

# Younger People in Residential Aged Care

## Operational Guideline

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If you're younger than 65 and living in residential aged care, you might be eligible for the NDIS. This page explains what we can fund, and how we can also support you to move out of residential aged care if you want to.

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You may also be interested in:

- [Specialist Disability Accommodation](#)
- [Supported Independent Living](#)
- [Medium Term Accommodation](#)
- [Disability-related Health Supports](#)
- [Assistive Technology](#)

## Are you thinking about moving into residential aged care?

The Australian Government and the NDIA are committed to ensuring no younger people (under the age of 65) need to live in residential aged care unless they choose to.

If you are thinking about moving into residential aged care and are interested in finding out about what other options there might be, you should talk to your planner or Support

Coordinator. They can help find other support options so you don't have to move into residential aged care if you don't want to.

## Do you want to move out of residential aged care?

We can help you move out of residential aged care if you want to. We understand some people might want to stay living where they are, but we are committed to making sure younger people don't have to go into a residential aged care facility or stay in one if they don't want to.

See the section on [What if you want to move out of your residential aged care facility](#) for more detail.

## What do we mean when we talk about younger people in residential aged care?

If you're under age 65, have a disability and live permanently in a residential aged care facility (RACF) then you are considered a 'younger person in residential aged care'.

If you are a younger person in residential aged care, you might be eligible to access the NDIS. We may be able to fund some of your RACF fees, as well as other supports you need for your disability.

If you're an NDIS participant and were living in a RACF before you turned 65, you can choose to remain a participant and continue receiving our support once you turn 65.

We fund supports for younger people living in a Commonwealth registered RACF on a permanent basis. All facilities must be registered under the Aged Care Act.

Residents must also be eligible to reside in RACF under the Aged Care Act. This eligibility is undertaken by the Aged Care Assessment Team (ACAT) through the Aged Care Assessment Service (ACAS) process.

This page doesn't apply to those who are:

- accessing respite services from a RACF
- residing in a facility as part of the National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- in a Multi-Purpose Service. These provide combined health and aged care services for some rural and remote communities
- living in a RACF but don't have approval under the Aged Care Act for residential aged care
- living in a RACF who are 65 years or older.

For more information, check out the [Department of Health website](#).

## How do you get access to the NDIS as a younger person in residential aged care?

If you are not already an NDIS participant, you must meet the NDIS eligibility criteria to access support from the NDIS.

[Learn more about the eligibility criteria here.](#)

We have a quicker process to bring younger people living permanently in residential aged care into the NDIS. This includes making contact with you if you're a younger person living in residential aged care. We'll assist you to get the information needed to access the NDIS. We also have a specialised team to assess your eligibility.

To start the access process, in some cases, we might get in touch with your RACF or your nominee if we're unable to contact you directly.

If you want to find out how to apply to the NDIS you can contact us. This can be done in person, by phone, email, webchat or by completing our online form.

[Learn more about the different ways to contact us here.](#)

## What do we fund for younger people living in residential aged care?

When you live in a RACF your support needs may be met through a combination of:

- supports provided by your RACF
- additional supports funded by us, which meet the reasonable and necessary criteria.

[Learn more about the reasonable and necessary criteria.](#)

Your RACF provides accommodation that includes:

- staff for your personal care
- health practitioners which provide nursing, medical and other health services
- cleaning services
- furniture, and some basic equipment or assistive technology.

In some limited situations, we may be able to fund other supports you need because of your disability. In these circumstances, please talk to your planner who will work with your RACF, Support Coordinator and sometimes an allied health professional to work out the right reasonable and necessary disability supports for you. This is explained in the section below on [What other supports can we fund.](#)

We can also fund supports to help you find more age-appropriate accommodation if you'd like to move out of your RACF.

## What RACF fees and charges do we fund?

We have an agreement with the Department of Health to pay some fees and charges for younger people in residential aged care. You will still need to pay some accommodation costs, living expenses, and care fees that we can't fund.

