

Agreeing to an aged care home

Once you've accepted a place, the aged care home will help formalise the offer. There will be two or three contracts that cover all the details. These might be given to you as separate documents, or combined into one.

Resident agreement - sets out the care and services the aged care home will provide and how much you will be asked to help pay for them.

Accommodation agreement - sets out what room you are taking and how much you have agreed to pay, as well as other accommodation conditions, if relevant.

Extra services agreement - only applies if the aged care home has extra service status, and you are entering an extra service room.

What's in the resident agreement?

The resident agreement is a legal agreement with your aged care home. It covers:

Care and support services

The agreement will cover all the care and support services the aged care home is able to provide, and the specific care and services it will offer you. It will include how the aged care home plans to meet your needs in the future, too, if things happen to change.

Costs

It will explain how much your care will cost, broken down into basic daily and means-tested care fees (if applicable). It will include all the details about how your fees are calculated as well. It will also outline fees for any additional services that the aged care home provides. If you've agreed to additional services, you will be provided with a regular itemised account. If it is an extra service place, it will include details of the extra service fee.

Rights and responsibilities

The agreement will explain your rights and responsibilities as a resident, and the responsibilities your aged care home has to you. It will also outline the process for dealing with concerns and complaints.

Security of tenure

It will outline how the aged care home will continue to support you as your needs change, known as “ageing in place”. It will also include details around when you can be asked to leave, how to exit the agreement, and how to move to another aged care home.

Miscellaneous

If they have a policy on visitors, it will be explained, along with any other matters agreed to between you and the manager of the aged care home.

Who can help you understand the agreements?

The agreements are legally binding documents, and it's important you understand what they contain before you agree to them.

If you have any questions, ask your aged care home beforehand. It's their job to make sure it all makes sense to you. You can also ask family, friends, carers or a legal professional for help.

Advocacy

You may also want to get help from an advocate. They provide help for a wide range of government aged care services. You can find out more by visiting the [Older Persons Advocacy Network website](#).