



Australian Government



myagedcare



Find the help you need with My Aged Care

How to get started

Easy Read version

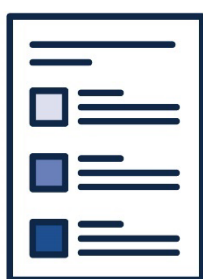


How to use this document



We are the Australian Government Department of Health, Disability and Ageing.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **31**.



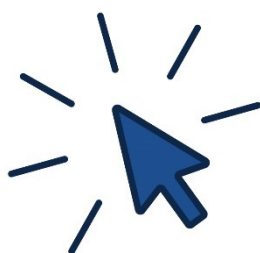
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.MyAgedCare.gov.au/Resources

What's in this document?

What is My Aged Care?	4
What services can you get?	6
How do you get started?	11
Step 1 – Apply for an assessment	12
Step 2 – Have an assessment	15
Step 3 – Find out how much services cost	18
Step 4 – Find an aged care provider	21
More support	24
Word list	31
Contact us	35

What is My Aged Care?



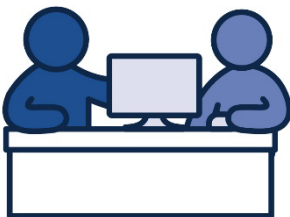
My Aged Care supports older people to find and use the aged care services they need.

This includes their families, friends and carers.

You can use My Aged Care:



- to find information about aged care



- for support to find and use services.



In this document, we explain how to get started with My Aged Care.

This includes:



- what services you can get



- how to check if you can get these services



- how to find these services



- how much the services might cost.

What services can you get?

Care at home



My Aged Care can help you find care at home services.

These services can support you to keep living in your:

- home
- community.



Care at home services can help you keep doing things for yourself in a safe way.



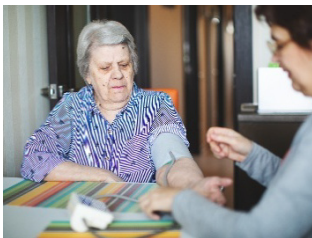
They can also help you focus on:

- what you are good at
- the goals you want to reach.

Services might include:



- personal care, like showering and getting dressed



- health care



- travel to and from places you need to go

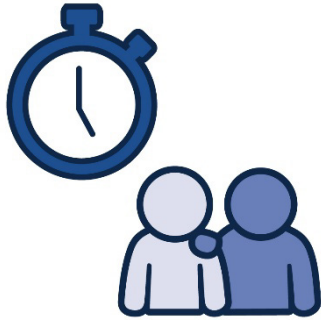


- changes to your home, like a hand rail or ramp



- help to cook your own meals.

Short-term care



My Aged Care can help you find short-term care services.

These are services for a short amount of time.



You might need this service to recover from being very sick.

This includes if you spent time in a hospital.

You might need this service if:



- something happened that stopped you from living your day-to-day life



- you want to do things for yourself again.



You might also need this service for **respite** care.

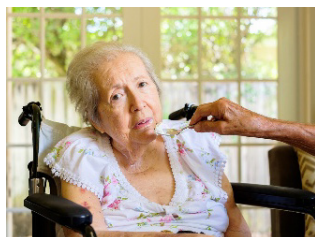


Respite is when someone takes a break from caring for someone.



Respite is a break for:

- carers
- the person they care for.



You might need this service if you:

- need support to stay at home
- are near the end of your life.

Care in an aged care home



My Aged Care can help you find an **aged care home**.



An aged care home is a place where older people live when they can't live in their home anymore.



You might need this service if you need help with your:

- daily tasks
- health care.



Aged care homes let you get support at any time of day.

How do you get started?

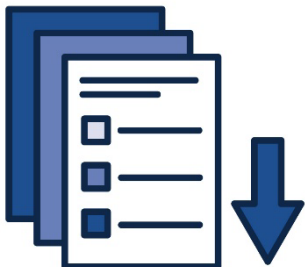


There are some things you need to do first if you think:

- you need aged care services
- someone you support needs aged care services.



You need to complete 4 steps to find and use these services.

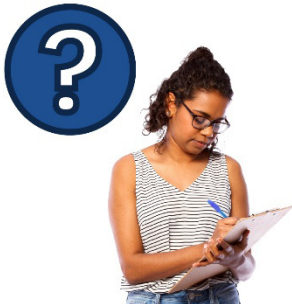


We explain these steps on the following pages.