The types of fees we may fund in your plan include:

- funding to reimburse the aged care system for support they provide to you. This appears in your plan as "Cross Billing Payments For Residential Aged Care Subsidies And Supplements". You don't need to do anything with this item. It will be paid automatically.
- other care and accommodation costs you're asked to pay from your own money. When we agree to fund some of these costs, we'll reimburse you for these fees. You or your plan manager must manage this funding. [Learn more about how you can manage your funded supports.](#)

There are some aged care fees we can't fund, like accommodation deposits. We also don't fund the Basic Daily Care Fee, which covers things like meals, cleaning, and heating. If you choose to get additional or extra services from your provider, we also won't fund these in your plan.

RACFs can offer a range of services. This includes things like hairdressing, larger rooms, rooms with views, and nail salons. You may choose to pay for these services yourself. We can only fund reasonable and necessary services you need because of your disability.

[Learn more about what RACF fees and charges we fund.](#)

[Learn more about residential aged care fees from the Department of Health.](#)

If you need help to understand what fees we can fund in your situation, please talk to your planner or Support Coordinator.

## What information do you need to provide for plan funding?

To help us work out what fees we can fund, we will need some information from you. This includes:

- a Services Australia Residential Aged Care Advice letter
- RACF tax invoices for the last six months
- your personal nursing/care plan
- your Residential/Accommodation Agreement.

If you aren't sure if you have all these, don't worry. We can help you through this process. We'll talk about these things during your planning conversation with us.

## What other supports can we fund?

This depends on your needs and your goals. Like all supports funded through the NDIS, they must meet our [reasonable and necessary criteria](#).

For example, we can fund things like:

- supports to help you go to work
- supports to help you see friends or family
- supports to help you take part in community activities
- therapy and other supports that help with things like work, study or social activities. This may include allied health supports – for example, speech pathology supports to improve communication
- personalised assistive technology or equipment to help you do things or be more independent
- supports to help you explore options to move to other accommodation if you want to
- capacity building and transition supports to help you get ready to move out of your RACF, if that's what you've chosen to do.

We will also fund a Support Coordinator to help you find and organise your providers. They may also help you to explore other housing options if you have a goal to move out of the RACF.

### Example

Sarah lives in a RACF. She needs to be transferred out of her bed into her wheelchair. Her RACF provides her bed, and the hoist used to get in and out of bed. This is because a hoist is general assistive technology for anyone living in a RACF.

We might fund a wheelchair for Sarah if she needs it customised for her use. For example, she might need a wheelchair customised so she can move around the rest of the community independently. The wheelchair and its customisation must meet the reasonable and necessary criteria.

There are a few criteria we use to determine if a support is reasonable and necessary. For Sarah, the wheelchair would help her pursue her goal of being more mobile. To understand its "value for money," Sarah's planner may compare the cost of different wheelchairs or equipment options. They may also think about the long term benefits Sarah would get out of the wheelchair – like becoming more independent.

It's important to remember that customisation to equipment that aren't related to Sarah's disability wouldn't be funded.

[Learn more about how we make decisions about supports we can fund for younger people in residential aged care.](#)

[Learn more about the reasonable and necessary criteria.](#)

## What happens once funding is in your plan?

Your RACF will keep providing all the supports they usually provide.

Your Support Coordinator or family and friends can help you find and organise supports funded by the NDIS.

## How can you manage your funded supports?

There are different ways you can manage the funding in your plan.

[Learn more about ways to manage your funding.](#)

For people living in a RACF, there are sometimes different arrangements we need to make about how you can manage parts of your funding. We'll discuss this with you at your planning meeting, and explain how the funded supports in your plan can be managed.

## What if you need a plan review?

Your plan will be reviewed to make sure it's right for you. The date of your plan review will be shown on your plan.

We may also contact you at regular intervals to check in and see how things are going for you.

For your plan review, we'll ask you for updated copies of your RACF documents, so we know how much to fund in your new plan. This includes:

- your Services Australia Residential Aged Care Advice letter
- the last 6 months of RACF tax invoices so we can see if your fees have changed over time.

