

## **Aged Care | Glossary**

### **Accommodation payment**

An amount payable on entry to an aged care home. Payment amounts vary from care home to care home and from room to room and are set by the home depending on the accommodation type and features of the home.

### **Accreditation**

Residential aged care services (aged care homes) must be accredited by the independent Australian Aged Care Quality Agency to receive Government funding. Accreditation is granted to residential aged care homes that comply with legislated Accreditation Standards. They are required to meet all standards and outcomes for quality of care and quality of life in their provision of residential care.

### **Aged care assessment team (ACAT)**

The Aged Care Assessment Team (ACAT) helps the elderly and their carers determine what kind of support will best meet their needs when they are struggling in their current living situation. One member from the team, that often comprises a doctor, nurse, social worker and occupational therapist, will ask the client a series of questions to determine the best care options available, either at home or in a residential aged care home. [In Victoria the team acronym is ACAS]

### **Aged Care (Living Longer, Living Better) ACT 2013**

Commonwealth legislation that regulates residential aged care and home care services

### **Aged Care Complaints Commissioner (ACCC)**

A free service administered by the Australian Government to handle and investigate complaints about government-funded aged care services relating to care, communication, choice of activities, accommodation issues and discrimination. The complaint may be made anonymously.

### **Aged care funding instrument (ACFI)**

The Aged care funding instrument (ACFI) is used to measure the level of care each resident needs, based on activities of daily living, residents behaviour and complex health care. Outcomes are then used to allocate Australian Government subsidy to residential aged care providers to care for the residents.

### **Aged care homes**

When a person is no longer able to live independently at home they may live in an aged care home which is approved by the Australian Government. This type of accommodation may also be referred to as nursing home, aged care facility or residential aged care.

### **Aged care on-site**

The retirement village has a residential aged care facility at the same location.

### **Australian Aged Care Quality Agency**

Independent agency responsible for assessing and accrediting aged care homes before they can access Government funding.

### **Broker**

A Broker is a consultant who assists people understand aged care and helps them find the right service to fit their needs. Brokers may also be Case Managers or Placement Consultants.

### **Care plan**

A care plan outlines your care needs, the types of services you will receive to meet those needs, who will provide the services and when. It will be developed by your service provider in consultation with you.

### **Centre based care**

Centre based care offers group activities, excursions and social support in a centre setting for older people who require low to medium living support.

### **Coded keypad entry / exit**

May exist on a secure dementia wing or facility to ensure only those who know a code can enter or exit a facility, ensuring the safety of residents.

### **Combined RAD/DAP**

Part of the accommodation will be paid as a lump sum (RAD) and the remaining part is paid periodically as daily payments (DAP).

### **Commonwealth Home Support Programme (CHSP)**

The Commonwealth Home Support Programme (CHSP) is a Government initiative subsidising in home or centre based care services to seniors needing low level assistance to remain living independently in their own home. CHSP is active in all states except Western Australia which use 'HACC funded services'.

These centres offer carers information, education and training, counselling, access to respite, including after-hours emergency respite, and referrals to other services when necessary. Call 1800 052 222 during business hours or 1800 059 059 for emergency respite outside business hours.

### **Communal facilities**

A range of amenities and services for residents, which may include such things as a community hall, bowling green, swimming pool, barbecue area or recreation centre.

### **Complementary therapists**

Therapies treating the whole person, not just a disease or symptoms. Can include masseuses/masseurs, aromatherapists, acupuncture, naturopathy.

### **Consumer Directed Care (CDC)**

Consumer Directed Care (CDC) gives people control when making choices about the types of care and services they wish to receive at home. All Home Care Packages (HCP) are offered on a CDC basis.

### **Couples accommodation**

Some aged care facilities have accommodation for couples who wish to remain living together, meaning they won't need to be separated in different facilities or rooms. The facility may have double or interconnected rooms, specifically designed or able to be converted for use by couples requiring residential care.

### **Cultural environment**

This indicates that the majority of the facility's residents are from one or more ethnic groups or the facility caters specifically for people who are from one or more ethnic groups. Particular dietary requirements may be met, and ethnic traditions observed. The cultural environment does not imply exclusivity and facilities or services should cater for all people regardless of their background.

### **Culturally and linguistically diverse (CALD)**

CALD is the acronym for 'culturally and linguistically diverse'. There are some aged care facilities which offer CALD specific services. They may have staff that speak a foreign language, organise specific cultural activities or meet spiritual needs.

