

Options in Aged Care

养老服务选择



English / Chinese



This information was compiled by the Centre for Cultural Diversity in Ageing 2008.

本信息由老龄化文化多样性中心 (Centre for Cultural Diversity in Ageing) 于 2008 年编纂。

©Centre for Cultural Diversity in Ageing 2008.

There are many types of aged care services, but finding out what options are available to you or your family member can be confusing. This information provides an overview of aged care services and how you can access them, along with some useful contact numbers. It describes three types of government-subsidised aged care services:

- **Community Care**
- **Respite Care**
- **Residential Care**

Even if you do not require these services now, it is important to know what is available so you can plan for any care needs that you may have in the future.

养老服务有许多种类，但要找出您或您的家人可以选用哪些服务可能是件令人困惑的事。这份材料提供了可供选择的服务以及您如何才能获得这些服务的概述，还附有一些有用的联系电话。这里说明了三种由政府补助的养老服务：

- **社区照顾 (Community Care)**
- **暂息照顾 (Respite Care)**
- **院所养老服务 (Residential Care)**

即使您现在不需要这些服务，为了为您将来可能会有的服务需求进行规划，知道有哪些服务可以选择仍然很重要。

Community Care

Most older people prefer to continue living in their own home, but some people may find this difficult to do without assistance. There are a number of aged care services that help older people to continue living in their own home. This type of care is known as 'Community Care' and there are four different options, depending on your needs:

Home and Community Care (HACC)

Home and Community Care provides basic support services for frail aged people who are experiencing difficulties managing daily tasks but who wish to continue living independently at home.

Services may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), Meals on Wheels and other food services, home help (assistance with housework, laundry and shopping), home modification and maintenance, transport, counselling and social support. Home and Community Care services are usually provided by local councils, community health centres and community organisations.

社区照顾 (Community Care)

大多数老年人更喜欢继续在自己家里生活，但有些人会发现在没有协助的情况下这么做会有困难。有众多养老服务可以帮助老年人继续在自己家里生活。这一类服务被称为“社区照顾”，根据您的需求，有四种不同的选择：

家庭及社区照顾计划 (Home and Community Care - HACC)

家庭及社区照顾计划 (HACC) 为身体虚弱、进行日常活动有困难但仍希望继续在自己家中独立生活的老人提供基本支持服务。服务可能包括：护理和联合保健服务、个人照顾 (协助洗澡、穿衣、吃饭)、送餐服务及其他食物服务、家庭帮助 (协助家务、洗衣和购物)、住房改造和维修、交通、心理辅导和社交支持。家庭及社区照顾计划通常由当地市政府、社区健康中心和社区组织提供。

Community Aged Care Packages (CACP)

Community Aged Care Packages provide services to frail aged people with more complex care needs, or who require a greater range of services to help them continue living at home.

The packages of services are flexible and designed to suit individual needs, and may include: personal care (assistance with bathing, dressing and eating), meal preparation, home help (assistance with housework, laundry and shopping), gardening, transport and social support. These services are planned and coordinated by an approved aged care service provider. Eligibility for Community Aged Care Packages is determined by an *Aged Care Assessment Team* (see page 9).

Extended Aged Care at Home Packages (EACH)

Extended Aged Care at Home Packages provide services to people who need more help than a Community Aged Care Package can provide.

The packages of services are flexible and designed to suit individual needs, and may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), home help (assistance with housework, laundry and shopping), transport and social support. These services are planned and coordinated by an approved aged care service provider. Eligibility for Extended Aged Care at Home Packages is determined by an *Aged Care Assessment Team* (see page 9).

社区养老计划 (Community Aged Care Packages - CACP)

社区养老计划 (CACP) 为身体虚弱、具有更复杂的服务需求，或需要更多服务以帮助他们继续在家中生活的老人提供服务。服务项目具有灵活性，适合个人需求，可能包括：个人照顾（协助洗澡、穿衣、吃饭）、准备餐食、家庭帮助（协助家务、洗衣和购物）、园丁服务、交通和社交支持。这些服务由一个受批准的养老服务提供商来计划和协调。是否有资格参加社区养老计划将由一个 *养老评估小组* (Aged Care Assessment Team ，参见第9页) 来决定。

