

Younger People in Residential Aged Care

Quick summary: 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 support you to move out of residential aged care.

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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](#)
- [Home modifications](#)

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

When we talk about younger people in residential aged care, we mean someone under the age of 65 who lives permanently in a residential aged care facility.

We're committed to making sure younger people have a choice where they live. You may choose to live in an environment better suited to your interests and needs.

If you're a younger person in residential aged care and live with a permanent disability, you might be eligible to access the NDIS. We may be able to fund and support you to find different accommodation. We may also be able to pay some of your residential aged care fees, as well as other NDIS supports for your disability support needs.

If you're an NDIS participant and the first time you move permanently into residential aged care is:

- **before** you turned 65, you can choose to remain a participant and continue to receive our support after you turn 65
- **after** you turn 65, you will no longer receive support from us. This is because the aged care system will fund your support needs.¹

[Ability First Australia](#) (AFA) system coordinators can help you test your eligibility for the NDIS (where appropriate). If you're not eligible for the NDIS, they can help you explore other care and housing AFA options.

The AFA system coordinators program will help you explore your options if you are:

- a younger person under 65
- not an NDIS participant
- either residing in or thinking about moving into, residential aged care.

We acknowledge aged care isn't a suitable place for a younger person to live, unless you have exceptional circumstances.

Learn more at the [Principles and guidelines for a younger person's access to Commonwealth funded aged care services](#) on the Department of Health and Aged Care website.

How can we support you to move out of residential aged care?

If you're an NDIS participant under the age of 65, you don't have to stay living in residential aged care. We can provide funding in your NDIS plan to help you move out. We're

committed to making sure younger people don't have to remain living in residential aged care facilities. If you want to move out of residential aged care, talk to your family, friends, support coordinator or your my NDIS contact. You can ask for a change to your plan to add your home and living goals. We can support you to explore other home and living options.

Your residential aged care facility can organise a different living arrangement for you over a short period of time. For more information about short-term leave from residential aged care, check out the [Department of Health and Aged care website](#).

Once you decide you'd like to move out of residential aged care, we'll talk about the NDIS supports you need to work towards your goal. For example:

- funding for a support coordinator to look at other housing options for you
- capacity building NDIS supports to help you build your skills and confidence to move out
- core NDIS supports to help you with everyday activities, like consumables or support to take part in activities in the community. This also includes NDIS supports for a trial in a potential housing option.

To learn more about other NDIS home and living supports that may be suitable for you, have a look at:

- [Specialist disability accommodation](#)
- [Home modifications](#)
- [Supported independent living](#)
- [Individualised living options](#)
- [Personal care supports](#)
- [Medium term accommodation](#)

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

If you're living in residential aged care and you're not already an NDIS participant, you must meet the NDIS eligibility criteria to access support from the NDIS.

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

We have a quicker process to bring younger people living permanently in residential aged care into the NDIS. We'll help you get the information you need to apply to the NDIS. We have a specialised team to assess your eligibility.

To start the access process, we'll try and contact you. If we're unable to contact you, we might contact your residential aged care facility or your contact person.

If you want to find out how to apply to the NDIS, you can [contact us](#). You can do this in person, by phone, email, webchat or by completing our online form.

Who is responsible for the supports you need?

When you're an NDIS participant and live in a residential aged care facility, your support needs may be met through a mix of:

- supports provided by your residential aged care facility
- additional NDIS supports, that meet the [NDIS funding criteria](#).

Your residential aged care facility 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 situations, we may be able to fund other NDIS supports because of your disability support needs. In these circumstances, please talk to your my NDIS contact. They may work with your residential aged care provider, support coordinator or allied health professional to work out the right NDIS supports for you. We explain this in the section [What NDIS supports can we fund?](#)

We can also fund NDIS supports to help you find other home and living options, so you can move out of residential aged care.

What residential aged care fees and charges do we fund?

We have an agreement with [the Department of Health and Aged Care](#) to pay some fees and charges for younger people in residential aged care.² You'll 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 may include some supplements and the basic care subsidy. This appears in your plan as 'Cross-billing Payments For Residential Aged Care Subsidies And Supplements'. We'll pay this automatically. You don't need to do anything with this item
- other aged care costs you're asked to pay from your own money. When we agree to fund these costs, we'll reimburse you for these. You or your registered plan manager must manage this funding. Learn more about [how you can manage your funded supports](#).

If you need help to understand what fees we can fund in your situation, please talk to your my NDIS contact or support coordinator. Learn more about [who is responsible for funding aged care fees and charges](#).

What residential aged care fees and charges can't we fund?

