



Australian Government

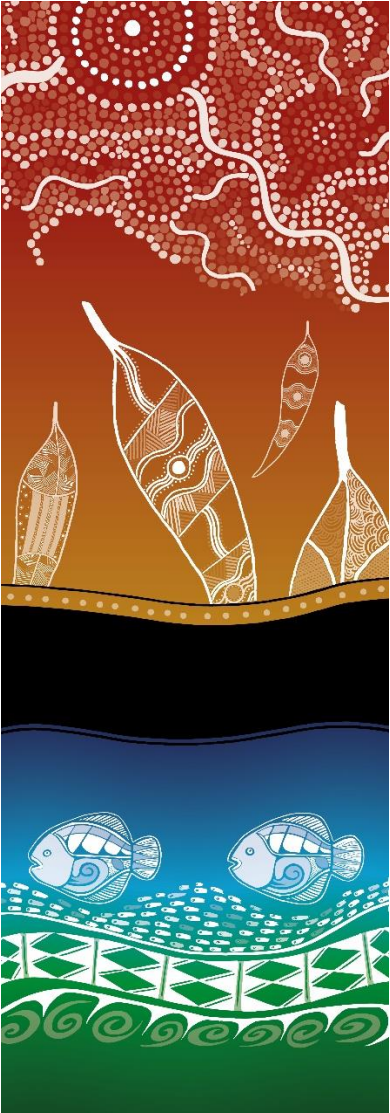


Services
Australia



My Aged Care services

Acknowledgement of Country



Services Australia acknowledges the
Traditional Custodians of the lands we live on.

We pay our respects to all Elders,
past and present, of all Aboriginal and
Torres Strait Islander nations.

Presentation overview

This presentation will cover:

- Overview of My Aged Care
- My Aged Care services, including information about costs and fees
- How to connect with My Aged Care





My Aged Care overview

What is My Aged Care?

My Aged Care is the starting point to access Australian Government-funded aged care services.

My Aged Care provides:

- information on the different types of aged care services available
- registration for aged care services and screening to identify the level of need and pathway to services
- an assessment of needs to identify eligibility and the right type of care
- referrals and support to find service providers that can meet a person's care needs
- information on what someone might need to pay towards the cost of their care.



Who can get help through My Aged Care?

Whether someone is looking for help around their home or thinking about residential aged care, My Aged Care can help.

The My Aged Care services they can get, depends on:

- how much help they need with everyday tasks
- how old they are.





How to get My Aged Care services

Register for My Aged Care



Register for My Aged Care

Appoint a representative/agent

Screening services

Referral for assessment

Get assessed

- The person doing the assessment will have the information you provided in the screening with the ACSO or the My Aged Care contact centre.
- They will talk with you about your care needs, such as:
 - what support you already have
 - your health and lifestyle
 - how you complete daily tasks around the home.
- They may also speak with your GP or your other health professionals.
- If you would like, you can have a support person, loved one or carer with you during your assessment.



My Aged Care services

Commonwealth Home Support Program (CHSP)

entry-level care to support living independently and safely at home.



Home Care Packages (HCP)

a coordinated approach for services to help with everyday tasks, or if the care needed is more complex or intensive.



Short-term care

care and support services for a set period of time.



Aged Care Home

for those who can no longer live at home and need ongoing help with everyday tasks or health care.





Get assessed

Commonwealth Home Support Program (CHSP)

You will find out the outcome **at your assessment**.

The assessor will provide you with a **support plan**.

You will be provided with a **referral code** for each service you're eligible to receive.

Home Care Packages (HCP)

After the assessment, you will receive a **letter**, which will include information about whether you are eligible and which services you are eligible for.

The letter will also include a copy of your **support plan**.

Short-term care

After the assessment, you will receive a **letter** about your eligibility and your **support plan**.

If you are eligible for service(s), you will be provided with **referral code(s)**. You can then look for an aged care provider.

Aged Care Home

After the assessment, you will receive a **letter**, about your eligibility and your **support plan**.

If you are eligible, you will be provided with **referral code(s)**. You can then look for an aged care home.

Costs

Commonwealth Home Support Program (CHSP)

Client contribution to the cost of services.

The amount depends on income, and the type and number of services needed.

Home Care Packages (HCP)

Four packages – level 1 to level 4.

Basic daily fee – the higher the package level, the higher the fee.

Some people may also have to pay an **income tested fee**.

Any **additional fees**.

Short-term care

A **daily fee**, depending on the type and level of short-term care needed.

Types of short-term care:

- Short-term restorative care
- Transition care
- Respite care (residential respite, community respite, emergency respite).

Aged Care Home

Basic daily fee – for day-to-day services.

Some people may have to pay a **means-tested care fee** as well as **accommodation costs**, depending on their means assessment.

Other costs for additional or extra services.

Find a provider

Commonwealth Home Support Program (CHSP)

Things to consider:

- Availability
- Costs
- Operating hours
- Diverse needs
- Multiple services
- Quality

Next steps:

- Choose
- Accept
- Develop care plan with the provider

Home Care Packages (HCP)

Things to consider:

- Availability
- Costs
- Common services
- Specialised services
- Diverse needs
- Quality

Next steps:

- Meet
- Choose
- Accept
- Develop care plan with the provider

Short-term care

Things to consider:

- Location
- Costs
- Operating hours
- Your cultural or diverse needs
- Your care needs
- Quality

Next steps:

- Visit
- Apply
- Accept

Aged Care Home

Things to consider:

- Location
- Accommodation and cost
- Your cultural or diverse needs
- Availability
- Quality

Next steps:

- Visit
- Apply
- Accept

Find a provider

Use the '**Find a provider**' tool on the My Aged Care website, myagedcare.gov.au/find-a-provider

Referral code(s) from your assessor.