长期居家养老服务 (Extended Aged Care at Home Packages - EACH)

长期居家养老服务 (EACH) 为所需帮助超出社区养老计划范围的老人提供服务。服务项目具有灵活性，适合个人需求，可能包括：护理和联合保健服务、个人照顾（协助洗澡、穿衣、吃饭）、家庭帮助（协助家务、洗衣和购物）、交通和社交支持。这些服务由一个受批准的养老服务提供商来计划和协调。是否有资格参加长期居家养老服务将由一个 *养老评估小组* (Aged Care Assessment Team ，参见第9页) 来决定。

Extended Aged Care at Home Packages Dementia (EACH D)

Extended Aged Care at Home Packages Dementia provide services to people living with dementia. The packages of services are flexible and designed to suit individual needs, and may include: nursing and allied health services, personal care (assistance with bathing, dressing and eating), home help (assistance with housework, laundry and shopping), transport and social support.

These Services are planned and coordinated by an approved aged care service provider. Eligibility for Extended Aged Care at Home Packages Dementia is determined by an *Aged Care Assessment Team* (see page 9).

For more information about Community Care and how to find a service that meets your needs, call the **Commonwealth Carelink Centre** on **1800 052 222**.

痴呆老人长期居家养老服务 (Extended Aged Care at Home Packages Dementia - EACH D)

痴呆老人长期居家养老服务 (EACH D) 为痴呆老人提供服务。服务项目具有灵活性，可适合个人需求，可能包括：护理和联合保健服务、个人照顾（协助洗澡、穿衣、吃饭）、家庭帮助（协助家务、洗衣和购物）、交通和社交支持。这些服务由一个受批准的养老服务提供商来计划和协调。是否有资格参加痴呆老人长期居家养老服务将由一个 *养老评估小组* (Aged Care Assessment Team ，参见第9页) 来决定。

如需有关社区照顾的更多信息，以及如何才能找到满足您要求的服务，请致电 **联邦护理连接中心 (Commonwealth Carelink Centre)** ，电话号码 **1800 052 222**。

Respite Care

Respite Care is short-term care, which enables the older person and their carer to have a break from their normal routine. Many older people are cared for by family members at home. It is important that carers are supported in this valuable role, especially as many carers are themselves elderly. Respite Care supports the carer to have a break from their caring responsibilities, while also helping the older person to continue living at home.

Respite Care provides care services to the older person on a temporary basis, which enables the carer to rest, attend to other responsibilities (eg shopping), or to have a holiday. It is usually planned in advance, but may be arranged in an emergency (eg if the carer is unwell).

Respite care may also be accessed by older people who live on their own and feel unable to look after themselves and need a break. It can be provided in the older person's home, in day-care centres or in Residential Care. Respite Care is provided through Home and Community Care, the National Respite for Carers Program and Residential Care. Access to Respite Care is based on eligibility, priority and need.

For more information about Respite Care and other support services for carers, call the **Commonwealth Carers' Respite Centre** on **1800 059 059**.

暂息照顾 (Respite Care)

暂息照顾是一种短期照顾，能让老人和他们的照顾人从日常工作中得到短暂的休息。许多老人都由家庭成员在家照料。让照顾人在这一有价值的岗位上得到支持，特别是因为很多照顾人本身也是老人，这很重要。暂息照顾支持照顾人从他们的照顾责任中暂时解脱出来，同时也帮助老人继续在家中生活。暂息照顾为老人临时性地提供照顾服务，让照顾人能够得到休息，满足其他责任的需要（例如购物），或休假。通常暂息服务都提前计划，但也可能在紧急情况下紧急安排（例如，照顾人身体不适）。暂息照顾也可以为独立生活的老人在暂时无法照顾自己时提供一个暂息时间。服务可以在老人家中提供，也可以在日间照顾中心或养老院所提供。暂息照顾通过家庭及社区照顾计划、全国照顾人暂息计划（National Respite for Carers Program）以及院所养老计划来提供。是否能够获得暂息照顾服务取决于资格条件、优先性和需求。

如需更多有关暂息照顾及其他照顾人支持服务的信息，请致电**联邦照顾人暂息中心 (Commonwealth Carers' Respite Centre)**，电话号码**1800 059 059**。

Residential Care

As an older person's level of frailty increases, it may no longer be an option for them to continue living in their own home and an aged care home may need to be considered. Aged care homes are also known as 'Residential Care'.