We use this information to know if any of your fees have changed. This is important so you can get the right amount of funding in your plan.

If your circumstances change, you can request a plan review at any time.

[Learn more about plan reviews and how they work.](#)

## What if you want to move out of your residential aged care facility?

If you want to look at other housing options to move out of the RACF, talk to your Support Coordinator or planner whenever you're ready.

We'll ensure this is included as a goal in your NDIS plan. You can change the goals in your plan at any time.

Once you have decided you would like to move out of residential aged care we'll discuss with you what supports you may need to help you achieve this. For example:

- Support Coordination funding so a Support Coordinator can look at other housing options for you
- Capacity Building funding to help you build your skills to move out
- Core – Consumables, personal care and functional supports funding for a trial in a potential housing option.

To learn more about other housing solutions and living supports have a look at:

- [Specialist Disability Accommodation \(SDA\)](#)
- [Medium Term Accommodation \(MTA\)](#)
- [Home modifications](#)
- [Supported Independent Living \(SIL\)](#)
- [Personal care supports](#)

Of course, you may want to leave your RACF for just a short time. For example, for holidays or stays with family. For more information about short term leave from a RACF, check out the [Department of Health website](#).

## What if you have a concern about the care you are receiving?

If you have a concern about the care you are receiving, it is important that you talk about it. Raise your concern with the staff or managers of the RACF first. This is often the best way to have your concern resolved.

If they can't help, you can contact the [Aged Care Quality and Safety Commission](#). They look at issues or complaints.

You can also contact the [NDIS Quality and Safeguards Commission](#). They'll work with the Aged Care Quality and Safeguards Commission to help you.

Your family, advocate or Support Coordinator can also help you make a complaint.

## What aged care fees and charges can we fund?

Fees & Charges	Responsibility Pre-transition to NDIS	Responsibility Post-transition to NDIS
<b>Basic Daily (Care) Fee</b> Resident's responsibility towards day to day living costs such as meals, cleaning, laundry, heating and cooling.	Resident	It is the responsibility of the participant. We will not reimburse this cost.
<b>Basic Care Subsidy</b> Determined by the Aged Care Funding Instrument (ACFI). Government contribution towards the costs of the resident's day to day care and support needs.	Department of Health	NDIS – Cross Billing* (as a stated item in a participant's plan).  Must be Agency managed.
<b>Accommodation Supplement</b> Government contribution towards the cost of the resident's accommodation.	Department of Health	NDIS – Cross Billing (as a stated item in a participant's plan).  Must be Agency managed.
<b>Other Supplements</b> Various supplements to cover the additional cost of care and support. For example, rural and remote loading.	Department of Health	NDIS – Cross Billing (as a stated item in a participant's plan).  Must be Agency managed.
<b>DoH supplements</b> Some payments made under the Aged Care Act 1997 will remain the responsibility of the Department of Health: Homeless Supplement Oxygen Supplement Veterans Supplement	Department of Health	NDIS will not be responsible for these supplements.



Fees & Charges	Responsibility Pre-transition to NDIS	Responsibility Post-transition to NDIS
<p><b>Means Tested Care Fee (MTCF)*</b> (Income Tested Care Fee)</p> <p>Resident's contribution to the RACF for the cost of care, support and accommodation depending on their income and assets.</p> <p>Cannot be more than the amount detailed in Services Australia letter.</p> <p>*means tested by Services Australia. <a href="#">Learn more about how residential aged care fees are calculated from the Department of Health.</a></p>	Resident	<p>NDIS – funded in a participant's plan.</p> <p>Can be:</p> <p>Self-managed</p> <p>Plan managed</p>
<p><b>Daily Accommodation Payment / Daily Accommodation Contribution / Accommodation Charge</b></p> <p>Resident's contribution to the RACF for accommodation costs.</p> <p>An Accommodation Charge or Daily Accommodation Contribution amount will be set and advised by the DoH via an Aged Care Fees Advice letter.</p> <p>Fees can be paid in a variety of different ways as detailed in the residential agreement between the participant and the RACF.</p> <p>If the residential agreement states the resident is paying a Daily Accommodation Payment, we will pay this fee up to a reasonable and necessary amount of \$21,510.52 pa. The determination of, and justification for this amount is supported by the following documents:</p> <p><b>Residential Aged Care Fees letter</b></p> <p>Last six months' invoices for the participant.</p>	Resident	<p>NDIS – funded in a participant's plan.</p> <p>Can be:</p> <p>Self-managed</p> <p>Plan managed</p>

