



Find the help you need with My Aged Care

How to get started

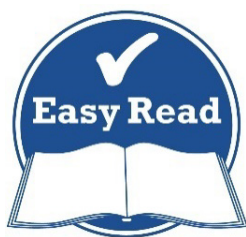
Easy Read version

How to use this guide



The Australian Government Department of Health and Aged Care (the Department) wrote this guide.

When you see the word 'we', it means the Department.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 23.



This Easy Read guide is a summary of another document. This means it only includes the most important ideas.



You can find the other document on our website.

www.myagedcare.gov.au/resources



You can ask for help to read this guide.

A friend, family member or support person
may be able to help you.

What's in this guide?

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What's this guide about?



My Aged Care is:

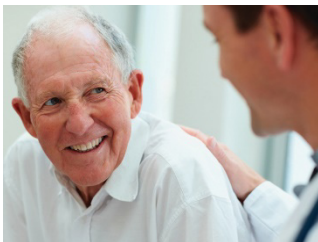
- a website
- a phone number
- an in person service.

My Aged Care's contact details are on page 25 of this document.

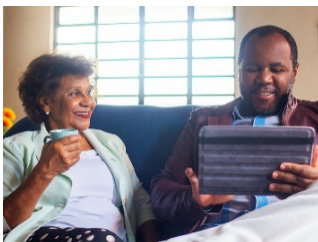
You can use My Aged Care:



- to find information about aged care



- for support to find and use services.



My Aged Care supports older people to find and use the aged care services they need.

This includes their families and carers.



In this guide, we explain how to get started with My Aged Care.

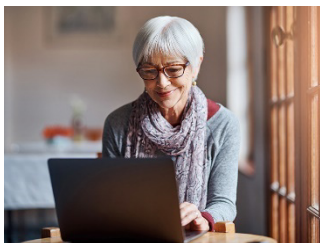
This includes:



- what services you can get



- how to check if you can get these services

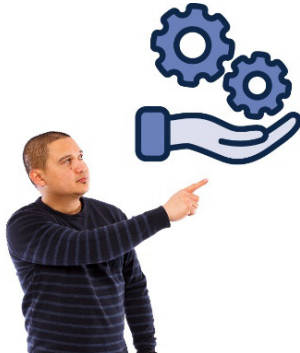


- how to find these services



- how much the services might cost.

What services can you get?



My Aged Care can help you find and use different types of aged care services.



We explain what these services are on the following pages.

Care at home



My Aged Care can help you find care at home services.

These services can support you to keep living in your:

- home
- community.



Care at home services can help you keep doing things for yourself in a safe way.



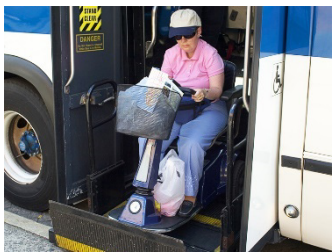
They can also help you focus on:

- what you are good at
- the goals you want to reach.

This might include:



- personal care, like showering and getting dressed



- using public transport, like a bus or train



- changes to your home, like a hand rail or ramp



- cooking your own meals.

Short-term care



My Aged Care can help you find short-term care services.

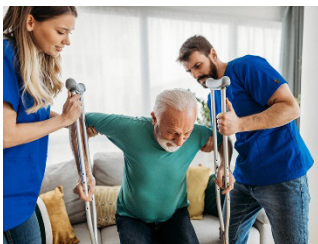
These are services for a short amount of time.



You might need this service if you need to recover from being very sick.

This includes if you spent time in a hospital.

You might need this service if:



- something happened that stopped you from living your day-to-day life



- you want to do things for yourself again.



You might also need this service for **respite** care.



Respite is when someone takes a break from caring for someone.



Respite is a good break for:

- carers
- the person they care for.

Residential aged care



My Aged Care can help you find **residential aged care**.



Residential aged care is where older people live when they can't live in their home anymore.



You might need this service if you need help with your:

- daily tasks
- health care.

