

Staying physically active

Staying physically active helps maintain your general health and fitness, or with rehabilitation after an accident or a stay in hospital. Fitness and rehabilitation services can include group exercise such as walking, hydrotherapy (a form of exercise carried out in a specially heated pool), and tai chi (a slow meditative physical exercise designed for relaxation, balance and health).

Support plan

A document which details the outcomes of discussions with, and assessments of, the Client, including what a client would like to improve and achieve (their goals), and agreed actions to be taken. It is a continuous document (i.e. a client only has one Support Plan).

Supported resident

If the Australian Government partially or fully subsidises your accommodation costs because you are a resident with low assets living in an aged care home, then you are known as a supported resident. You may still be required to pay the costs of your care.

T

Transition care

If you are an older person who is ready to be discharged from hospital, but you still need short-term care after your hospital stay to be as independent as you can be, then you may benefit from transition care (also known as 'after-hospital care'). This type of care is designed to ensure more people return home after a hospital stay rather than move into an aged care home prematurely.

Translating and Interpreting Service

The Translating and Interpreting Service (TIS) is available for both English and non-English speakers. For non-English speakers, TIS National can provide telephone and onsite interpreters. For English speakers, TIS National provides interpreting services to help communicate with non-English speaking people using Automated Telephone Interpreting Service and onsite interpreting.

Glossary

Transport services

Transport services can help get you to and from your appointments and around your community. You can get picked up by a transport service or receive vouchers or subsidies, for taxi services. Your state and territory Department of Health may also have services to assist.

V

Veteran and war widow/widower pensioners

If you are:

- A veteran or war widow/widower; and
- And you are eligible for and receive a pension from the Department of Veterans' Affairs.

Then you are known as a veteran and war widow/widower pensioner.

Veterans' Home Care

If you are a veteran, war widow or widower who has low care needs and you want to remain in your own home for longer, you may benefit from Veterans' Home Care (VHC). This is a Department of Veterans' Affairs program that provides services including domestic assistance, personal care as well as gardening and home maintenance. VHC is not an entitlement-based program like most other veterans' programs but a fixed budget program.

Veterans' supplement

If you are a veteran with an accepted mental health condition, then you may benefit from the Veterans' Supplement. This supplement was introduced from 1 July 2013 and applies to all eligible veterans receiving a Home Care Package or living in an aged care home. It is designed to help providers deliver more appropriate care to veterans with an accepted mental health condition.

W

Wallet check

This is the final step of the registration process, in which an Assessor or Service Provider checks identity documentation. This is to ensure that the Client who they are dealing with matches the record in the Gateway System. Once they have checked the identity documentation, the Assessor or Service Provider records the outcome on the Gateway System.

Glossary

Wellness and Reablement

A philosophy that focuses on whole of system support to maximise clients' independence and autonomy. It is based on the premise that even with frailty, chronic illness or disability, people generally have the desire and capacity to make gains in their physical, social and emotional wellbeing and to live autonomously and independently. It emphasises prevention, optimising physical function and active participation. It focuses on finding the service solutions to best support each individual's aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections.

Important Notice:

Care360 has developed this report based on the information you provided. While all effort is made to ensure the information is relevant, the actual content about each facility is drawn directly from their public website and the MyAgedCare.gov.au website. Therefore, Care360 cannot guarantee or be held liable for the accuracy of this information. It is advised that you review each facility carefully before making any decisions.

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