Fees & Charges	Responsibility Pre-transition to NDIS	Responsibility Post-transition to NDIS
<b>Extra/Additional Services Fee</b> Residents can pay these fees if they choose a higher standard of accommodation or extra services. Fees vary from home to home.	Resident	NDIS will not reimburse this cost. It is the responsibility of the participant.

## How do we make decisions about other supports for younger people in residential aged care?

Younger people in residential aged care often have complex support needs that bridge the aged care, disability, health, housing and community services sectors. This table of supports is a support guide for decision makers in determining reasonable and necessary funded supports under section 34(1)(f) of the NDIS Act.

Type of Support	Supports generally funded by NDIS	Supports generally funded by OTHER PARTIES
Basic day to day living	Supports to assist the participant to access community activities or to complete home visits with family etc.  Note: - The 'Basic Care Subsidy', as determined by the Aged Care Funding Instrument (ACFI), is for the resident's day to day care and support needs. The NDIS reimburse this fee through the cross billing arrangements.	The 'Basic Daily (Care) Fee' paid to the RACF is the participant's responsibility which contributes towards day to day living costs at the RACF, such as meals, cleaning, laundry, heating and cooling. This is a cost normally met through disposable income.
Therapy Supports	Therapy supports related to skill development, capacity building, Assistive Technology assessment, specification and training.	Therapy supports that the RACF is required to provide under the Aged Care Act. The NDIS does not replace existing supports provided by the RACF.
Refundable accommodation deposit	Nil	Participant is responsible for any refundable accommodation deposit (RAD) charged by the residential RACF. The RAD was referred to as an Accommodation Charge for residents who moved into an RACF prior to 1 July 2014.

Type of Support	Supports generally funded by NDIS	Supports generally funded by OTHER PARTIES
Consumables	Disability related Interpreting/Translation services (for example, Auslan). If a participant is in receipt of Services Australia /CAPS allowance, Reasonable and Necessary funding for continence aids needs to be included in their plan.	<p>Continence Aids</p> <p>In most cases, as soon as a person enters an RACF their Services Australia/CAPS allowance is cancelled and their continence aids are funded and provided by the RACF.</p> <p>PEG and HEN products are provided by the RACF at no cost to the participant.</p>
Identifying Housing Solutions	<p>Some younger people in residential aged care may want to be supported to live in age-appropriate accommodation.</p> <p>The NDIS aims to support participants to live in community-based settings or other age-appropriate settings where possible.</p> <p>Funding for individual therapy assessments and Support Coordination may be required when determining a participant's suitable housing options and support needs.</p>	Nil
Home Modifications within the RACF	Nil	Any modifications or repairs to the RACF (e.g. fixed structures, ceiling hoists) is the responsibility of the RACF provider.

Type of Support	Supports generally funded by NDIS	Supports generally funded by OTHER PARTIES
Assistive technology including Repairs	The NDIS may fund personalised assistive technology or equipment (for example, power wheelchair or slings) solely for the participant's individual needs, to support the participant to build their independence and functional capacity.	Funding for shared assistive technology equipment within an RACF (for example, ceiling hoists, recliner chairs, mobile hoists, manual wheelchairs etc.) is the responsibility of the RACF provider, including any repairs. For further information on what at RACF will provide please refer to the Aged Care Quality of Care Principles 2014 Schedule 1 Part 2.