



Information for residents, families or carers when a residential aged care home is closing

You may have seen or heard about residential aged care homes closing and you may be concerned that your home, or a home where a family member or friend is living may close.

When a residential aged care home closes it can be upsetting for residents, their families and friends, carers and the local community. There is help and support available.

Responsibilities of aged care providers

If a residential aged care home is closing the aged care provider is required to lead the closure in an orderly and safe manner, which includes:

- ensuring you, your family and carers, are provided with information about your rights
- engaging early with the Government including the Aged Care Quality and Safety Commission which is the main contact for the quality and safety of aged care services
- telling you the intended date of closure (at least 14 days after notice is given), the reason for the closure and when residents are being asked to leave
- communicating clearly and managing the closure with you, your family and carers, as well as staff
- finding you suitable, affordable alternative accommodation that meets your care needs – (you won't have to leave until that happens) – or you, your family or representative may choose to independently look for a new aged care home

Accommodation at a new provider

There may be a change to the accommodation costs when you transfer to another aged care home:

- The amount you can be asked to pay at the new home will depend on a means assessment when you enter that home, or the room price you agree to.
- You will need to enter into another accommodation agreement with your new residential aged care home and agree to a room price before you move.

Relocation arrangements

- Your current aged care provider may offer to organise and cover any costs associated with your relocation to another aged care home.
- Talk to your aged care home to find out how these arrangements will be managed.

Clinical needs

- Your current aged care provider will help transfer information about your clinical needs and records to a new aged care home.
- Talk to your aged care provider to understand whether they will notify other allied health professionals about this change.

Aged care supports

If you have more questions a range of supports are available to help you through a closure:

- If you have a concern or complaint contact the **Aged Care Quality and Safety Commission** on 1800 951 822 or visit www.agedcarequality.gov.au.
- The **Older Persons Advocacy Network** helps older people, their families and carers work through issues with their aged care. Call 1800 700 600 or visit www.opan.org.au.
- The **My Aged Care** website at www.myagedcare.gov.au provides information residential aged care homes and the services they provide. Or call 1800 200 422.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrschat.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.