



8. Service Charter

Welcome to My Aged Care

My Aged Care is here to help you with accessing aged care information and services for yourself or someone you care about. We can assist you whether this is the first time you have had to look for aged care services or you're already getting a service and want to see what else is available.

My Aged Care is committed to understanding your needs and goals and working with you to find appropriate and eligible services that meet those needs and goals.

We can provide you with information on:

- Services you that might be delivered in your own home or local community such as:
 - help with housework
 - maintenance and modifications to your home
 - help with meals and food preparation
 - help with transport
 - nursing care
 - help with personal care such as bathing and dressing
 - allied health support such as physiotherapy or podiatry
 - social support and activities
 - people you can talk to through counseling services
 - help staying physically active
 - goods and equipment to help you
 - support for carers
 - support for people living with dementia
 - respite (short term care)
- Residential aged care services including:
 - understanding the types of accommodation and support that can be provided, including respite care
 - where the services are located
 - any specialties that are available - such as cultural or dementia specific care
- The fees and charges you may be required to pay for the services you receive and how the Australian Government will contribute.

We can assess your needs and find you appropriate services, through:

- Our My Aged Care Contact Centre staff, who can start the process by collecting some information so we start to understand you - your circumstances, your needs and your goals.
- Our trained assessment workforce, who can sit with you and work through your current needs and goals in more detail, and then help to find the services that meet those needs and goals.

We will work with specialist organisations, such as multicultural, dementia and carer support services, to make sure appropriate information and support is provided to you.

You can get the information you need by:

- Visiting the [My Aged Care](#) website; or
- Speaking with our helpful and knowledgeable staff on 1800 200 422 between 8am and 8pm Monday to Friday or between 10am and 2pm on Saturdays, your local time.

What you can expect from My Aged Care:

- Prompt, reliable and confidential services
- Polite, helpful and knowledgeable staff
- Help to find government funded aged care services
- Information about non-government funded aged care services
- Clear information, available in:
 - Other languages if you speak a language other than English
 - Formats that support hearing difficulties or a vision impairment.

We will always:

- Protect your personal information
- Respect you and the choices you make
- Respect and support your cultural background, sexual orientation and gender identity
- Respect your right to have an advocate
- Inform you about your options, rights and responsibilities
- If we are unable to help you or point you to other assistance that may be available, explain why.

We will not:

- Provide you with legal, medical or financial advice
- Seek information about you from another person or organisation without your permission
- Provide or share your information with organisations, providers or other Departments without your consent.

You can help us to help you by:

- Giving us accurate information about yourself, your needs and situation
- Giving us feedback on how we can improve our services.

If you want to make a complaint:

We will promptly respond to any complaint or concern you have with My Aged Care. You are able to make a complaint about My Aged Care or the quality of service you received from My Aged Care by:

- Calling us on 1800 200 422
- Submitting your complaint via our online complaints form.

If you would like to make a complaint or have a concern about the quality of care provided by an aged care home or service provider, please contact the Aged Care Complaints Scheme on 1800 550 552.

Need an interpreter?

If you speak a language other than English you can phone the [Translating and Interpreting Services](#) (TIS) on 131 450. TIS covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call. Alternatively, you can call the My Aged Care Contact Centre on 1800 200 422 (between 8am and 8pm on weekdays or 10am and 2pm on Saturdays, your local time), and we will link you with TIS who will assist in organising an interpreter.

My Aged Care also includes information on aged care in [other languages](#).

If you have a hearing or speech impairment:

People who are deaf or who have a hearing or speech impairment can contact My Aged Care through the National Relay Service in two easy steps:

1. [Visit the National Relay Service](#) website to choose your preferred access point
2. Ask for My Aged Care on 1800 200 422.

My Aged Care 1800 200 422



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