There are two types of Residential Care: low-level care and high-level care. Both levels of care provide a range of specified services, including: accommodation, basic furnishings, laundry, cleaning, meals and refreshments, staff to help at all times, personal care (assistance with bathing, dressing and eating), occasional nursing care and social activities.

High-level care is designed for people who are very frail, require 24-hour assistance and on-going nursing care. Some aged care homes provide low-level care and high-level care, enabling people to stay in the same home even if their care needs change. This is known as 'ageing in place'. Aged care homes are run by approved aged care service providers. Eligibility for Residential Care is determined by an *Aged Care Assessment Team* (see page 9).

For more information about Residential Care and how to find a home that meets your needs, call the **Commonwealth Carelink Centre** on **1800 052 222** or the **Aged Care Information Line** on **1800 500 853**.

院所养老服务 (Residential Care)

当老人的身体越来越虚弱时，继续在家中生活也许将不再是一个合适的选择，这时就应该考虑养老院了。养老院也被称为“院所养老服务”。院所养老服务有两种类型：低需求照顾和高需求照顾。这两种院所养老服务都提供一系列特定服务，包括：住宿、基本的家具、洗衣、清洁、餐食和茶点，随时提供帮助的员工、个人照顾（协助洗澡、穿衣、吃饭）、临时护理和社交活动。高需求照顾专为非常虚弱、需要全天24小时帮助和长期护理的老人设计。一些养老院同时提供低需求服务和高需求服务，让人们可以在照顾需求改变时还能呆在同一家养老院里。这被称为“原处养老”。养老院由受批准的养老服务提供商运营。是否有资格获得院所养老服务将由一个 *养老评估小组*（参见第9页）来决定。

如需有关院所养老服务的更多信息，以及如何才能找到满足您要求的院所，请致电**联邦护理连接中心 (Commonwealth Carelink Centre)**，电话号码 **1800 052 222**，或**养老服务信息热线 (Aged Care Information Line)**，电话号码 **1800 500 853**。

Aged Care Assessment Team (ACAT)

The first step in accessing most government-subsidised aged care services is to receive an assessment by the Aged Care Assessment Team (ACAT). Eligibility for Community Aged Care Packages, Extended Aged Care at Home Packages and Residential Care is determined by an ACAT assessment, which determines eligibility by assessing a person's needs.

This is a free and confidential service, and the process is not as daunting as it may sound. An ACAT representative (usually a doctor, nurse, social worker or other health care professional) will assess your situation and specific care needs.

You will be informed about the services you are eligible to receive and how to find a service that meets your needs. You may choose to have a relative or friend with you during the assessment. You also have the right to ask ACAT to provide an interpreter. If you are not satisfied with the outcome of the assessment, you have the right to appeal the decision.

To arrange an ACAT assessment, you can ask your doctor for a referral or call the Commonwealth Carelink Centre on 1800 052 222.

养老评估小组 (Aged Care Assessment Team - ACAT)

获取大部分政府补助的养老服务的第一步，是由养老评估小组 (ACAT) 进行评估。是否有资格获得社区养老计划 (CACP)、长期居家养老服务 (EACH) 和暂息照顾都由ACAT的评估来决定，该评估通过评估老人的需求来决定是否具备资格。这是一项免费的保密服务，评估程序并不像听起来那么麻烦。一名 ACAT

代表 (通常是一名医生、护士、社工或其他健康服务专业人士) 将评估您的情况和特定的养老服务需求。你将得到通知，告知您有资格获得哪些服务，以及如何找到能满足您需求的服务。您可以选择让一个亲属或朋友陪同您完成评估。您也有权要求 ACAT 提供一名口译员。如果对评估的结果不满意，您有权对这一决定提出上诉。如需安排 ACAT

评估，您可以要求您的医生介绍，或致电联邦护理连接中心 (Commonwealth Carelink Centre)，电话号码 1800 052 222。

Fees & Charges

The cost of receiving aged care services is based on a person's assessed care needs and their ability to pay. Special consideration is given to people who are financially disadvantaged. It is important to know that you will not be denied access to a service if you are unable to pay. All people receive the same quality of care regardless of the level of fees paid. To find out more about fees and charges, contact the Aged and Community Care Information Line on 1800 500 853.

