

My Aged Care

Getting Started Checklist



my  **Homecare**
YOUR PARTNER IN CARE

Call **1300 20 90 20** OR visit myhomecare.com.au

Help

**Understanding My Aged Care,
how to apply,
what you need and
how to answer a number of questions**
can sometimes leave older Australians
feeling confused.

At **myHomecare**, we've helped thousands of older Australians prepare to have the right conversations with My Aged Care to ensure your needs are fully met – we will even jump on the call with you if you like to guide and support you, just let us know.

We've broken down the My Aged Care process into **3 easy steps so you're fully prepared – simply tick the boxes as you progress and you can make comments alongside each section.** We find this is the best way to ensure you prepare and keep notes of your conversation with My Aged Care.

At any stage throughout the process, if you need a helping hand, simply contact one of our Client Service Team who can answer any questions to ensure you understand everything, and are able to access and maximise your government funded home care.

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Step 1₁

Am I eligible?

Eligibility is based on need. To find out if you meet the criteria, My Aged Care will ask a few questions about your current situation to see if you need help with some everyday tasks.

This step will take about 5 minutes.

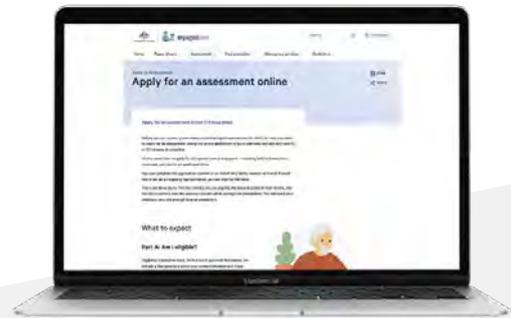


Below is the start of step 1, these are the questions you will be asked and we want you to be prepared for your call with My Aged Care. Alternatively you can register online or we can do it for you over the phone – just let us know what you would prefer.

Below is the link if you wish to register online.



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



To start, you will be asked some basic questions about your age, if you are of Aboriginal and/or Torres Strait Islander origin and what type of help you are seeking.



- Your date of birth (eligibility is for Australian's aged 65 years or older)

- | | | | |
|---|-----|------|---------|
| • Are you of Aboriginal and/or Torres Strait Islander origin? | YES | BOTH | NEITHER |
|---|-----|------|---------|

- | | | |
|----------------------------------|--------------|----------|
| • What kind of help do you need? | HELP AT HOME | NOT SURE |
|----------------------------------|--------------|----------|



NOTES:

Is it important to you that a family member, partner or carer be involved in your care decisions? If yes – download the Person Responsible Form from the My Aged Care website and have it ready:



www.myagedcare.gov.au/sites/default/files/2020-03/appointment-of-a-representative.pdf

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Step 1^{1/2}

Am I eligible?

Next, you will be asked about your everyday activities and the type of help you may need at home to support you living independently.

Which of these daily activities do you need help or aids to do?



- Getting out of bed or out of a chair
- Walking
- Toileting, bathing and/or showering
- Getting dressed
- Preparing a meal
- Eating a meal
- Taking or remembering to take medicine/s
- Basic housework
- Driving or taking public transport
- Shopping for groceries
- Managing money and paying bills

Once you have indicated which activities you need help with, you will be asked to **indicate the level of help needed in the next section**. This will vary slightly depending on the type of activities or aids. For example:

- Yes (By myself and without aid)
- With an aid (By myself using a simple aid)
- Somewhat (with some help from a carer or aid)
- No (unable, even with help)

NOTES:

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Step 1^{1/3}

Am I eligible?

Next you will be asked about your experiences, this will be about **how you're feeling, your living arrangements and if you have has a sudden set back from your usual activities.**

The types of questions you might be asked can vary on the phone, however through experience we find the common ones are:

Recent experience – Have you recently experienced



- A stay in hospital
- A slip, trip or fall
- An illness or disease
- A sudden weight change

Recent feelings – Do you feel?

- Anxious or depressed
- It's difficult to remember things
- Any changes in behaviour recently
- Lonely or socially isolated

Currently experiencing or about to experience

- Are your friends or family no longer able support you
- Have your living arrangements changed or about to change
- Any financial hardship
- Concerns about safety when alone

Once you've answered these questions about your current situation, **My Aged Care will determine if you are eligible for Government subsidised home care.**

NOTES:

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Step 2

Provide Your Details

Here you will be asked for some information about yourself.



- You'll need your Medicare card to complete this step.

MEDICARE NUMBER

<input type="text"/>									
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- Your contact details – including address, telephone, and email address

ADDRESS

TELEPHONE

EMAIL ADDRESS

These details will be used to check your identity and create your My Aged Care record.

Remember, if you are applying on behalf of someone else or setting up a representative, you will need to provide your information as well as theirs. This step will take about 10 minutes.



Once you've got all your details ready, the next step is to start the registration process online or on the phone with My Aged Care. We've helped thousands of clients through this process and have provided some simple tips on managing the conversation to achieve the best possible outcome for your home care needs.

NOTES:

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Step 3^{/1}

Arrange the assessment

To finish, My Aged Care will ask you:



- Who is the best person for the assessor to call to arrange a suitable time for your assessment? It could be you, or if you'd prefer, someone who is more confident on the phone and knows when you are available.

NAME

PHONE NUMBER

- Check and confirm that all your details are correct before submitting your application.

If you are eligible, My Aged Care will arrange for an assessment that is undertaken by an Aged Care Assessment Team (ACAT). This team usually includes a nurse, plus another healthcare worker such as a physiotherapist, occupational therapist or social worker.

This assessment which takes place in your home takes between 45 and 75 minutes.



You will be able to decide the time and date and whether you would like a family/friend/carer present.

NOTES:

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Step 3^{1/2}

Preparing for your face-to face ACAT assessment

They will chat to you about your current situation based on your eligibility criteria and work out which government-subsidised home care services will help support you to live independently at home. **Make sure you have the following items on hand ready for this visit if you are able to.**



- Private health details
- Income tested care fee form
- Pension number
- GP contact details

NOTES:

Save this file to your computer ready for your My Aged Care phone call

Well done, you're finished!

At any time **myHomecare** is here to help you on your personal home care journey. You can call one of our friendly contact team today on



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