### **Daily accommodation payment (DAP)**

This is a daily payment in an aged care home contributing to the cost of your accommodation and is paid periodically i.e. fortnightly or monthly. This is not a refundable payment. The DAP is calculated based on the refundable deposit multiplied by the maximum permissible interest rate and divided by 365 days. Also see RAD and Combined RAD/DAP. This is payable depending on the resident's financial status

### **Daily fee**

A daily charge, payable by all residents in aged care homes. It is a contribution toward daily living expenses such as meals, cleaning, laundry and assistance with daily living. Other payments may also apply depending on financial status

### **Day therapy centres**

Offer a range of therapy services for older people living independently in the community or in aged care homes. Services may include physiotherapy, occupational and speech therapy or podiatry.

### **Dementia supplement**

Home Care Packages classified as being specifically for clients with dementia. Available over all 4 levels of Home Care Packages.

### **Dietitians & nutritionists**

Specialists who assess an individual's needs for healthy eating and nutrition.

### **Diversional therapists**

Individuals who provide alternative focus to residents, usually in a group setting, including theme days (e.g celebration of Christmas), music hours, card games.

### **Diversional therapy program**

These facilities provide and organise chosen leisure and recreational activities as a form of therapy, which are designed to support and enhance the life of the residents, maximising their independence.

### **Domestic assistance**

Assistance with everyday household tasks such as dishwashing, house cleaning, clothes washing, shopping and paying bills.

### **Entry Contribution or Donor funded**

Retirement Villages generally owned by not-for-profit organisations or church groups. These villages include an element of charitable subsidy and entry is generally restricted to the financial status of the resident.

### **Double rooms**

Form of aged care accommodation where a room is shared by two residents.

### **Ethnicity specific**

This indicates that the majority of the facility's residents are from one or more ethnic groups or the facility caters specifically for people who are from one or more ethnic groups. Particular dietary requirements may be met, and ethnic traditions observed. The ethnicity does not imply exclusivity and the facility or service should cater for all people regardless of their background.

### **Exercise therapists**

Trained in the principles of rehabilitation, how pain works and the role of exercise in body repair. Therapists tailor a program for specific needs.

### **Extra service beds**

Extra service aged care homes receive approval from the Government to offer a higher standard of accommodation, food and services for an additional charge ("hotel-type services"). The term 'Extra Service' only refers to the standard of accommodation, meals, food and entertainment and not to the level of care. It may be provided throughout the home or for a selection of beds within a specific wing or section of the home. An extra service fee applies for care at Extra Services homes.

### **Facility pets**

The facility has its own dog, cat, birds or other pets on site for the benefit of residents.

### **Facility transport**

The facility has its own transport such as a bus and driver for the use and benefit of residents.

### **Financially disadvantaged**

Home Care Packages classified as being for clients who are assessed as being financially disadvantaged.

### **Financial Hardship**

Residents who experience difficulty in paying the basic daily fee, means-tested care fee and/or accommodation costs may apply for financial assistance. Financial hardship assistance is not granted for extra and additional service fees.

## **Gardening & maintenance**

Assistance with minor works in clients' homes and gardens.

## **Government subsidised aged care**

The Australian Government partly funds some aged care services and programs for frail older people who are unable to continue living independently at home. While the Australian Government pays for the bulk of aged care in Australia, as with most aged care services, you may be asked by your service provider to contribute to the cost of your care.

## **Health professionals**

Can include dentists, dietitians, exercise therapists, medical practitioners, nutritionists, occupational therapists, opticians, podiatrists, physiotherapists and speech therapists.

## **Home care packages (HCP) level 1**

Funded by the Australian Government, Home Care Packages Level 1 support people with basic care needs. They are individually planned and coordinated to help older people to remain living in their own homes. Included is the Dementia Supplement for people with dementia and the Veterans' Supplement for veterans with an accepted mental health condition.

## **Home care packages (HCP) level 2**

Funded by the Australian Government, Home Care Packages Level 2 support people with low care needs. They are individually planned and coordinated to help older people to remain living in their own homes. Included is the Dementia Supplement for people with dementia and the Veterans' Supplement for veterans with an accepted mental health condition.