Your Rights & Responsibilities

Aged care service providers are obliged to inform you of your rights and responsibilities regarding the services you are receiving. Whether you are receiving Residential Care or Community Care, it is important to be aware of your rights, which include the right to:

- Be informed about your rights;
- Be involved and informed about all decisions related to your care;
- Be in charge of your life, your money and your possessions;
- Be treated with dignity and respect;
- Continue your cultural or religious practices and retain the language of your choice without discrimination;
- Good quality care that meets your needs;
- Complain and take steps to sort out any problems;
- Privacy.

收费

养老服务的费用将取决于个人经评估的照顾需求及其支付能力。在财务上有困难的人将给予特殊考虑。您需要知道，您不会因为无法支付费用而被拒绝获得服务，这一点很重要。无论支付的费用水平如何，所有人都获得同等质量的服务。如需了解有关收费情况的更多详情，请联系养老及社区照顾信息专线（Aged and Community Care Information Line），电话号码 1800 500 853。

您的权利与义务

养老服务提供商有义务告知您与所获得服务相关的权利与义务。不论您获得的是院所养老服务还是社区照顾，了解自己的权利都很重要。这些权利包括：

- 有权获知您的权利；
- 有权参与并获知与您的养老服务相关的所有决定；
- 有权自主您的生活、钱财和所有物；
- 有权受到礼貌和尊重的对待；
- 有权继续进行您的文化或宗教活动，继续使用您选择使用的语言而不遭受任何歧视；
- 有权获得能够满足您的需求的高质量服务；
- 有权投诉并采取适当步骤来解决任何问题；

For more information about your rights and responsibilities regarding aged care services, contact the National Aged Care Advocacy Line on 1800 700 600.

Concerns and Complaints

If you have a concern or complaint about the quality of care or services you are receiving, you may like to discuss this with the Manager of the aged care service. If you are uncomfortable doing this, or you do not like how your complaint has been handled, you can contact the Aged Care Complaints Investigation Scheme on 1800 550 552. This is a free and confidential service.

- 隐私权。

如需更多有关养老服务权利与义务方面的信息，请联系全国养老服务代言专线（National Aged Care Advocacy Line），电话号码 1800 700 600。

担心与投诉

如果您对得到的照顾或服务的质量有疑虑或需要投诉，您可以就此与养老服务的经理商谈。如果觉得这么做不自在，或者您不满意投诉被处理的方法，您可以联系养老服务投诉调查计划（Aged Care Complaints Investigation Scheme），电话号码 1800 550 552。这是免费及保密的服务。

Useful Contact Numbers

If you need an interpreter to help you to communicate over the phone, call the **Translating and Interpreting Service** on **13 14 50**. This is a free service.

Note that calls to numbers beginning with '1800' are free, except when made from mobile phones.

Aged Care Complaints Investigation Scheme: 1800 550 552

The Aged Care Complaints Investigation Scheme investigates complaints and concerns about government-subsidised aged care services, including community care, respite care and residential care. Contact the Aged Care Complaints Investigation Scheme if you have a concern or complaint about the services you are receiving. Complaints can be made anonymously. This is a free service.

Aged Care Information Line: 1800 500 853

The Aged Care Information Line provides information about aged care services, including information on fees and charges, incoming testing and financial assistance.

有用的联系电话

如果您需要口译员来帮助您通过电话交流，请致电

翻译与口译服务 (Translating and Interpreting Service)，电话号码 **13 14 50**。这是一项免费服务。

请注意，打电话到开头为“1800”的号码是免费的，除非是从手机拨打。

养老服务投诉调查计划 (Aged Care Complaints Investigation Scheme) : 1800 550 552

养老服务投诉调查计划对有关政府补助的养老服务的投诉及问题进行调查，包括社区照顾、暂息照顾和院所养老服务。如果您对得到的服务有疑虑或需要投诉，请联系养老服务投诉调查计划。投诉可以匿名提出。这是一项免费服务。

养老服务信息专线 (Aged Care Information Line) : 1800 500 853

养老服务信息专线提供有关养老服务的信息，包括收费、收入评估和财务援助方面的信息。

Centrelink - Disability, Sickness and Carers: 13 27 17

Call this number for disability, sickness and carer enquiries, including Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance and Sickness Allowance.