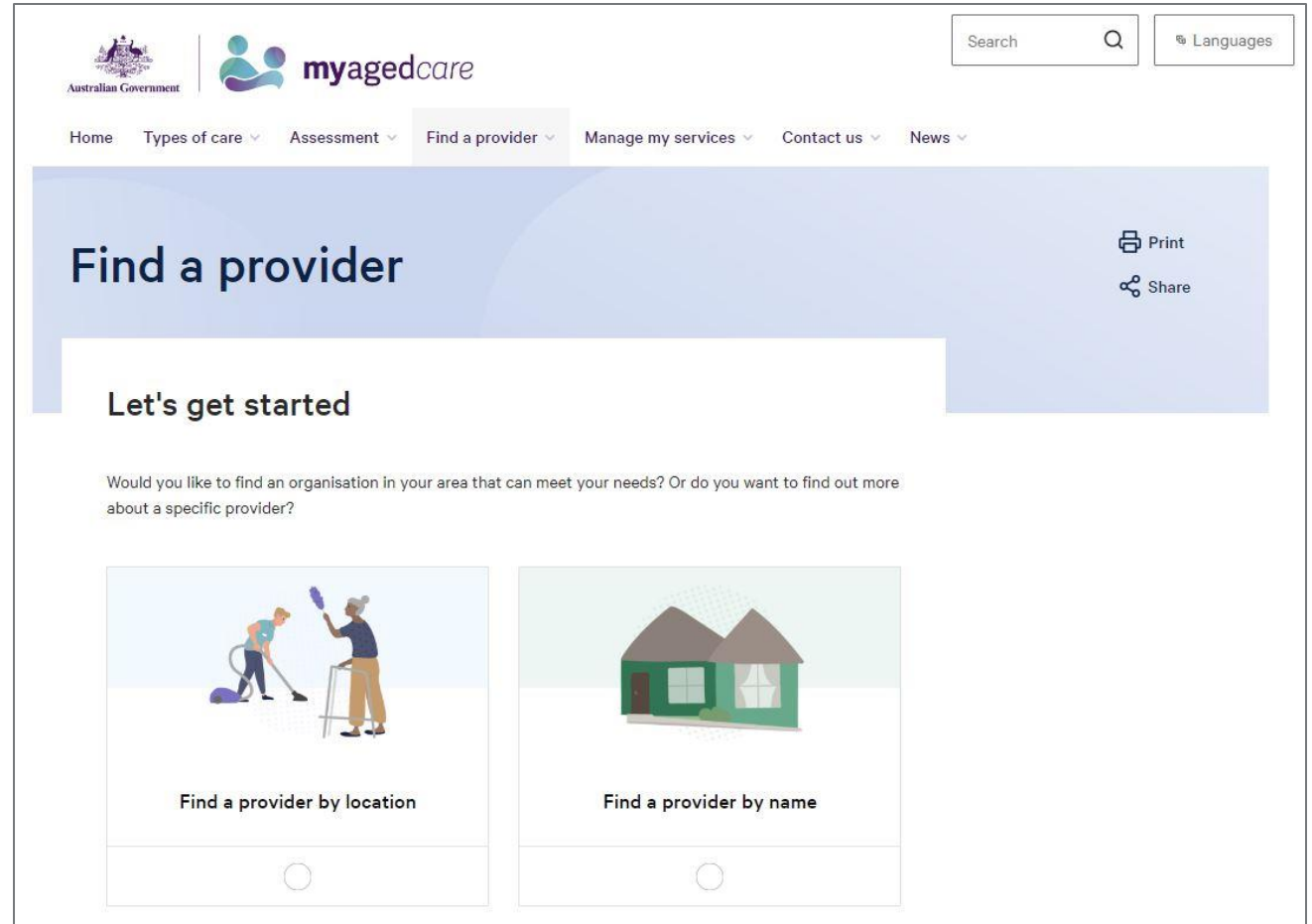
Create a shortlist of providers.

Ask providers about:

- availability or wait times
- fees or costs.

Need help?

Services Australia staff can assist with navigating the 'Find a provider' tool



Change in circumstances

What if things change?

- Need help with other daily tasks?
- Need more support than the services being provided?
- Previously assessed but not eligible for services at that time?



Speak to your current provider to review your care plan

Talk to an Aged Care Specialist Officer

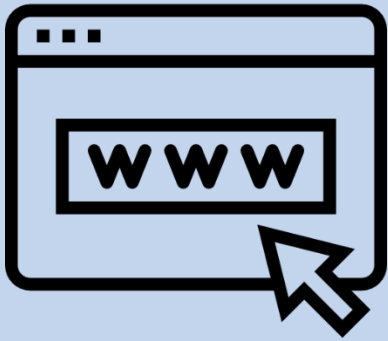
Call My Aged Care



Connect with My Aged Care

How to access My Aged Care?

Online



My Aged Care **website**
myagedcare.gov.au

Telephone



My Aged Care
Contact Centre
1800 200 422

Face-to-face In-person or by video chat



Services Australia **service centres**

Aged Care Specialist Officers
including at the Wollongong service centre

How to book an appointment with an ACSO?

- Call the Services Australia Aged Care line **1800 227 475**
- Visit any Services Australia **service centre**



Contact information



My Aged Care Contact Centre
1800 200 422

My Aged Care website
myagedcare.gov.au



Services
Australia

Services Australia Aged Care line
1800 227 475

Services Australia website
servicesaustralia.gov.au/myagedcarefacetoface



Any questions?



Thank you