



Australian Government

Department of Health, Disability and Ageing

Guide to an aged care assessment

Easy Read version



How to use this document



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

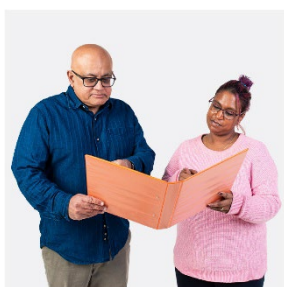
We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [29](#).



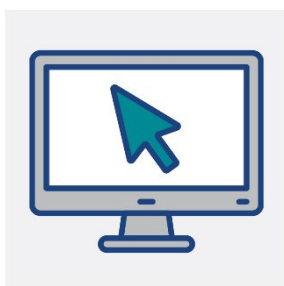
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a document.

It only includes the most important ideas.



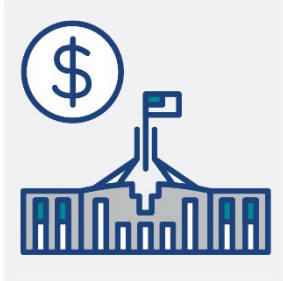
You can find the other document on our website.

www.myagedcare.gov.au

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About this document



The Australian Government can pay for some aged care services.



You need to have an **assessment** to find out what services the government will pay for.



An assessment can help work out:

- what you need
- how services can support you.



It is easy to ask for an assessment.



And most assessments happen in your home.



The assessment has 7 steps.



In this document we will explain:

- each of these steps
- how the assessment works.

Step 1: Asking for an assessment



You can ask for an assessment on our website.

There is an online form for you to fill out.

www.myagedcare.gov.au/apply-online



You can ask for an assessment over the phone.

You will need to call My Aged Care.

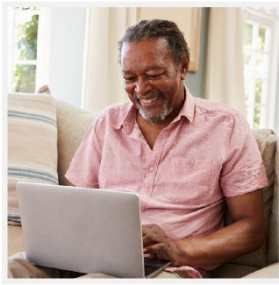
1800 200 422



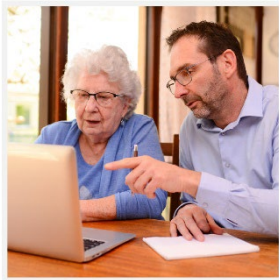
Or you can ask for an assessment in person.

You can call Services Australia to book a meeting to talk to someone in person.

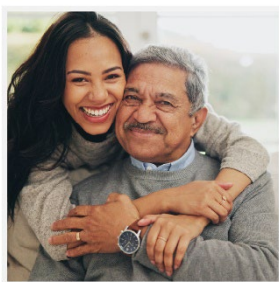
1800 227 475



You can apply for an assessment yourself.



Or you can ask someone you trust to help you apply for an assessment.



For example, a family member or friend.

You can ask for an assessment to get:



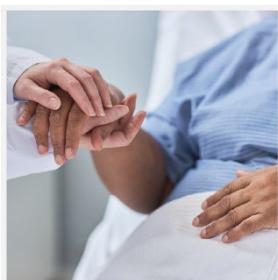
- help at home



- short-term care



- care in an aged care home



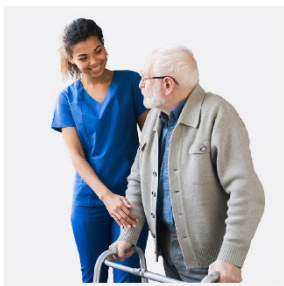
- end-of-life-care – when you are near the end of your life.



When you apply for an assessment, we will ask you questions about:

- your life
- your goals.

This includes questions about:



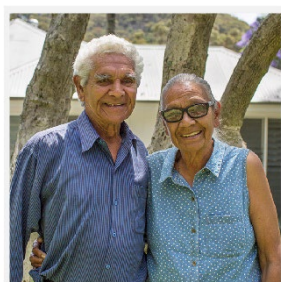
- your age and health



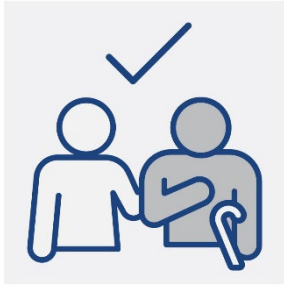
- how you are doing at home



- what supports you have now

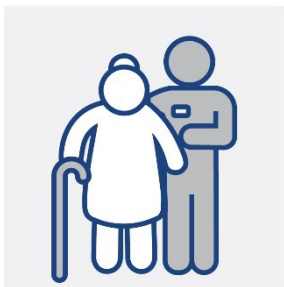


- what could help you live well.



