

## Options in Aged Care

## 安老服務選擇



English / Chinese  
(simplified)



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## Options in Aged Care

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.

## 安老服務選擇

安老服務有許多類型，但要確定您和您的家庭成員可享受的服務類型會令人費解。此資訊扼要介紹了安老服務的類型，及如何獲得安老服務，并附有一些有用的聯絡號碼。此資訊記述了三種政府資助的安老服務：

- **社區護理 (Community Care)**
- **暫息護理 (Respite Care)**
- **住宿型護理 (Residential Care)**

即使您現在不需要這些服務，瞭解有哪些服務也很重要，以便為您將來可能需要的護理服務做計劃。

## 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.

## 社區護理 (Community Care)

大多數長者傾向繼續在自己家中生活，但對有些人來說，如果沒有援助會很困難。有一些安老服務能夠幫助長者繼續在自己家中生活，這類護理叫做‘社區護理’，此外，依您的具體需求，還有四種不同選擇：

### 家庭與社區護理 (Home and Community Care - HACC)

家庭與社區護理為那些料理日常事務有困難、但希望繼續在家中獨立生活的長者提供基本的支援服務。服務可以包括：護理與聯合保健服務，個人護理（協助洗澡、穿衣和進餐），上門送餐和其他食物服務，家政協助（家務、洗衣和購物援助），家居改建和維護，交通、輔導和社交支援。家庭與社區護理服務通常由當地市政廳、社區保健中心和社區組織提供。

## 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).

## 社區安老服務項目 (Community Aged Care Packages - CACP)

社區安老服務項目為那些有較複雜護理需求的、或需要更多服務的體弱的長者提供服務，使其繼續在家生活。這些服務靈活，並且可以滿足個人需求，可以包括：個人護理（洗澡、穿衣和購物援助），園藝工作、交通和社交支援。這些服務由獲准的安老服務提供者計劃和協調。社區安老服務的獲准資格由 *安老服務評估小組*（見第三頁）確定。

## 居家安老擴展服務項目 (Extended Aged Care at Home Packages - EACH)

居家安老擴展服務項目為那些社區安老服務不能滿足其需求的人士提供服務。這些服務靈活，並且可以滿足個人需求，可以包括：護理與聯合保健服務、個人護理（洗澡、穿衣和購物援助）、家政協助（家務、洗衣和購物援助）、交通與社交支援。這些服務由獲准的安老服務提供者計劃和協調。居家安老擴展服務的獲准資格由 *安老服務評估小組*（見第三頁）確定。

## 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**.

## 痴呆症人士居家安老擴展服務項目 (Extended Aged Care at Home Packages Dementia - EACH D)

痴呆症人士居家安老擴展服務項目為痴呆症患者提供服務。這些服務靈活，並且可以滿足個人需求，可以包括：護理與聯合保健服務、個人護理（洗澡、穿衣和用餐援助）、家政協助（家務、洗衣和購物援助）、交通與社交支援。這些服務由一個獲准的安老服務提供者計劃和協調。痴呆症人士居家安老擴展服務的獲准資格由 *安老服務評估小組*（見第三頁）確定。

欲瞭解社區護理的更多信息，以及如何確認您所需的服務，請致電**1800 052 222**聯絡**聯邦護理資訊中心**

## 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**.

## 暫息護理 (Respite Care)

暫息護理是一種短期護理，該護理能讓長者及其護理人從日常活動中稍許解脫。許多長者在家中接受家人照顧。擔當護理人這一重要角色，得到支援是十分重要的，尤其是許多護理人自己也較年長。暫息護理支持護理人，使其在護理職責中得到休息，同時也幫助長者繼續在家中生活。暫息護理為長者提供臨時護理服務，讓護理人得以休息，去完成其他責任（如購物），或者去度假。暫息護理通常可以提前計劃，但緊急情況下也可以安排（如護理人身體欠佳）。暫息護理也為那些獨立生活、但感覺照顧自己力不從心，也需要休息的長者提供護理服務。暫息護理可以在長者家中、日間護理中心，或住宿型護理中心提供。暫息護理可由家庭與社區護理、全國護理人暫息計劃和住宿型護理機構提供。可否獲得暫息護理服務由申請人的資格、優先程度和需求程度決定。

## 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**.

## 住宿型護理 (Residential Care)

隨著長者的健康狀況日趨下降，他們可能無法繼續在家中生活，這時他們可以考慮安老院舍。安老院舍也叫做‘住宿型護理機構’。有兩種住宿型護理：低級別護理和高級別護理。兩種級別的護理都提供許多專門服務，包括：住宿、基本生活陳設、洗衣、清潔、膳食和點心、隨叫隨到的護理人員、個人護理（洗澡、穿衣和用餐援助）、臨時護理和社交活動。高級別護理是為那些身體非常虛弱、需要24小時援助和持續護理的長者設計的。有些安老院舍提供低級別護理和高級別護理，即使居民的需求發生改變，他們也能留在同一家院舍中。這也叫做‘原處安老’。安老院舍由獲准的安老服務提供者經營。住宿型護理的獲准資格由 *安老服務評估小組*（見第三頁）確定。

欲瞭解社區護理的更多信息，以及如何確認你所需的服務，請致電 **1800 052 222** 聯絡 **聯邦護理資訊中心**，或致電 **1800 500 853** 聯絡 **安老資訊專線**。