## **Home care packages (HCP) level 3**

Funded by the Australian Government, Home Care Packages Level 3 support people with intermediate care needs. They are individually planned and coordinated to help older people to remain living in their own homes. Included is the Dementia Supplement for people with dementia and the Veterans' Supplement for veterans with an accepted mental health condition.

### **Home care packages (HCP) level 4**

Funded by the Australian Government, Home Care Packages Level 4 support people with high care needs. They are individually planned and coordinated to help older people to remain living in their own homes. Included is the Dementia Supplement for people with dementia and the Veterans' Supplement for veterans with an accepted mental health condition.

### **Home care packages (HCP) levels 1 - 4**

There are four levels of packages which are funded by the Australian Government. All care packages are individually planned and coordinated to help older people to remain living in their own homes. Each level includes the Dementia Supplement for people with dementia and the Veterans' Supplement for veterans with an accepted mental health condition. Level 1 supports people with basic care needs. Level 2 supports people with low care needs (formerly Community Aged Care Packages). Level 3 supports people with intermediate care needs. Level 4 supports people with high care needs (formerly Extended Aged Care at Home and Extended Aged Care at Home Dementia packages).

### **Independent living units (ILUs)**

Independent living units, also sometimes referred to as villas, offer one, two or three bedroom accommodation, in a village environment, for older people who are actively independent and able to care for themselves.

### **LGBTI**

This is the acronym for 'lesbian, gay, bisexual, transgender and intersex' people. Aged care providers are increasingly providing culturally appropriate care for LGBTI people.

### **License to occupy**

A form of retirement living tenure that gives residents the right to occupy a residence without having ownership of it.

### **Meals & shopping**

Delivery of daily cooked or frozen ready-to-eat meals or transport to the shops and assistance provided or having someone to do the shopping.

### **Medication management**

Attend the home daily to assist in dispensing medication.

### **Medication supervision**

Attend the home daily to assist in supervising or prompting client to take medication.

### **Minimum age considered**

The facility has a policy of taking younger adults but there is a minimum age that they will consider. Some facilities can only accommodate people in their middle years i.e.; 40 to 60 yrs. of age whilst other facilities cater to the much younger adult over the age of 18yrs.

### **Multi storey building**

The residential facility has residents rooms over more than one floor. This includes split level hillside sites.

### **Non-dedicated respite**

The residential aged care facility does not have a dedicated room for respite for carers, or the person being cared for, to 'take a break' or 'rest'. These facilities only offer respite when they have accommodation available.

### **Non-funded aged care facilities**

There are a number of non-government funded residential aged care facilities known as supported or assisted living complexes, independent living units and serviced apartments. These types of accommodations are self-funded by the residents and they do not generally require approval by an ACAT before a person entering the home.

### **Nursing care**

Registered or Enrolled Nurses visiting the home to assist with medication, wound management, convalescent care and pain management.

### **Occupational therapists**

Focus on enabling people to live satisfying and meaningful lives including self-care (bathing, dressing, grooming, toileting, feeding), household (cooking, cleaning, shopping), community involvement and leisure/recreation pursuits.

The facility organises groups of potential residents to view the site on a particular day of the week or month.

### **Packages**

In aged care terminology a package means all of the care services and products required to assist someone at home. For example a package of care might include domestic cleaning services twice a week, monitored alarm and transport services to and from the local Day Therapy Centre.

### **Palliative care**

Providing care to patients living with a life limiting illness, supporting and improving patients quality of life by addressing medication and pain management. Can be provided at home, in a residential care setting or in a specialist palliative care service like a hospice.

### **Palliative care program**

The facility provides palliative care and actively encourages enquiries from people who require palliative care. The palliative care program provides pain relief, management of symptoms, counselling and support to ensure the best possible quality of life towards the end of life for the resident.

### **Palliative care RN**

The facility has a dedicated Palliative Care Registered Nurse (RN) on staff who is fully trained in the provision of palliative care and fully aware of end of life issues and needs.

### **Personal care**

Assistance with personal hygiene, washing, showering, bathing, dressing, feeding and toileting.

### **Pets on approval**

The retirement village has a policy for residents enabling them to have small pets but depends on the type, size and needs.

### **Physiotherapists**

Health professionals who assess a patient's condition to find the underlying causes of pain, in joints, muscles or nerves. They advise on ways to manage the condition and show them how further pain and injury can be prevented.