We will also ask if you have a support person you would like to help you with your assessment.

Your answers to these questions will help us:

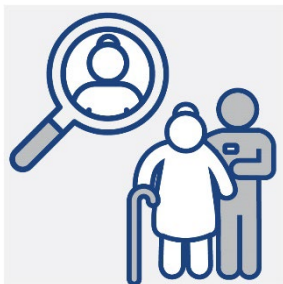


- understand your support needs



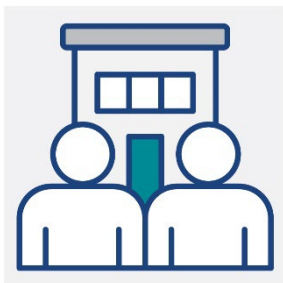
- decide if you can get an assessment.

What happens after you ask for an assessment?

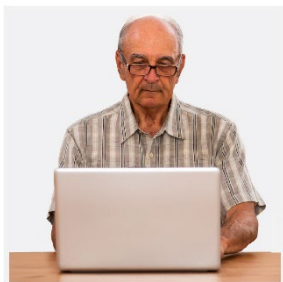


After you apply for an assessment, we will decide how quickly you need:

- an assessment
- aged care services.

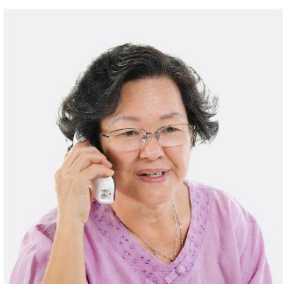


We will also decide who your assessment organisation will be.



You can log into your My Aged Care Online Account to keep up to date with this information.

www.myagedcare.gov.au/access-your-online-account



You can also call My Aged Care.

1800 200 422.

Step 2: Getting ready for your assessment

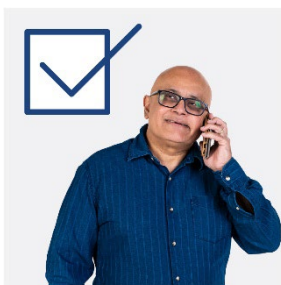


A person from an assessment organisation will contact you after you apply for an assessment.

This person:



- understands aged care



- is trained to support you over the phone.

They will:



- check the information you gave when you applied for the assessment



- make sure you are who you say you are



- make sure you agree to take part in the assessment.



They will also ask you questions about how quickly you need aged care services.

Step 3: Having your assessment



An **assessor** will run your assessment.

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

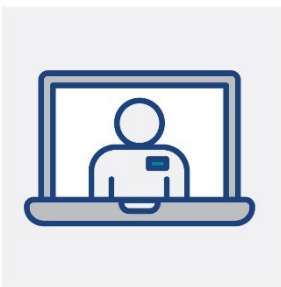
Your assessor will either do your assessment:



- at your home



- at another place you both choose



- online over video



- over the phone.

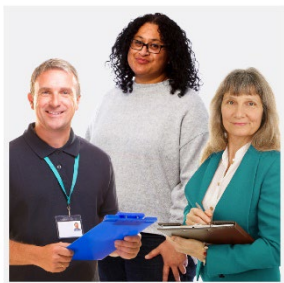
Before your assessment, your assessor will ask:



- if you agree to have the assessment



- if they can talk to people who support you.

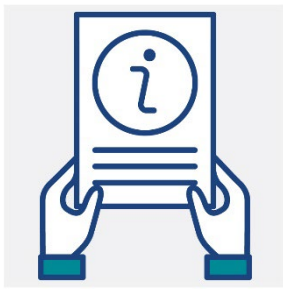


For example, your:

- family and carer
- support workers
- Elder Care support person.



Your assessor will ask you some questions about your life and the support you need.



The assessor will have the information you gave to:

- My Aged Care
- your assessment organisation.



This information can help them understand what support and services might support you.



Your assessor will also use the Integrated Assessment Tool.

This tool is a set of questions for everyone who has an assessment.



You can answer most of these questions:

- with yes or no
- or
- by telling your assessor your answer.