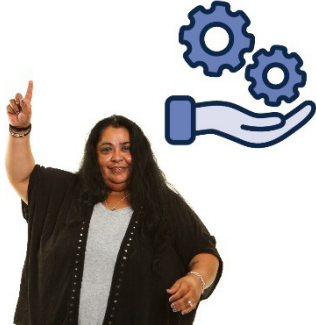


Residential aged care lets you live in a home where you get support.



And where you can get help 24 hours a day.

How do you get started?



There are some things you need to do first if you think:

- you need aged care services
- someone you support needs aged care services.



You need to complete 4 steps to find and use these services.

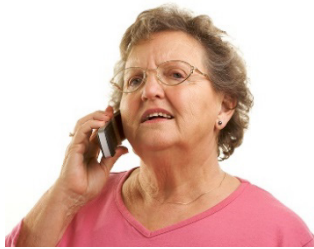


We explain these steps on the following pages.

Step 1 – Find out what services you might need



The first step is to find out more information.



You can call My Aged Care for free.

1800 200 422



You can visit My Aged Care's website.

www.myagedcare.gov.au

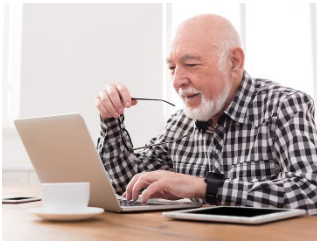
My Aged Care can help you work out:



- what services you might be able to get



- how much they cost



- how you can find and use them.



The My Aged Care website also has a tool you can use.

It's called the Assessment Eligibility Checker.



www.myagedcare.gov.au/eligibility-checker



You can use this tool to find out if you can get an **assessment**.



An assessment helps someone work out what support you might need.



You can apply for an assessment on the My Aged Care website.

www.myagedcare.gov.au/assessment/apply-online



You can call My Aged Care to apply for an assessment.

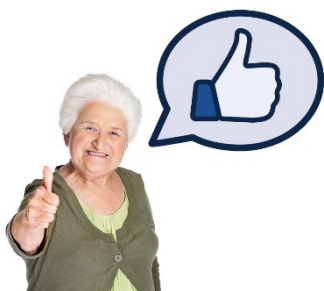
1800 200 422



You will need your Medicare card.



If you are applying for someone else, they need to give you **consent**.



When someone gives their consent, they say it's okay to do something.

Step 2 – Having an assessment



The second step is to have an assessment.



Someone from My Aged Care might ask a **trained assessor** to:

- visit you
- do an assessment.



A trained assessor is someone who has the skills and knowledge to do an assessment.



They will only do the assessment if they have your consent.



Then they will look at your care needs.



And tell you if you can receive aged care services.

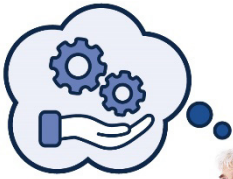


The trained assessor will also work with you to make a support plan.

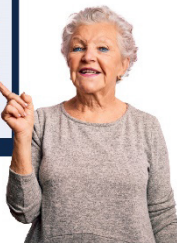
Your support plan will include what:



- support you need



- services you need



- goals you have.



You can ask someone you know to be with you during this visit.

This could be a friend, family member or support person.

Step 3 – Find out how much services cost



The third step is to find out how much the services will cost.



To find out how much you need to pay, you can visit the My Aged Care website.

www.myagedcare.gov.au/how-much-will-i-pay



You can also ask aged care **providers**.



A provider supports other people by delivering a service.

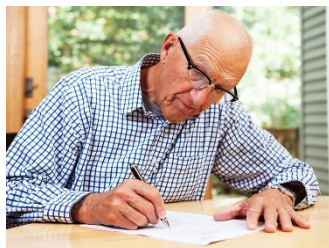


You can also talk to Services Australia about how much the services will cost.



You can call them.

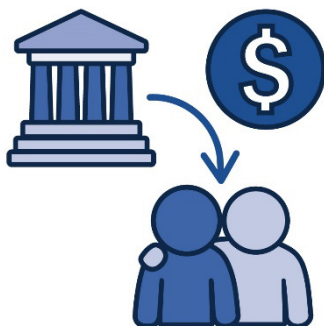
1800 227 475



You might need to give Services Australia information about your finances.

