

# MY AGED CARE

## CONSUMER JOURNEY



[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

1800 200 422

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### FINDING SERVICES

If you are not able to do this yourself, ask family, a friend, carer or your doctor to help you find out about aged care services



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### GO ONLINE OR CALL MY AGED CARE



- ✓ Family, friends, carers or your doctor can make an online referral or call My Aged Care on your behalf if you are not able to do this yourself
- ✓ My Aged Care will ask you a range of questions to learn about your care needs
- ✓ My Aged Care will organise Translating and Interpreting Services (TIS) if you are not comfortable speaking in English

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### FIND OUT WHAT YOU NEED

- ✓ My Aged Care will ask assessors to visit you at home to find out more about your care needs.
- ✓ You will be visited by **RAS** or **ACAT** assessors.
- ✓ In special circumstances only, My Aged Care can refer you to receive basic care services if you need them, without an initial assessment e.g. Meals or transport

Regional Assessment Service (**RAS**) can recommend:



Social support, home support and respite  
e.g. Help with cleaning, personal care or carer assistance

Aged Care Assessment Team (**ACAT**) can recommend:



Home Care Packages, residential respite and care  
e.g. Supported living at home or nursing care

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### RECEIVE SERVICES

Your assessor will refer you to a provider of your choice to receive one of the following services:



Commonwealth Home Support Program



Home Care Package



Residential Care

If something changes go back to My Aged Care