Step 1 – Apply for an assessment

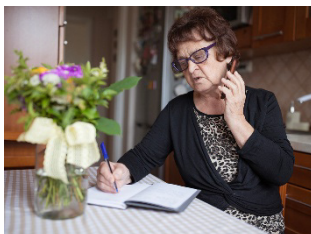


You need to apply for a free **assessment** before you can receive aged care services.



An assessment can help work out:

- what you need
- how to support you.



You need to contact My Aged Care to get an assessment.



You can apply for an assessment on the My Aged Care website.

www.MyAgedCare.gov.au/Assessment/Apply-Online



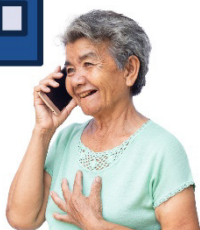
You can call My Aged Care to apply for an assessment.

1800 200 422



You can call My Aged Care from:

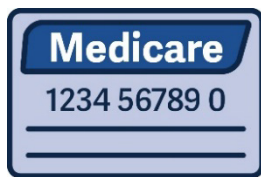
- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



You can call Services Australia for free to make an appointment with someone who can help you with information about aged care services.

You can call them to find out if there's someone you can talk to close to where you live.

1800 227 475



You will need your Medicare card.



You can give your **consent** for someone else to apply for you.



Consent is when you say it is okay for someone to do something.

Step 2 – Have an assessment



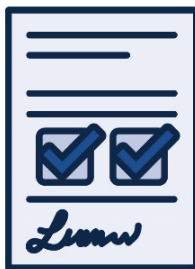
An aged care **assessor** will contact you if you can get an assessment for aged care services.



An assessor is someone who has the skills and knowledge to do an assessment.



They will contact you after you apply.



The aged care assessor will only do your assessment if they have your consent.

They will:



- visit your home

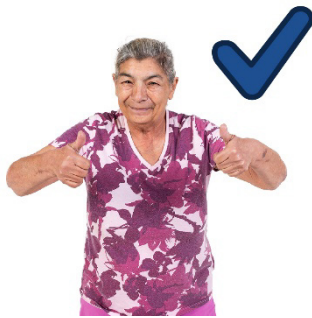


- ask about what supports you need.



- ask about your day-to-day activities.

The aged care assessor will also ask you about:



- what you can do well



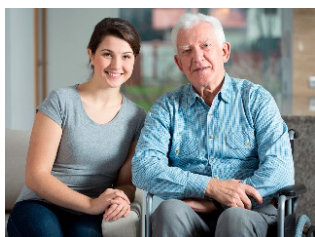
- what you need help with



- what you want to be able to do.



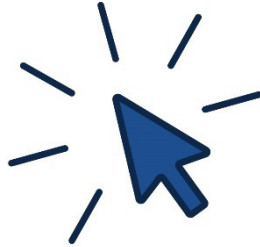
You can ask someone you know to be with you during this visit.



For example, a friend or family member.

Or a support person, like your carer.

Step 3 – Find out how much services cost



You can visit the My Aged Care website to find out how much you might need to pay for aged care services.

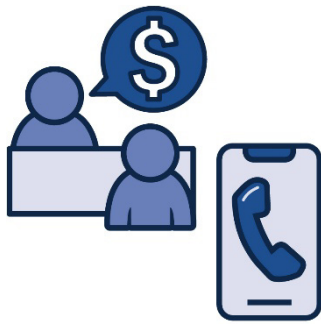
www.MyAgedCare.gov.au/What-Will-It-Cost-You



You can also ask aged care **providers**.



A provider supports other people by delivering a service.



You can also talk to Services Australia about how much services cost.

Or you can call them to find out if there's someone you can talk to close to where you live.

1800 227 475



You might need to give Services Australia information about the money you:

- have
- earn.

This might include filling out a form.

Who pays for the services?

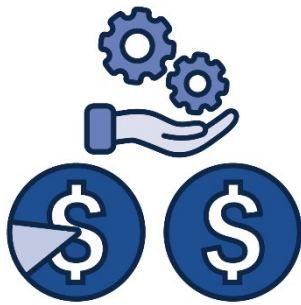


The Australian Government provides **funding** to help pay for the cost of aged care services.

But they might not pay for all of it.



Funding is money from the government that pays for services and supports.



If you can afford it, you might need to pay for:

- some of the aged care services you use
- all of them.

