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**My Aged Care**

**Glossary of Terms**

# Administrative Appeals Tribunal

If you don’t agree with a decision that has been made about you by My Aged Care, you can go to the Administrative Appeals Tribunal (AAT). The AAT is a high-level independent body that reviews Australian Government administrative actions. It is not a court. For details on how to contact the AAT, see our ‘Helpful Contacts’ fact sheet.

# Aged Care Assessment Team (ACAT)

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 older people to access residential care, Home Care Packages and transition care.

# Aged Care Complaints Commissioner

The Aged Care Complaints Commissioner provides 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. For details on how to contact the commissioner, see our ‘Helpful Contacts’ fact sheet.

# Ageing in place

If you are living in an aged care facility, your care needs might increase in the future. The provision of a higher level of care in the same residence 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.

# 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.

# Basic daily fee

You may be asked to pay a basic daily fee if you are 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.

# 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.

# Commonwealth Home Support Programme (CHSP)

If you are an older person and need help to stay at home and to be more independent in the community, 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.

# Daily Accommodation Contribution (DAC)

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.

# Daily Accommodation Payment (DAP)

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.

# Flexible Aged Care Program

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

# 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 – such as grab rails, aids such as walkers and wheelchairs, communication – such as tele-type equipment, hearing assistance, personal care – such as bath seats, raised toilet seating, health care – such as oxygen or nebulisers.

# 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
	+ Level 4 supports people with high-level care needs

From 1 July 2015 all home care packages are delivered on a Consumer Directed Care (CDC) basis.

Basic daily fees for Home Care Packages: All recipients of the Home Care Packages are expected to pay a basic daily fee/ contribution towards their care services. Your service provider can ask you to pay up to 17.5 per cent of your pension. You are able to negotiate this fees with your service provider and advocate for no or low fees based on your financial circumstances.

# 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 Health and Human Services will work out if you are required to pay this fee, and how much, based on an assessment of your income.

# 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).

# 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 maintain some independence, 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.