

Entering an aged care home



I can no longer stay at home - what do I, or my carer and/or family, need to do to organise moving into an aged care home?

If the person living with dementia is no longer able to make decisions, their enduring power of attorney will need to negotiate and support them through this process.



Under 65 years of age:

(or under 50 years if you are an Aboriginal and/or Torres Strait Islander person), discuss with a GP and the National Disability Insurance Scheme, the steps to move into permanent residential care (1800 800 110, ndis.gov.au)




Over 65 years of age:

(or over 50 years if you are an Aboriginal and/or Torres Strait Islander person), refer to the information below.




A. What should I do to help choose an aged care home?



The below information only applies if you are **over 65 years of age** (or over 50 years if you are an Aboriginal and/or Torres Strait Islander person):

Who can help me?	What do I need to do?	Done
Ensure you are eligible for residential respite care and permanent residential aged care		
To receive residential respite care or to enter permanent residential aged care, you will need to have completed an assessment with an Aged Care Assessment Team (ACAT) and been assessed as eligible.	If you are unsure if you have completed this assessment or are eligible, contact My Aged Care:	
	Contact: 1800 200 422 (Monday-Friday: 8am-8pm, Saturday: 10am-2pm).	
	Visit in person: To book a face-to-face appointment with an Aged Care Specialist Officer at the Bendigo Services Australia centre, phone 1800 227 475 or visit the centre in person at Cnr Lyttleton Terrace and St Andrews Avenue, Bendigo	
	Visit online: myagedcare.gov.au	

Who can help me?	What do I need to do?	Done
Learn about the process of entering an aged care home and the costs and fees		
<p>The Older Persons Advocacy Network (OPAN) provides free, independent, and confidential support to older people seeking, or using, Government-subsidised aged care services, including:</p> <ul style="list-style-type: none"> • Help to understand and navigate the aged care system • Help to find services that best meet your needs • Information about aged care costs, including entering an aged care home 	<p>Contact: 1800 700 600 <i>(Monday-Friday: 8am-8pm, Saturday: 10am-4pm)</i></p> <p>Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i></p> <p>Visit online: National website: opan.org.au</p> <p>Victorian branch website: era.asn.au</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	
Find out what aged care homes are available in your area		
<p>If you are unsure about what aged care homes are available in your area, you can contact a GP or the following services.</p>	<ul style="list-style-type: none"> • Make an appointment with a GP to discuss your needs and ask for recommendations. <p>Visit online: Use the 'Find a provider' tool on the My Aged Care website: myagedcare.gov.au/find-a-provider</p> <p>Or speak to your assessor or contact My Aged Care:</p> <ul style="list-style-type: none"> • Contact: 1800 200 422 <i>(Monday-Friday: 8am-8pm, Saturday: 10am-2pm)</i> • Visit in person: To book a face-to-face appointment with an Aged Care Specialist Officer at the Bendigo Services Australia centre, phone 1800 227 475 or visit the centre in person at Cnr Lyttleton Terrace & St Andrews Avenue, Bendigo <div style="display: flex; justify-content: space-around; align-items: center;">  </div>	




Who can help me?	What do I need to do?	Done
Visit your preferred home options		
<ul style="list-style-type: none"> • Visiting an aged care home allows you to get a feel for the home and work out if it is right for you. • It is a good idea to visit at least three homes. 	<ul style="list-style-type: none"> • Contact facilities directly to arrange a time for a visit. <p>Tips for the visit</p> <ul style="list-style-type: none"> • Take your My Aged Care paperwork with you (<i>aged care home approval letter and support plan</i>). • Take someone with you to ask questions, listen to the information and help you compare options. • Take a list of questions. Ask about: <ul style="list-style-type: none"> – Staffing (types of staff, if there will be regular staff providing the care, staff turnover, staff-to-resident ratios, what dementia training have staff received) – If there is a dementia/memory support unit and the types of dementia they are equipped to manage – What security they have to keep residents safe – Food and activities – Costs – Availability 	
	<p>For information about residential aged care and choosing a home, contact:</p> <p>Dementia Australia:</p> <ul style="list-style-type: none"> • Contact: 1800 100 500 (24 hours a day, 7 days a week, 365 days a year) • Visit in person: 1/10-16 Forest St, Bendigo (<i>restricted hours</i>) • Visit online: dementia.org.au 	
	<ul style="list-style-type: none"> • For a checklist of questions to ask aged care homes, see Section 8 of 'The Dementia Guide': dementia.org.au/resources/the-dementia-guide 	
	<ul style="list-style-type: none"> • For help sheets on residential aged care and choosing a home, visit: dementia.org.au/resources/help-sheets (<i>Residential care and dementia section</i>) 	

Who can help me?	What do I need to do?	Done
Arrange respite in an aged care home to try it out		
<p>A good way to try out an aged care home is to organise a respite stay.</p>	<ul style="list-style-type: none"> • Contact the home directly to apply for a place <i>(you will need to provide your referral code from My Aged Care).</i> 	
	<p>For information, and assistance with planning and booking residential respite care, contact your local Carer Support Service:</p> <p>To register: Register with Carer Gateway and then they will refer you to Bendigo Health Carer Support Services:</p> <ul style="list-style-type: none"> • Contact: 1800 422 737 <i>(listen and respond to the phone instructions leaving your name and phone number. They will call you back).</i> • Visit online: carergateway.gov.au <i>(request a call back)</i> 	
	<p>If you are already registered: Contact Bendigo Health Carer Support Services directly:</p> <ul style="list-style-type: none"> • Contact: 03 5454 7719 • Visit online: bendigohealth.org.au/CarerSupportService 	