### 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.

### 安老服務評估小組 (Aged Care Assessment Team - ACAT)

獲得大多數政府資助安老服務的第一步是接受安老服務評估小組 (ACAT) 的評估。社區安老服務、居家養老擴展服務和住宿型護理的獲准資格由ACAT評估確定。ACAT評估通過評估個人需求來確定其資格情況。這項服務是免費和保密的，且其過程沒有聽上去那麼可怕。ACAT代表（通常為醫生、護士、社會工作者或其他保健專業人士）將評估您的情況和具體護理需求。您將被告知您有資格接受哪些服務，以及如何找到可滿足您需求的服務機構。您可以選擇由親人或朋友陪您進行評估。你也有權要ACAT提供一名傳譯員。如果您對評估結果不滿，您有權對其決定進行申訴。要安排一個ACAT評估，您可以要您的醫生轉介，或致電1800 052 222聯絡聯邦護理資訊中心。

## 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.

## 費用與收費

安老服務的費用由評估得出的個人護理需求及其支付能力確定。對經濟能力較差的人士會給予特殊考慮。重要的是您要瞭解即使您無力支付費用，您的申請要求也不會被拒絕。無論支付多少費用，所有人都會接受同樣質量的護理。欲瞭解更多費用與收費的情況，請致電 1800 500 853 聯絡安老與社區護理資訊熱綫。

## 您的權利與責任

安老服務提供機構有義務告知您，針對您所接受的服務，您有何種權利和責任。無論您是接受住宿型護理還是社區護理，知曉您的權利都很重要，包括以下權利：

- 被告知您有何種權利；
- 參與并被告知與您的護理相關的所有決定；
- 掌管您自己的生活、您的錢和您的財產；
- 受到有尊嚴和尊重的對待；
- 在不受歧視的情況下，繼續您的文化或宗教活動，并保持您選擇的語言；
- 滿足您需求的高質量服務；
- 投訴并採取行動解決任何問題；
- 隱私權。

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.

欲瞭解更多關於安老服務的權利和責任，請致電1800 700 600  
聯絡全國安老服務維權熱綫。

## 擔憂與不滿

如果您對所接受的護理或服務的質量有擔憂或不滿，你可以和該安老服務的經理討論這個問題。如果您對此感覺不自在，或您不滿意對您投訴的處理方式，你可以致電1800 550 552  
聯絡安老服務投訴調查部。這是一項免費并保密的服務。

## 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.

## 有用的聯絡號碼

如果在電話中需要傳譯員的幫助，請致電**13 14 50**  
**聯絡翻譯與傳譯服務**。這是一項免費服務。

請注意，1800開頭的電話號碼是免費電話，手機撥打除外。

### **安老服務投訴調查部：1800 550 552**

安老服務投訴調查部對與政府資助的安老服務相關的投訴和擔憂進行調查，包括社區護理、暫息護理與住宿型護理。如果您對所接受的服務有擔憂或不滿，可以聯絡安老服務投訴調查部。投訴可以是匿名的。這是一項免費服務。

### **安老服務資訊專線：1800 500 853**

安老服務資訊熱綫提供有關安老服務的資訊，包括費用與收費，收入測評與經濟援助的資訊。

### **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 - 殘障、疾病與護理人熱綫：13 27 17**

撥打該號碼，諮詢有關殘障、疾病與護理人的事項，包括殘障撫恤金、助行津貼、護理人津貼、護理金、護理人津貼和疾病津貼。

### **Centrelink - 多語電話：13 12 02**

撥打該號碼用您自己選擇的語言和Centrelink工作人員交談。

### **Centrelink - 退休服務：13 23 00**

撥打該號碼諮詢有關退休事項，包括養老金、養老金領取者優惠卡、聯邦長者健康卡、以及有關住宿型護理費的收入評估的問題。您也可以致電該號碼接通Centrelink的財務資訊服務，這是一項免費、獨立的服務，對社區中所有人開放（即使您沒有領取撫恤金或保障金）。

### **聯邦護理資訊中心：1800 052 222**

聯邦護理資訊中心為有關安老服務的資訊提供單點聯絡。聯絡聯邦護理資訊中心，瞭解您所在地區或澳大利亞任何地區所提供的安老服務，以及其費用、評估程序和資格標準的信息。這是一項免費并保密的服務。

### **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.

### **聯邦護理人暫息中心：1800 059 059**

聯邦護理人暫息中心對您所在地區暫息服務的使用進行協調，提供有關暫息選擇的資訊和建議，幫助安排緊急暫息服務或計劃好的暫息服務，並為短期或緊急暫息提供經濟援助。此服務24小時開通。

### **全國安老維權熱綫：1800 700 600**

聯絡全國安老維權熱綫，瞭解您當地的維權服務。維權服務幫助您維護您在安老服務方面的權利，並能使您更多地參與決策制定。這些服務能發揮重要作用，在投訴過程中給與您支援，並告知您，在和安老服務提供者的協商中，您擁有何種權利。這是一項免費並保密的服務。

### **全國痴呆症幫助熱綫：1800 100 500**

全國痴呆症幫助熱綫是一項24小時的電話與支援服務，由澳大利亞老年痴呆症協會主辦。該熱綫提供支援、實用資訊與建議，以及與澳大利亞痴呆症協會提供的所有服務相關的資訊。這是一項免費並保密的服務。