

## 4. Enter into agreements with your aged care home

After accepting a place and before moving in, your aged care home must offer you a **resident agreement**.

You will also be offered an **accommodation agreement** with the home before you enter care. This agreement can be included as part of your resident agreement or it may be separate.

The resident agreement and accommodation agreement are legally binding documents between you and your aged care home. They set out:

- the care and services available
- what fees you will have to pay
- how fees can be paid
- your rights and responsibilities.

It's important that you understand everything in these agreements before you sign them. If you have any questions, you should ask your new aged care home. It is their responsibility to make sure the agreements offered to you are clear.

The proposed agreements may not include all the things that you think are important, so it is a good idea to check before you sign. You can also ask:

- your provider for extra information, such as the home's meal and visitor policy, and other details about living in the home
- your family, friends, carer, financial advisor or a legal professional to help you understand the terms of your agreements
- to get help from an advocate. Call the National Aged Care Advocacy Line on **1800 700 600**.

Use the checklist at the back of the booklet to help you negotiate your agreements with your preferred provider.

## **Help negotiating your care and accommodation costs**

You can ask someone to negotiate with the aged care provider about your fees and accommodation costs on your behalf.

You or the person helping you will need to discuss and formally agree to any accommodation costs and fees with your aged care home before you enter.

## **Signing the agreements**

There is no time limit or a requirement for you to sign the resident agreement or the accommodation agreement. It is, however, in your best interest to agree to the arrangement that covers your rights and responsibilities as soon as you can.

If you choose not to sign these agreements, the aged care home still needs to talk to you about your needs. This conversation is a verbal agreement of the type of care and services you will get and what fees will apply. You will still need to pay your daily fees and any relevant accommodation payments when you move in.

You have 28 days after moving into your aged care home to decide how you want to pay your accommodation costs and enter into an accommodation agreement. You must pay for your accommodation by the rental-style payment until you have made this decision.

## **Rights and responsibilities**

To make sure you get the best care, you and your provider have responsibilities under the Charter of Care Recipients' Rights and Responsibilities – Residential Care.

The Charter will be displayed in your aged care home, or you can ask your home for a copy when they offer you your resident agreement.