B. What do I need to do to enter an aged care home?

The below information only applies if you are **over 65 years of age** (or over 50 years if you are an Aboriginal and/or Torres Strait Islander person):






Who can help me?	What do I need to do?	Done
Apply for a place		
To apply for a place, speak to the aged care home directly.	<ul style="list-style-type: none"> Ask the aged care home how to apply. 	
Complete the paperwork to enter care		
<ul style="list-style-type: none"> The aged care home will provide you with the paperwork to complete. It is best to complete the financial paperwork before you enter care. 	<p>For general assistance completing the paperwork (<i>free service</i>) contact the Rights Information & Advocacy Centre (RIAC) Forms Clinic:</p> <p>Contact: 03 5222 5499</p> <p>Visit online: riac.org.au</p> <p>Mail: PO Box 1763, Shepparton, VIC 3630</p> <p>Financial Planner: For assistance (<i>at a cost</i>) in completing the financial paperwork, see a financial planner.</p> 	
Organise a General Practitioner		
<p>If you have a regular GP, ask if they see patients in aged care homes.</p> <p>Not all GPs see patients in aged care homes - if your GP doesn't, you will need to transfer to a new one.</p>	<ul style="list-style-type: none"> Enquire with your GP. 	

C. Who can help me if I am having issues with my aged care home?



These services provide free, independent, and confidential support and information to older people seeking, or using, Government-subsidised aged care services.

Who can help me?	What do I need to do?		Done
Rights Information & Advocacy Centre (RIAC)			
<ul style="list-style-type: none"> Find services that best suit your needs Understand and exercise your rights Find solutions to issues with your provider (i.e., help you talk to your provider, set up and attend a meeting with your provider, make a complaint) Switch providers 	Contact: 03 5222 5499		
	Visit online: riac.org.au		
	Mail: PO Box 1763, Shepparton, VIC 3630		
Older Persons Advocacy Network (OPAN) Victorian branch: Elder Rights Advocacy			
<ul style="list-style-type: none"> Find services that best suit your needs Understand and exercise your rights Find solutions to issues with your provider (i.e., help you talk to your provider, set up and attend a meeting with your provider, make a complaint) Switch providers 	Contact: 1800 700 600 (Monday-Friday: 8am-8pm, Saturday: 10am-4pm)		
	Visit online: National website: opan.org.au		
Victorian branch website: era.asn.au			

D. Where can I seek information, support and advice?

Who can help me?	What do I need to do?		Done
Dementia Support Australia			
<p>Dementia Support Australia are a free service and can provide:</p> <ul style="list-style-type: none"> • 24/7 advice, recommendations and ongoing support to carers and residential aged care staff • Behaviour management 	<p>Contact: 1800 699 799 <i>(24hr help, 365 days a year)</i></p>		
	<p>Visit online: dementia.com.au</p>		
Dementia Australia			
<p>They can provide:</p> <ul style="list-style-type: none"> • A helpline • Resources and information • Dementia advice, education or counselling 	<p>Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i></p>		
	<p>Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i></p>		
	<p>Visit online: dementia.org.au</p>		
<ul style="list-style-type: none"> • Family carer education sessions 	<p>For upcoming sessions: dementia.org.au/events</p>		
<ul style="list-style-type: none"> • For resources related to residential care 	<p>dementia.org.au/resources/the-dementia-guide <i>(Section 8)</i></p>		
	<p>dementia.org.au/resources/help-sheets <i>(Residential care and dementia section)</i></p>		

Other options for support:

Who can help me?	What do I need to do?	Done	
Heathcote Dementia Alliance (HDA)			
<p>The HDA is a volunteer-run not-for-profit charity that aims to improve the quality of life of people living with dementia and their carers through:</p> <ul style="list-style-type: none"> • Advocacy and help navigating the healthcare system • Linkages and connections to service providers and community • Online peer support • Artificial intelligence • Assistive technology • Housing solutions • Return to work pathways for carers 	<p>Contact: 0417 350 911</p>		
	<p>Visit in person: Phone to make an appointment - Futures Hub, rear of Heathcote Health (39 Hospital Street, Heathcote)</p>		
	<p>Visit online: heathcotedementia.org</p>		
Carers Victoria			
<p>Carers Victoria can provide:</p> <ul style="list-style-type: none"> • A Telephone Carer Advisory Service • Carer counselling 	<p>Contact: 1800 514 845</p>		
	<p>Visit online: carersvictoria.org.au</p>		



Who can help me?	What do I need to do?	Done
Local or online dementia support groups		
<p>Contact Bendigo Health Carer Support Services or Dementia Australia to ask about local or online dementia support groups.</p>	<p>Bendigo Health Carer Support Services</p> <ul style="list-style-type: none"> • Contact: 03 5454 7719 • Visit online: bendigohealth.org.au/CarerSupportService 	
	<p>Dementia Australia</p> <ul style="list-style-type: none"> • Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i> • Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i> 	
Woodend Lifestyle Carers Group		
<p>This is a volunteer social and educational support group for carers and those they care for living with dementia.</p>	<p>Contact: 03 5420 7132</p>	
	<p>Visit online: woodendlifestylecarersgroup.org.au</p>	