

This leaflet is part of a series written by nurses, doctors and experts with experience in aged care. The series aims to make your journey into residential aged care easier. Look for other leaflets on questions to ask about specific care needs. These can be downloaded at: [www.10questions.org.au](http://www.10questions.org.au)

Moving into a residential aged care home may often be a difficult and emotional decision. Most aged care services must be accredited to operate but there is a big difference in the way each is run, so it's important to ask the right questions when looking for a home.

Most importantly, you will need to find a home that will provide you with care that is culturally and linguistically responsive, inclusive, sensitive and meets your individual needs.

The best way to find a home that suits you is to visit a few different homes. To find homes in your area you can use the **My Aged Care Aged Care Home Finder** by calling **1800 200 422** or visit [myagedcare.gov.au](http://myagedcare.gov.au)



# IT'S YOUR RIGHT TO ASK

If you require advocacy or specialist advice about any matter not covered in this leaflet:

**My Aged Care**  
 ☎ 1800 200 422  
[myagedcare.gov.au](http://myagedcare.gov.au)

**Translating and Interpreting Service (TIS)**  
 ☎ 131 450

This leaflet has been developed and endorsed by:



For a full list of supporting organisations please visit [www.10questions.org.au](http://www.10questions.org.au)

If you have concerns about a residential aged care facility contact:




# 10 Questions to Ask

## ABOUT YOUR CULTURAL NEEDS IN RESIDENTIAL AGED CARE



[www.10questions.org.au](http://www.10questions.org.au)

## **1 Are there bi-lingual staff that can speak your language?**

Residential aged care homes may have staff employed who can speak your language to assist you with your daily communication needs if your preferred language isn't English. Ensure that there are staff who can speak your language available on each shift.

## **2 Are cultural food choices catered for?**

The choice to eat a variety of food that is nutritious, balanced, prepared fresh and acceptable within a given culture is important for your health and wellbeing. Ask if the home has different menu choices suitable for your cultural dietary needs.

## **3 Are there specific house rules that you need to be aware of that may differ from your routine?**

Some residential aged care homes may have rules that determine bed times, meal times and when personal care is provided. Find out how much choice is available with your daily activities to ensure they meet your cultural needs.

## **4 What are the fees and charges for the services and will there be any additional costs?**

Your income and assets will determine what you will need to pay for your care. It will also determine if you are eligible for any type of subsidy. Some residential aged care homes may also have extra charges for specific items or a basic daily fee. Ask the home what your care is going to cost.

## **5 Are cultural needs being acknowledged?**

Understanding and valuing cultural diversity is essential as culture is a defining feature of a person's identity. Many organisations now cater to specific cultural needs, whatever your background. Ensure that the service can meet your cultural needs.

## **6 Are religious practices and spiritual beliefs accommodated?**

Religious practices and spiritual beliefs are vast and varied across the multitude of cultures in our society. Find out how the residential aged care home assists its residents with their religious and spiritual needs.

## **7 Are family and friends visiting at the resident's convenience encouraged?**

Family and friends have an important role in many cultures. Find out if there are restrictions that might limit visiting. If your family want to share a meal or stay overnight, is this allowed?

## **8 Do you have a cultural activity that you do regularly?**

Are there any specific cultural activities in your daily routine or social interactions? Ensure that the residential aged care home is aware of the importance of having these activities included in your daily routine.

## **9 What are the accommodation arrangements like?**

Being accustomed to living a certain way may be the deciding factor when you're looking for a residential aged care home. Make sure you are comfortable with the proposed living arrangements. Find out what you can and can't bring with you.

## **10 Making a complaint?**

You have the right to complain if you are not happy. Find out how you make a complaint in your residential aged care home. Interpreters can help if you call Translating and Interpreting Service (TIS) on 131 450.