



## FAQ – Aged care services

### What are aged care services?

Aged care services refer to services provided to people, usually who are aged 65 years and over, who find it difficult to continue doing things they have done all their lives, and who need help in continuing them.

Often when people hear of the term 'Aged Care', they think this means leaving their home to live in a residential aged care home. However, the Australian Government knows people usually want to stay living in their own home. So there are many aged care services available to help people in their own home. These services are also known as 'community care'.

Community services may include:

- Home care: cleaning, home maintenance, meal preparation, shopping, transport, administering medication, personal care (assistance with bathing and/or dressing) and gardening
- Social support in the home, in the community or in social groups
- Support for carers including respite (that is, supporting the carer to take a break from their caring role)
- Health and wellness services

For some older people the time may come when they are no longer able to manage living at home, even with the in-home care support, and moving into an aged care home may need to be considered. Aged care homes are also known as 'Residential care'.

### Are there specific aged care services for people who are born in and/or come from another country?

Yes, there is a wide range of services available for people from different cultural backgrounds or language groups. They are provided by ethnic community organisations and other aged care service providers who offer specialised programs for specific ethnic communities or language groups.

### Will I be eligible for aged care services?

In general, people who are aged 65 years and over are eligible for aged care services. Some services can have additional requirements like an assessment to determine your individual care needs.

### Will I have to pay for aged care services?

Yes, you will need to pay a fee for services because aged care services are only partly funded by the Australian Government.

Fees vary according to the services offered and individual circumstances. You will never be denied the care you need because you cannot afford it.

### How can I access a service of my choice?

Most services can be contacted by yourself, your family or friends. The service provider will let you know if they need a referral by a health professional and if an assessment by the Aged Care Assessment Team (ACAT) is required.

### **Where can I find more information about aged care services?**

There is a lot of information available especially on the internet. A good start is the 'My Aged Care' website from the Australian Government [www.myagedcare.gov.au](http://www.myagedcare.gov.au). They can also be contacted by telephone on 1800 200 422.

Another option is to contact Agedcare Alternatives on **08 8408 4600**. This is a free service that can provide you with information regarding a wide range of services offered by different organisations, including ethnic specific services. You can speak to someone over the telephone or have a meeting face-to-face at their office located at 1/445 Fullarton Road in Highgate.

### **Where can I find information about aged care services in other languages than English?**

Information about aged care services in other languages are available on the following websites:

- 'My Aged Care' website from the Australian Government [www.myagedcare.gov.au](http://www.myagedcare.gov.au)
- Centre for Cultural Diversity in Ageing <http://www.culturaldiversity.com.au/service-providers/multilingual-resources>

Most service providers have got the option to read the information on their website in your preferred language by using Google Translate. All service providers who offer the Google Translate option acknowledge the fact that the translation and grammar is not always correct, but that it still gives you a good idea about the information offered.

For example the Resthaven website [www.resthaven.asn.au](http://www.resthaven.asn.au) Select your language from the button on the left side of the home page and read the information in your language.

### **Can someone explain aged care services to me in person?**

Yes, you can meet with the options guides from Resthaven's Agedcare Alternatives. This is a free service that can provide you with information regarding a wide range of services offered by different organisations, including ethnic specific services. For more information call **08 8408 4600** or visit the office located at 1/445 Fullarton Road in Highgate.

### **Can someone explain aged care services to me in my own language?**

Yes, it is your right to be informed about services in your language.

The Translating and Interpreting Service (TIS) National provides free interpreting services to assist non-English speakers to access government agencies, medical and health practitioners, pharmacists, utility companies, emergency services and aged care service providers. TIS National operates 24 hours a day, every day of the year and is accessible from anywhere in Australia for the cost of a local call. TIS National has access to over 2400 professional interpreters in more than 160 languages and dialects.

There are different ways to organise an interpreter:

- You can tell the service provider you need an interpreter and then they will arrange an interpreter.
- You can call TIS National on 131 450 yourself and tell them what language you speak and give the name and phone number from the organisation you would like to speak to. The interpreter will call the organisation while you are on the same phone line. For more information: <https://www.tisnational.gov.au/Non-english-speakers>