

MY AGED CARE ASSESSMENT FLOWCHART: HOW TO ACCESS SERVICES

ASK FOR HELP

Ask family, a friend, carer or your GP to help you find out about aged care services



CALL MY AGED CARE TO GET REGISTERED

- You must register with My Aged Care before you can access government funded aged care services
- **Call My Aged Care on 1800 200 422**
- Have your Medicare Card ready
- My Aged Care will ask a range of questions to learn about your care needs
- Family, friends, carers or health professionals can call on your behalf. You will be asked to give consent for them to talk for you
- Translating and Interpreting Services (TIS) can be arranged if you are not comfortable speaking English



THE ASSESSMENT PROCESS

My Aged Care will ask you:

- What your needs are
- What assessments you might have already had
- What aged care services you receive
- Any health concerns you may have
- How you are managing at home
- About your safety at home

REGIONAL ASSESSMENT PROCESS (RAS)

RAS will undertake an assessment if you need social, home support or respite to stay independent in your home

AGED CASE ASSESSMENT TEAM (ACAT)

ACAT will undertake a comprehensive assessment if you have complex care needs and require home care packages, residential respite and care



RECEIVE SERVICES

If you have been assessed for the Commonwealth Home Support Program:

- Choose the service you want
- RAS assessor can send referrals for you to support services
- Agree to the cost of services
- Your service commences

If you have been assessed for the Home care packages:

- Search for a home care provider
- Enter into a home care agreement
- Your service commences
- Manage your service