There are some aged care fees we can't fund, like refundable accommodation deposits.³ We also don't fund the Basic Daily Care Fee, which covers things like meals, cleaning, and heating.⁴ If you choose to get extra services from your provider, we won't fund these in your plan.⁵

Residential aged care may offer a range of extra services. This could be things like larger rooms, or personal services like hairdressing. You may choose to pay for these services yourself. We can only fund supports that meet the [NDIS funding criteria](#).

Note: supports for a participant that entered residential aged care before the age of 65 may not be included. This may happen if there is an agreement between the Agency and the Department of Health and Aged Care that those supports should be funded by the Agency.

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

What information do you need to give us before we approve your plan?

Before we approve your plan, we'll need information from you to help work out what residential aged care fees and charges we can fund. This may include:

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

If you aren't sure if you have all these, don't worry. We can help you through this process when you meet with us.

What NDIS supports can we fund?

We fund NDIS supports that relate to your disability. NDIS supports are the services, items and equipment that can be funded under the NDIS. Your NDIS supports funded in your plan need to meet all [NDIS funding criteria](#).

For example, we can fund things like:

- NDIS supports to help you explore options to move to other accommodation, such as functional therapy assessments⁶
- therapy supports related to skill development, capacity building, assistive technology assessment, specification, and training⁷
- capacity building and transition supports to help you build your skills and confidence to move out⁸
- NDIS supports to help you get ready to move out of your residential aged care facility⁹
- NDIS supports to help you take part in community activities or see friends or family¹⁰
- evidence based therapies that help you improve or maintain functional capacity. This may include allied health supports – for example, speech pathology supports to improve communication¹¹
- disability-related interpreting or translation services, such as Auslan¹²
- personalised assistive technology or equipment to help you do things or be more independent, such as powered wheelchairs or slings.¹³

We'll also fund a support coordinator to help you find and organise your providers. They can help you explore other housing options if you have a goal to move out of the residential aged care facility.

Learn more about [supports that are NDIS supports](#).

What other supports will the residential aged care facility fund?

As well as providing some costs associated with your [accommodation, personal and health care](#), the residential aged care facility is responsible for funding certain other supports.

The residential aged care facility will provide:

- help with daily tasks. For example, cleaning, cooking and laundry¹⁴
- personal care supports. For example, bathing, dressing and going to the toilet¹⁵
- some therapy supports provided by the aged care facility for all residents that need them. For example, supports relating to certain recreation or rehabilitation needs¹⁶
- access to health practitioner services and clinical care¹⁷
- social and emotional support services and entertainment¹⁸

- percutaneous endoscopic gastrostomy and home enteral nutrition supports if you need them for chewing or swallowing.¹⁹ Read more about [nutritional supports](#)
- shared assistive technology equipment within their facility, including repairs. Things such as recliner chairs, mobile hoists, and manual wheelchairs
- any modifications or repairs to their facility. For example, repairs to fixed structures, including ceiling hoists.

When you enter a residential aged care facility, Services Australia usually cancels Contingency Aids Payment Scheme (CAPS) allowances. When this happens, the facility will fund your continence aids. We'll fund these if you still receive the CAPS allowance.

For more information on what residential aged care facilities provide, refer to the [Principles and guidelines for a younger person's access to Commonwealth funded aged care services](#).

Example

Sarah is 54 years old and lives in residential aged care. She wants to move out, so she is exploring other housing options.

Sarah needs to be transferred out of her bed into her wheelchair. Her residential aged care facility provides her bed, and the hoist used to get her in and out of bed. The hoist is shared with other residents who may need it.

We might fund a wheelchair for Sarah if it relates to her disability and she needs it customised for her personal use. For example, she might need a wheelchair customised so she can move around the rest of the community independently. She can take her wheelchair with her when she moves out.

We use the [NDIS funding criteria](#) to determine if an NDIS 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 my NDIS contact may compare the cost of different wheelchairs. 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 we wouldn't fund customisation to equipment not related to Sarah's disability.

Learn more about [supports that are not NDIS supports](#).

What happens once NDIS supports are in your plan?

Once NDIS supports are in your plan, your residential aged care facility 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.

You'll continue to pay the residential aged care fees and charges the NDIS doesn't fund. Read more about [the residential aged care fees and charges we don't fund](#).

How can you manage your NDIS funded supports?

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

We'll discuss your options with you. For people living in residential aged care, we may make different arrangements on how you manage parts of your funding.

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

What if you need to change your plan?

If your situation changes, you can ask for a change to your plan at any time. We'll also check in with you regularly to see how things are going for you.

Your current plan will also show your next plan reassessment date. When you reach this date, we'll reassess your plan to make sure it's right for you.