The amount you pay for services might change depending on:



- how much money you have



- which aged care provider you use.



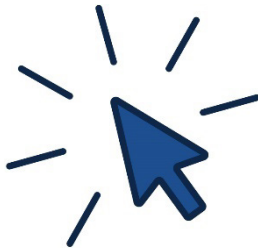
It also depends on:

- how many services you use
- the types of services you use.

Step 4 – Find an aged care provider



You need to find an aged care provider.



You can use the 'Find a provider' tool on the My Aged Care website.

www.MyAgedCare.gov.au/Find-A-Provider

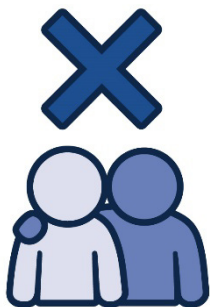


This tool can help you find different providers in your local area.



Your aged care assessor can help you find providers in your local area that meet your needs.

When your aged care services aren't working well for you



You can make a **complaint** if your aged care services aren't giving you the support you need.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well for you.



You can contact the **Aged Care Quality and Safety Commission (Aged Care Commission)**.

The Aged Care Commission makes sure older people who use aged care:

- are safe
- get good services.



You can call the Aged Care Commission.

1800 951 822



You can also get support from the Older Persons Advocacy Network (OPAN).

OPAN workers can help you:



- find aged care services that are right for you



- fix problems you might have with your provider



- understand your **rights** when you use aged care services.



Rights are rules about how people must treat you:

- fairly
- equally.

More support

Support for translating

Translating and Interpreting service (TIS National)



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS National).

131 450

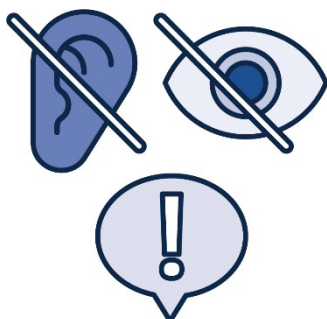


Ask the interpreter to call My Aged Care for you.

1800 200 422

Deaf Connect

You can visit the Deaf Connect website if you:



- are Deaf
- are both Deaf and blind
- have a hearing or speech impairment.

Deaf Connect can provide services to support you.

www.DeafConnect.org.au

National Relay Service



If you are Deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

1300 555 727

Ask for My Aged Care on 1800 200 422.

Support for veterans

Department of Veterans' Affairs

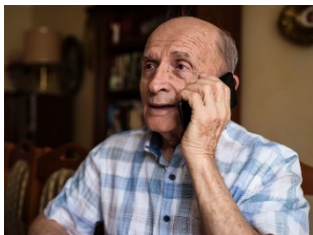


The Department of Veterans' Affairs supports **veterans**.

We call this department DVA.

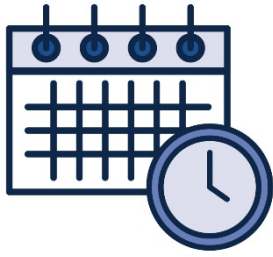


A veteran is a person who served in the military.



If you want support from DVA, you can call them for free.

1800 838 372



You can call DVA from
8 am to 5 pm, Monday to Friday.

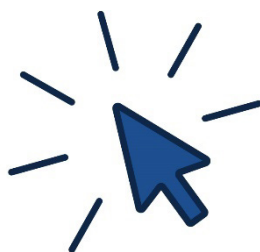
Support for Aboriginal and Torres Strait Islander peoples

Elder Care support



Elder Care Support helps older Aboriginal and
Torres Strait Islander peoples get aged care services.

This includes support for their families and carers.

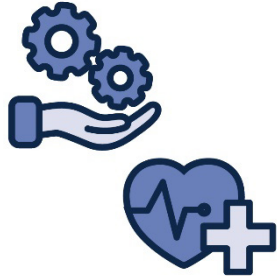


For more information, you can visit our website.

www.MyAgedCare.gov.au/Elder-Care-Support-Program

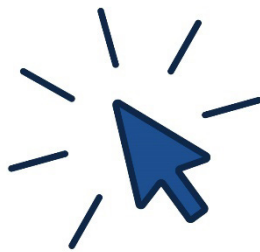
Support for older people without a carer

Care Finder Program



The Care Finder Program supports older people without a carer who need more support to get:

- aged care services
- other supports in the community – like health services.



For more information, you can visit our website.

