SPECIFIED CARE AND SERVICES
IN AGED CARE HOMES

Before moving into an accredited aged care home, a person will need to be assessed by an Aged Care Assessment Team (ACAT) to ascertain what level of care they require for their long term needs. They will refer the person for an aged care package in their own home, a period of respite care, or permanent residential care.

The Aged Care Act 1997 lists the minimum care and services which are to be provided to care recipients.

Schedule 1 Part 1 - Hotel Services

A person who has been assessed as needing residential care is automatically entitled to the following services:

- administrative services including documentation and accommodation payments, and maintenance of all buildings and grounds;
- utilities: electricity, water, phone sockets, pay phone, heating and cooling;
- furnishings: bedside lockers, own wardrobe space, towel rails, chairs with arms, containers for personal laundry, furnishings for dining, lounge & recreation, draw-screens (in shared rooms);
- bedding: bed and mattress, linen, blankets, absorbent or waterproof sheeting;
- heavy laundry facilities and services, and personal laundry services of clothing that can be machine washed. Excludes dry-cleaning and other special processes;
- toiletry goods: bath towels, face-washers, soap, toilet paper;
- meals: 3 meals per day plus morning tea, afternoon tea, supper, fruit and fruit juice. Excludes alcohol;
- special dietary requirements: medical need, religious or cultural observance;
- programs to encourage participation in activities inside and outside the facility;
- at least one responsible person must always be available and in reasonable proximity to give emergency assistance;
- safe disposal of waste material.

Schedule 1 Part 2 - Care and Services

In addition to Hotel Services, residents who have been assessed as needing low level care and services are entitled to the following:

- personal assistance to achieve normal daily living activities: Bathing, showering, dressing/undressing, personal hygiene, eating, continence management, grooming (excl. hairdressing), walking, wheelchair use; communication;
- dietary supplements;
• emotional support and supervision;
• medical and nursing treatments and procedures, care of medications;
• support to take part in recreational activities and the provision of communal recreational equipment;
• the provision or arrangement of rehabilitation support such as individual therapy programs designed by health professionals;
• help with arranging medical & therapy services: speech therapy, dentistry podiatry, community health services, occupational/physical therapy, aural health;
• individual attention for residents with cognitive impairment;
• assistance with communication, including difficulties relating to impaired hearing, sight or speech or lack of a common language. This includes: fitting sensory communication aids, cleaning spectacles, checking hearing aid batteries.

**Schedule 1 Part 3 - Care Services**

Residents who have been assessed as needing high level care and services are entitled to the following:

• nursing services: initial and ongoing assessment, planning and management of care for residents carried out by a registered nurse. Nursing services carried out by a registered nurse or other professional appropriate to the service;
• specialised furnishings and bedding materials;
• additional toiletry goods;
• basic medical and pharmaceutical supplies Excludes individual prescriptions;
• medications subject to NSW law;
• therapy services. Maintenance therapy or intensive therapy on a temporary basis only, delivered or directed by health professionals including: recreational therapy, speech therapy, podiatry, occupational or physiotherapy services Excludes long-term rehabilitation, eg, following surgery or serious illness;
• aids to assist mobility including mechanical devices to help staff with lifting. Excludes motorised wheelchairs or custom-made aids;
• oxygen and oxygen equipment on a short term, episodic or emergency basis.

Residents may choose to receive other services that are additional to the specified services listed above, eg dry-cleaning and professional hairdressing or barber. The costs of these services must be met by the resident.

Disclaimer: This document is a guide only and cannot take account of individual circumstances. TARS recommends that you seek appropriate professional advice relevant to your particular situation. THIS IS NOT LEGAL ADVICE.


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