At this time, we'll ask you for updated copies of your residential aged care documents. This includes:

- your Services Australia Residential Aged Care Advice letter
- the last 6 months of residential aged care facility tax invoices.

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

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

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

If you have a concern about the care you are receiving, it's important you talk about it. Raise your concern with the staff or managers of the residential aged care facility 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 about the quality of care provided at residential aged care facilities.

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 if you don't agree with our decision?

If we decide your requested supports don't meet our [NDIS funding criteria](#), we can't include them in your plan.

We'll give you written reasons why we made the decision. You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about your supports, you can ask for an internal review of our decision.

You'll need to ask for an internal review within 3 months of getting your plan.

Learn more about [reviewing our decisions](#).

Attachment 1: Aged care fees and charges funding responsibilities table

Fees and charges	Who is responsible?
<p>Basic Daily (Care) Fee</p> <p>Your payment towards your daily living costs. For example, meals, cleaning, laundry, heating, and cooling.</p>	<p>You pay these fees.</p>
<p>Basic Care Subsidy</p> <p>This is an amount the Government pays towards the costs of the resident's daily care and support needs. The Australian National Aged Care Classification (AN-ACC) funding tool is used to determine this amount.</p>	<p>NDIS – cross-billing as a stated item in a participant's plan.</p> <p>Must be Agency-managed.</p>
<p>Accommodation Supplement</p> <p>This is an amount the Government pays towards the cost of the resident's accommodation.</p>	<p>NDIS – cross-billing as a stated item in a participant's plan.</p> <p>Must be Agency-managed.</p>
<p>Other Supplements</p> <p>Various supplements to cover the extra costs of care and support. For example, rural and remote loading.</p>	<p>NDIS – cross-billing as a stated item in a participant's plan.</p> <p>Must be Agency-managed.</p>

Fees and charges	Who is responsible?
<p>Department of Health and Aged Care supplements</p> <p>Some payments made under the <i>Aged Care Act 1997</i> will remain the responsibility of the Department of Health and Aged Care. These are the:</p> <ul style="list-style-type: none"> • oxygen supplement • veterans supplement. 	<p>The Department of Health and Aged Care.</p>
<p>Means Tested Care Fee (MTCF)*</p> <p>(Also known as Income Tested Care Fee)</p> <p>This is your payment to the residential aged care facility for the cost of your care, support, and accommodation. This amount depends on your income and assets.</p> <p>This can't be more than the amount detailed in the Services Australia letter.</p> <p>*Means tested by Services Australia. Learn more about how residential aged care fees are calculated from the Department of Health and Aged Care.</p>	<p>NDIS – funded in your plan.</p> <p>Can be:</p> <ul style="list-style-type: none"> • self-managed • registered plan manager.

Fees and charges	Who is responsible?
<p>Daily Accommodation Payment / Daily Accommodation Contribution / Accommodation Charge</p> <p>This is your payment to the residential aged care facility for your room cost.</p> <p>You can pay your fees in different ways. You can find how you pay these in the residential agreement between you and the registered aged care facility.</p> <p>Accommodation Charge or Daily Accommodation Contribution</p> <p>The Department of Health sets these amounts. You will find this amount in the Aged Care Fees Advice letter.</p> <p>Daily Accommodation Payment</p> <p>We will pay this fee if it's listed in the residential agreement. We will pay this fee up to a reasonable and necessary amount of \$21,510.52 per year. The following documents help us work out this amount:</p> <ul style="list-style-type: none"> • Residential Aged Care Fees letter • your last six months' invoices. 	<p>NDIS – funded in your plan.</p> <p>Can be:</p> <ul style="list-style-type: none"> • self-managed • registered plan manager.
<p>Extra or Additional Services Fee</p> <p>You can pay these fees if you choose a higher standard of accommodation or extra services. Fees vary from home to home.</p>	<p>You pay these fees.</p>

Reference list

- ¹ NDIS Act s 29(1)(b).
- ² NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22.
- ³ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(a)(ii).
- ⁴ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(a)(i).
- ⁵ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(a)(iii).
- ⁶ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 3.
- ⁷ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 34.
- ⁸ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 1.
- ⁹ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 3.
- ¹⁰ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 27.
- ¹¹ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 34.
- ¹² NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 25.
- ¹³ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 1 item 28.
- ¹⁴ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(b)(i).
- ¹⁵ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(b)(ii).
- ¹⁶ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(b)(iii);
Quality of Care Principles 2014 sch 1 part 2 item 2.5-2.6, 2,8, 3.11.
- ¹⁷ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(b)(iii).
- ¹⁸ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(b)(iv).
- ¹⁹ NDIS (Getting the NDIS Back on Track No.1) (NDIS Supports) Transitional Rules 2024 sch 2 item 22(b)(iii).