



1. How assessment works

If you need some help with basic tasks at home or more intensive aged care services, the My Aged Care Contact Centre (1800 200 422) can help you. Contact center staff will assist you in working out the support you need and whether you require a free assessment to access services.

Some people feel worried about the idea of an assessment, but it's just a way of working out how much help and what types of care and services you need and are eligible for. It's all about working out what's best for you.

Remember, your wishes are always heard and considered, and you will never be forced to make any decisions about your future during your assessment. The assessment is an opportunity to identify options and you can make a decision once you have received the outcome of your assessment. You are also welcome to have someone else – perhaps a family member, friend, or your carer – attend your assessment with you for extra support.

The assessment process

If you are seeking assistance to access aged care service Contact Centre staff will register you with My Aged Care. You can call the Contact Centre on 1800 200 422.

My Aged Care Contact Centre staff will ask you a series of questions to understand your needs. They will ask you questions about the support you are currently receiving, whether you have any health concerns, how you are managing with things around the home and some questions relating to your safety in the home.

During the conversation, they will discuss with you some options, which may include being referred for a home support assessment, a comprehensive assessment or directly to services (where appropriate).

Home Support Assessment

A [home support assessment](#) may be organised if you have aged care needs that, if addressed, mean you can stay living at home and in your community safely. A home support assessment builds on the information you have already provided to My Aged Care. A home support assessment will be undertaken by a local assessor from the My Aged Care Regional Assessment Service.

Aged Care Assessment Team (ACAT)

A [comprehensive ACAT assessment](#) may be organised if you have complex aged care needs and wish to access services to help you to remain living at home, or if you are considering moving into an aged care home. A comprehensive assessment

may also be organised if you are ready to leave hospital, or if you need a short break of short term care (respite care) in an aged care home. A comprehensive assessment builds on the information you have already provided to My Aged Care, and will be undertaken by an Aged Care Assessment Team member. Comprehensive assessments determine if you are eligible for aged care services such as Home Care Packages, permanent or respite care in an aged care home or Transition Care.

My Aged Care 1800 200 422



Translating and Interpreting Services (TIS) 131 450