### **Placement consultants**

Professional fee-for service assistance to find the care option that best suits a client's needs. The Placement consultant will organise all of the relevant paperwork and arrangements necessary to secure a placement in either a community care program or residential aged care facility. Sometimes referred to as a Broker

### **Podiatrists**

Professionals who deal with the prevention, diagnosis, treatment and rehabilitation of medical and surgical conditions of the feet and lower limbs.

### **Purchase**

There are various forms of occupation or ownership rights for retirement living. These are referred to as 'tenure'. Some forms of tenure include strata title ownership, leasehold estates and licences to occupy.

### **RAD/DAP combination**

A partial lump sum plus daily payments in an aged care home

### **Refundable accommodation deposit (RAD)**

This is paid as a lump sum when entering an aged care home and refunded in full when leaving the home.

### **Rehabilitation program**

The facility has a rehabilitation program or service and actively encourages enquiries from people requiring rehabilitation such as post-acute for things such as strokes or joint replacements

### **Rental units (Rental accommodation)**

Villas, units or Independent Living Units available for rent. This type of accommodation is generally for older people who are on a pension and do not own property.

### **Resident agreement**

A resident agreement is a legal agreement between a resident and the aged care home and sets out rights and obligations of both the resident and the aged care home. The agreement should include information about the type of care needed, the circumstances in which the resident may be asked to leave the home, the amount of the accommodation payment and daily fees and, if entering an extra service home, the extra services provided and associated costs.

### **Resident funded**

Any Unit, Villa or Apartment in a Retirement Village available for purchase or via a deposit or entry contribution

### **Resident pets considered**

These facilities may be able to accommodate residents' pets within the facility depending on the pet breed, size, or needs.

### **Residential aged care**

Residential aged care is for older people who can no longer live at home. Reasons can include illness, disability, bereavement, an emergency, the needs of their carer, family or friends, or because it is no longer possible to manage at home without help.

### **Respite care**

These services are designed to give carers a break from their caring role and can be arranged for planned breaks, regular weekly breaks, short holidays or emergencies. Services are available within the person's home, in a day care centre or in a residential care facility.

### **Respite -booked**

These aged care homes have at least one specific bed allocated to respite and eligible people can contact the facility to book respite in that bed in advance.

### **Rooms with ensuites**

There are private rooms available with ensuite bathroom facilities that may service one or two rooms.

### **Secure dementia care**

These facilities have a fully secure dementia care unit or wing exclusively and specifically for people with dementia or similar behavioural related conditions also called Memory Support.

### **Secure garden**

The facility has a secure fenced garden area specifically designed for people with dementia and generally attached to the secure dementia unit.

### **Service fee**

Periodical fee paid by owners usually of ILUs/Villas for general maintenance.

### **Serviced apartments**

A Unit or Apartment for people who wish to live in a supported environment with services such as laundering, meals and cleaning provided on a fee for service basis.

### **Single rooms**

Form of aged care accommodation where a room is occupied by only one resident.

### **Social workers**

Professionals who link service users with agencies and programs that will meet their clients' psychosocial needs, provide counselling and psychotherapy in various fields including social and community development, hospital and aged care.

### **Speech therapists**

Professionals who evaluate, diagnose, and treat difficulties involving speech, language, voice, fluency, and swallowing. The difficulties speech therapists treat can be caused by neurological disorders, developmental disabilities, learning disabilities, physical problems, voice pathology, hearing impairments, or emotional disorders.

### **Supported living**

Independent units, apartments or bedsitters within a community where support services are provided. These support services may be meals, cleaning, cooking, personal care or other assistance as required.

### **Supported residential facility (SRF)**

A Supported residential facility (SRF) offers low level supported accommodation to people with disabilities, mental illness and older people. SRFs are privately owned state registered service providers. An ACAT assessment is not required.

### **Transition care**

Transition care provides short-term support for older people after a hospital stay and can be delivered in either a residential or community setting. It is designed to optimise independence of older people to enable them to return home rather than enter residential care. Requires an ACAT assessment.

### **Villas / ILUs**

Villas are designed for the active retiree and are often referred to as Independent Living Units (ILUs).

### **Younger adults**

The residential aged care facility can meet the special needs of younger people who require nursing home or hostel level care due to brain injury or other debilitating condition.

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**Australian Government**

**Department of Health**

Commonwealth Home Support Programme