Woollahra Connect!

1. What is My Aged Care?

My Aged Care is the Australian Government's starting point for accessing government-funded aged care services. It helps older people; their families and carers find financial information and services available for aged care in Australia.

Contact details

1800 200 422

Mon–Fri 8am–8pm | Sat 10am–2 pm

www.myagedcare.gov.au

2. Learn about different types of care

If you are just starting to find out about aged care services, your first step is to understand what types of care are available and how the Australian Government funds them. The right option depends on your needs, health, and personal circumstances.

There are three types of Aged Care Support

Commonwealth Home Support Program (CHSP)

Entry-level support for older people who need a small amount of help at home to stay independent. Services such as:

- Cleaning, laundry, and domestic tasks
- Gardening and home maintenance
- Personal care (showering, dressing)
- Social support and transport
- Meals (meal delivery and meal preparation)

More info: www.myagedcare.gov.au/types-care

Support at Home (SAH) program

For people who need more complex and intensive care to remain safely at home, this was formerly called the Home Care Packages program. It provides personalised, flexible care across multiple levels to keep you well, independent, safe and connected to your community. Support at Home can fund a wide range of services, including:

- Personal and nursing care
- Allied health (physio, occupational therapy, podiatry)
- Social support and community engagement
- Home modifications and assistive technology
- Respite for carers

More info: www.health.gov.au/our-work/support-at-home

Residential Aged Care

Full-time accommodation and care for people who can no longer live independently at home. Residential aged care homes provide 24-hour nursing, personal care, meals and social activities. Residential aged care may be the right option if you:

- Have high or complex care needs that cannot be met at home
- Are living with dementia and require specialised care - in a secure and supported environment
- Need continuous support and supervision around the clock

More info: www.myagedcare.gov.au/types-care

Other funded support programs

Restorative Care Pathway (Short-Term)

A time-limited program to help you regain independence after an illness, injury or hospital stay. It includes allied health therapies, personal care support, and equipment to help you recover and get back on your feet.

More info: www.myagedcare.gov.au/types-care

Assistive Technology & Home Modifications (AT-HM)

Government-funded access to equipment (e.g. walking frames, shower chairs) and home modifications, such as grab rails, ramps, to help you live safely and independently at home. This can be accessed as a standalone support or as part of your Support at Home funding.

More info: www.myagedcare.gov.au/types-care

Tips for your assessment:

- You can bring a family member, carer or advocate for support
- A free interpreter can be arranged if English is not your first language
- After your assessment, you will receive a Notice of Decision letter and a copy of your Support Plan

More info: www.myagedcare.gov.au/preparing-your-assessment

3. How to apply for an assessment

Before you can access government-subsidised aged care services, you must apply for an assessment. A single application covers all types of care and support, including help at home, short-term care, care in and aged care home, and end-of-life care. You or a representative (such as a family member or carer) can apply in three ways:

A	Visit the My Aged Care website and select 'Apply for an Assessment Online'. You will need your Medicare card. It takes 15-20 minutes to complete the application, so make sure you have a little spare time. With your permission, someone else can also apply on your behalf. Go to: www.agedcare.gov.au/apply-online
B	Call My Aged Care on 1800 200 422 to apply over the phone. Supports are available, including interpreting services if you speak a language other than English.
C	Visit a Services Australia office and make an appointment with an Aged Care Specialist Officer (ACSO). They can guide you through the application face to face and answer any questions you may have. If you would like support in your own language, mention this when you book your appointment. To make an appointment, call 1800 227 475 (weekdays 8am–5pm).

⚠ **Important:** If you are already registered with My Aged Care, have had a previous assessment, or need urgent care, do NOT apply online. Call My Aged Care directly on 1800 200 422.

4. Getting assessed

The new Single Assessment System provides a single assessment pathway to enter and progress through the aged care system, adapting to your changing needs.

Assessments are mostly carried out in your home by a trained assessor Before your assessment, a Triage Delegate will call you within weeks of your application to confirm your needs and book the right type of assessment.

What happens during an assessment?

Your assessor will discuss your day-to-day needs and work with you to develop a Support Plan, which records:

- Your strengths and what you can do independently
- Your difficulties and areas where you need help
- Your goals and what you want to achieve
- Your preferences for services and care

5. Find a provider & sign a Service Agreement

Once approved, you can search for an aged care provider in your area by location or name:

More info: www.myagedcare.gov.au/find-a-provider

Your Service Agreement

Your Service Agreement is a contract between you and your aged care provider. It should clearly outline:

- Your services, the support you will receive and the prices
- Your care costs - your contribution and how it is paid
- Your rights and responsibilities, and those of your provider
- The complaints process - what to do if you have concerns

For residential aged care, there will also be an Accommodation Agreement. You may also be offered an optional Higher Everyday Living Agreement for additional services of your choice.

More info: www.myagedcare.gov.au/how-set-up-your-aged-services

6. How Woollahra Connect! can help

Navigating aged care can feel overwhelming. Woollahra Connect offers free, personalised support to help you every step of the way.

Aged Care Navigation	Digital Support	Service Navigation
My Aged Care registration	Set up MyGov & MyID	Link to local programs & services
Explain each type of services	Online form assistance	Referrals & connections

For help understanding your options or discussing your individual needs
Contact Bimala Lama, Woollahra Connect! Coordinator
1300 882 962 WoollahraConnect@holdsworth.org.au

This handout is for general information only. For personalised advice, contact My Aged Care or Woollahra Connect.