



3. Home Support Assessment

A home support assessment may be organised if you have aged care needs that, when addressed, will help you to remain living at home and in the community safely. If you think you need a home support assessment, you can contact the My Aged Care Contact Centre (1800 200 422).

The Assessment Process

A local assessor from the My Aged Care Regional Assessment Service will contact you to organise a time to come out and see you. They will ask you a few questions which ensure your – and their – safety when they visit. They will ask if you will have, or might like to have, someone there when they visit such a family member, friend or your carer. They may also ask your permission to talk to the people who provide you with support, such as a family member, friends or carer.

What happens at the assessment?

When the assessor arrives at your home (or where you usually live) they will ask your permission to conduct the assessment. They will have the information that you provided when you talked to the My Aged Care Contact Centre. They will ask you a few more questions on what support you are currently receiving, whether you have any health concerns, how you are currently going about completing activities around the home, and some questions relating to your safety in the home. They will also observe how you move in and around your home.

As part of the assessment process, the assessor will ask whether you have anyone helping you at the moment. This may be a family member or friend, or someone you know to be your carer. They will ask you questions about what type of care is being provided, whether there have been any recent changes, or whether there are any difficulties or concerns with the arrangement. If your family member, friend or carer is available, the assessor will also ask them these questions separately. This helps to understand whether the support they currently provide can continue, or whether additional services or support might be required for you or the person helping you.

If you are caring for someone else, such as your partner or another family member, the assessor may ask you think to think about how you are going and whether you have any difficulties or concerns with the arrangements. This will help to understand whether you need any further support in your caring role.

Developing a support plan

The assessor will work with you to develop a Support Plan, which will help you identify your strengths and your areas of difficulty, your goals and what you would like to achieve. This will enable you and the assessor to identify the types of support that will best suit you as you work towards achieving your goals. This support may be provided by services, or may be support that's already available in your community to access, or things you can do yourself to meet your goals.

Referring you for service

If you require services, the assessor will work with you to identify the service provider(s) who will be able to meet your needs. They will be able to send information to your selected service provider(s) in order for them to deliver the services in line with your Support Plan. You will also be able to go and visit services provider(s) to determine if they are right for you. Once you have decided on a service provider, you can provide them with a code (given to you by the assessor) to allow them to provide services to you.

If during the assessment it is identified that you might need a greater level of support, the assessor will organise for you to receive a [comprehensive assessment](#). The information collected during the visit by the My Aged Care Regional Assessment Service will be provided to the assessor undertaking the comprehensive assessment so you do not have to repeat what you have said.

My Aged Care 1800 200 422



Translating and Interpreting Services (TIS) 131 450