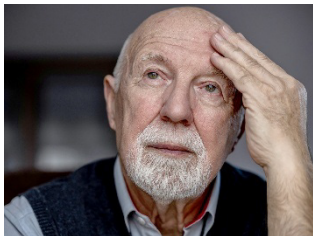
www.MyAgedCare.gov.au/Help-Care-Finder

Support if you have dementia

The National Dementia Support Program

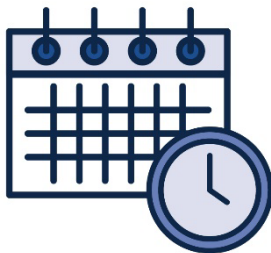


Dementia Australia runs the National Dementia Support Program.



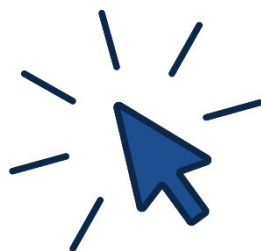
This program supports carers who look after someone who struggles with the way they:

- think or make decisions
- remember
- talk.



You can call Dementia Australia any time.

1800 100 500



You can also visit their website.

www.Dementia.org.au

Dementia Support Australia

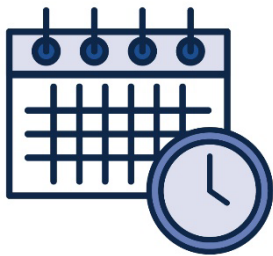


Dementia Support Australia supports people who struggle with the way they:

- think or make decisions
- remember
- talk.

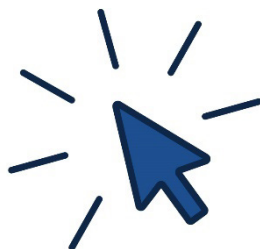


They also support family members and carers.



You can call Dementia Support Australia any time.

1800 699 799



You can also visit their website.

www.Dementia.com.au

Support for carers

Carer Gateway



Carer Gateway provides services and support to **unpaid carers** across Australia:

- in person
- over the phone
- online.



An unpaid carer:

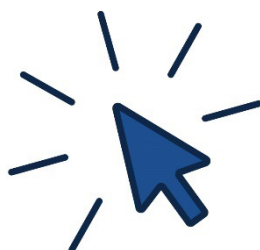
- takes care of a family member or friend
- is not paid any money for the care they give.



Carers can call Carer Gateway for free:

- Monday to Friday
- 8 am to 5 pm.

1800 422 737



Carers can also visit the Carer Gateway website.

www.CarerGateway.gov.au

Word list

This list explains what the **bold** words in this document mean.



Aged care home

An aged care home is a place where older people live when they can't live in their home anymore.



Aged Care Quality and Safety Commission (Aged Care Commission)

The Aged Care Commission makes sure older people who use aged care:

- are safe
- get good services.



Assessment

An assessment can help work out:

- what you need
- how to support you.



Assessor

An assessor is someone who has the skills and knowledge to do an assessment.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well for you.



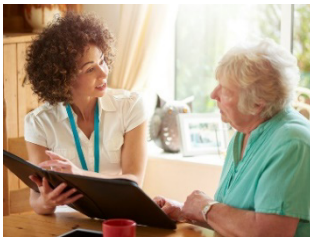
Consent

Consent is when you say it is okay for someone to do something.



Funding

Funding is money from the government that pays for services and supports.



Providers

A provider supports other people by delivering a service.



Respite

Respite is when someone takes a break from caring for someone.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Unpaid carer

An unpaid carer:

- takes care of a family member or friend
- is not paid any money for the care they give.



Veterans

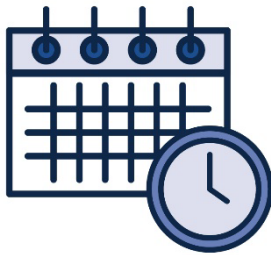
A veteran is a person who served in the military.

Contact us



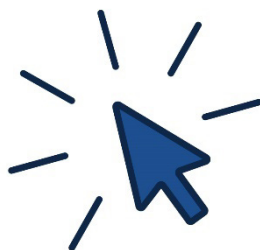
You can call My Aged Care for free.

1800 200 422



You can call My Aged Care from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



You can visit My Aged Care's website.

www.MyAgedCare.gov.au



You can call Services Australia for free to make an appointment with someone who can help you with information about aged care services.

You can call them to find out if there's someone you can talk to close to where you live.

1800 227 475



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