This might include filling out a form.

Who pays for the services?

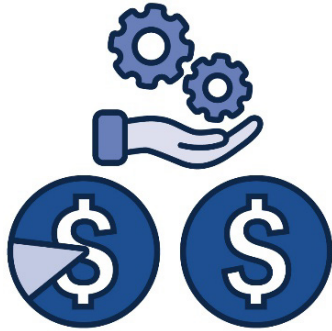


The Australian Government provides **funding** for the cost of aged care services.

But they might not pay for all of it.



Funding is money from the Australian Government to pay for supports and services.



If you can afford it, you might need to pay for:

- some of the services you use
- all of it.

The amount you pay for services might change depending on:



- how much money you have



- the aged care provider.



It also depends on:

- how many services you use
- the types of services you use.



Step 4 – Find an aged care provider



The fourth step is to find an aged care provider.



You can use a tool on the My Aged Care website.

www.myagedcare.gov.au/find-a-provider



This tool can help you find different providers in your local area.



Your trained assessor can help you find providers in your local area that meet your needs.



My Aged Care can also help you find providers in your local area that meet your needs.

Word list

This list explains what the **bold** words in this document mean.



Assessment

An assessment helps someone work out what support you might need.



Consent

When someone gives their consent, they say it's okay to do something.



Funding

Funding is money from the Australian Government to pay for supports and services.



Providers

A provider supports other people by delivering a service.



Residential aged care

Residential aged care is where older Australians live when they can't live in their home anymore.



Respite

Respite is when someone else takes care of a person so they can have a break.



Trained assessor

A trained assessor is someone who has the skills and knowledge to do an assessment.

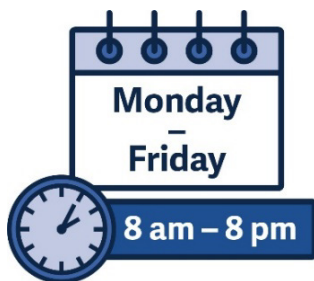
Contact us



You can call My Aged Care for free.

1800 200 422

You can call My Aged Care from:



- 8 am to 8 pm, Monday to Friday



- 10 am to 2 pm, Saturday.



They are not available on:

- national public holidays
- Sunday.



You can visit My Aged Care's website.

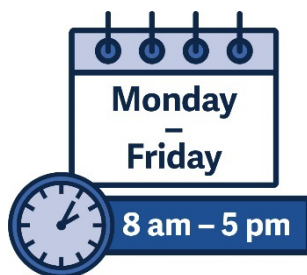
www.myagedcare.gov.au



You can call Services Australia for free to make an appointment with someone who works in aged care services.

You can call them to find out if there's a staff member close to where you live.

1800 227 475



You can call Services Australia from 8 am to 5 pm, Monday to Friday.



They are not available on:

- national public holidays
- weekends.



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450



Ask the interpreter to call My Aged Care for you.



You can visit the Deaf Connect website if you:

- are deaf
- are both deaf and blind
- have a hearing or speech impairment.

Deaf Connect can provide services to support you.

www.deafconnect.org.au

**National
Relay
Service**

If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

1300 555 727

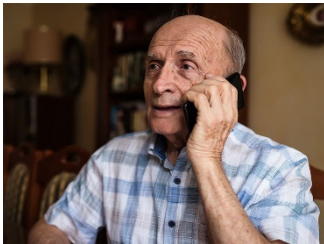
Ask for a relay to **1800 200 422**.



The Department of Veterans' Affairs supports veterans. We call this department DVA.

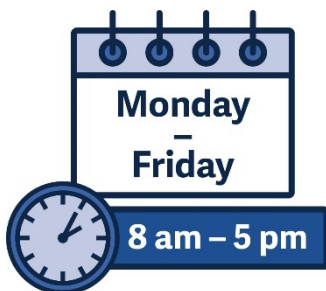


A veteran is a person who served in the military.



If you want support from DVA, you can call them for free.

1800 838 372



You can call DVA from
8 am to 5 pm, Monday to Friday.



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