Centrelink - Multilingual Call: 13 12 02

Call this number to speak to Centrelink employees in your preferred language.

Centrelink - Retirement Services: 13 23 00

Call this number for retirement enquiries, including Age Pension, Pensioner Concession Cards, Commonwealth Seniors Health Card, and for enquiries regarding income assessment for residential care fees. You can also call this number to access Centrelink's Financial Information Service, which is a free and independent service available to everyone in the community (even if you are not receiving a pension or benefit).

Commonwealth Carelink Centre: 1800 052 222

The Commonwealth Carelink Centre provides a single point of contact for information about aged care services. Contact the Commonwealth Carelink Centre to find out what aged care services are available in your area or anywhere in Australia, as well as information on costs, assessment procedures and eligibility criteria. This is a free and confidential service.

Centrelink – 残疾、疾病及照顾人：13 27 17

有关残疾、疾病和照顾人方面的问题请拨打这个电话，包括残疾人福利金（Disability Support Pension）、行动津贴（Mobility Allowance）、照顾人补助金（Carer Payment）、照顾人津贴（Carer Allowance）和疾病津贴（Sickness Allowance）。

Centrelink – 多语种电话：13 12 02

打这个电话，可以使用您选择的语言与 Centrelink 雇员交谈。

Centrelink – 退休服务：13 23 00

有关退休的问题请拨打这个电话，包括养老金（Age Pension）、福利金领取者优惠卡（Pensioner Concession Card）、联邦高龄人士保健卡（Commonwealth Seniors Health Card），有关院所养老服务收费的收入评估问题也可打这个电话。您还可以打这个电话获得 Centrelink 的财务信息服务（Financial Information Service），这是一项免费的独立服务，社区中的每个人都可以获取（即便您不领取补助金或福利金）。

联邦护理连接中心：1800 052 222

联邦护理连接中心为获取有关养老服务的信息提供一个单一的联系点。联系联邦护理连接中心，找出在您当地或澳大利亚任何地区内有哪些养老服务可获取，以及收费、评估程序和资格标准方面的信息。这是一项免费的保密服务。

Commonwealth Carers' Respite Centre: 1800 059 059

The Commonwealth Carer Respite Centre coordinates access to respite services in your local area, provides information and advice about respite options, help with organising emergency or planned respite, and financial assistance for short-term or emergency respite. This is a 24-hour service.

National Aged Care Advocacy Line: 1800 700 600

Contact the National Aged Care Advocacy Line to find your local advocacy service. Advocacy services help to promote your rights in relation to aged care services and can increase your involvement in decision-making processes. These services may play an important role in supporting you through a complaint process and advising you of your 5 rights in negotiations with aged care service providers. This is a free and confidential service.

National Dementia Helpline: 1800 100 500

The National Dementia Helpline is a 24-hour national telephone and support service run by Alzheimer's Australia. It provides support, practical information and advice, as well as information on the full range of services provided by Alzheimer's Australia. This is a free and confidential service.

联邦照顾人暂息中心：1800 059 059

联邦照顾人暂息中心为您协调在您当地获取暂息服务，提供暂息服务选择方面的信息和建议，帮助组织紧急或事先计划好的暂息服务，以及短期或紧急暂息服务的财务援助。这是一项全天24小时的服务。

全国养老服务代言专线：1800 700 600

要找您当地的代言服务，请联系全国养老服务代言专线。代言服务帮助您争取与养老服务相关的权益，可以提高您在做决定的过程中的参与程度。这些服务可能在支持您经历投诉过程以及在与养老服务提供商的谈判中就您的权利给予建议方面起重要作用。这是一项免费的保密服务。

全国痴呆症帮助热线 (National Dementia Helpline) : 1800 100 500

全国痴呆症帮助热线是一项24小时的全国热线电话和支持服务，由澳大利亚阿耳兹海默氏病协会运营。它提供支持、实用信息和建议，也提供有关澳大利亚阿耳兹海默氏病协会所提供的全部服务的信息。这是一项免费的保密服务。