Step 4: Deciding what care you need



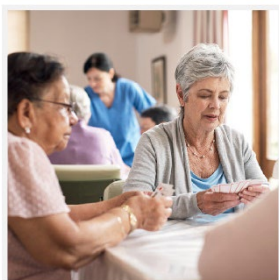
Your assessor will work with you to create a Support Plan.



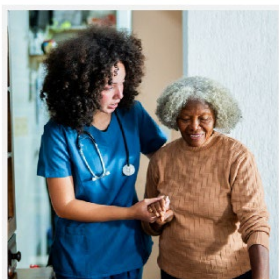
Your Support Plan will explain:

- your goals
- what your assessment found out
- what services your assessor thinks you need.

Your Support Plan might say you can:

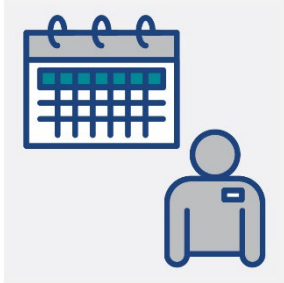


- move into an aged care home

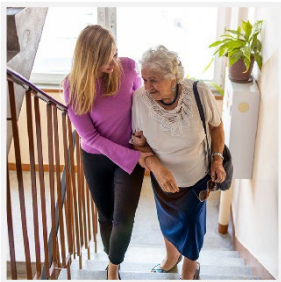


- get in-home aged care services – support to keep living in your own home for longer.

Your Support Plan might say you can:



- get short-term support after leaving a stay in hospital



- get **respite** care in an aged care home.

Respite services look after older people so carers can have a break.



Your Support Plan might say you can get aged care services wherever you live.

This includes if you live in areas very far away from cities and towns.



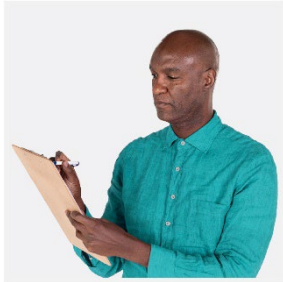
Your Support Plan also might say you can get the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.



This program delivers care that is safe and respectful of:

- older Aboriginal people
- older Torres Strait Islander people.

Step 5: Checking your assessment



An **assessment delegate** will check your assessment.

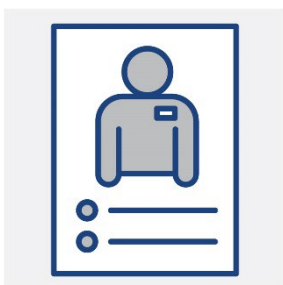
An assessment delegate is a person who:

- works with your assessor
- has been trained to check assessments.

The assessment delegate will:



- check that your assessor wrote down the right answers in the Integrated Assessment Tool



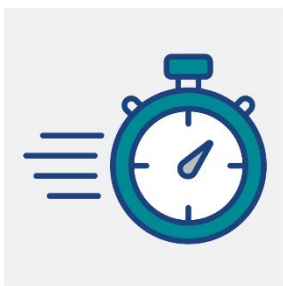
- make sure you have the right support in your Support Plan.

Step 6: Deciding your priority level



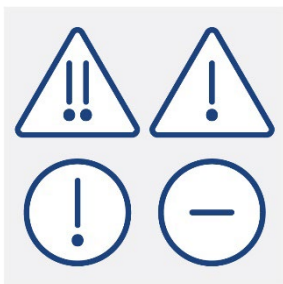
If you need in-home aged care services, we might have to decide your **priority level**.

We will decide this after the assessment delegate approves your assessment.



Your priority level decides how quickly you will get aged care services.

Your priority level can either be:

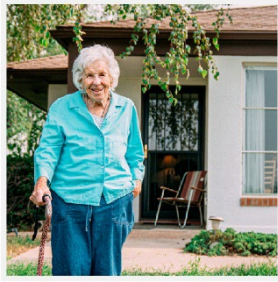


- Urgent
 - High
 - Medium
- or
- Standard.



The Integrated Assessment Tool will use information from your assessment to decide your priority level.

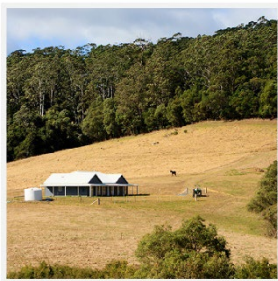
For example, information about if you:



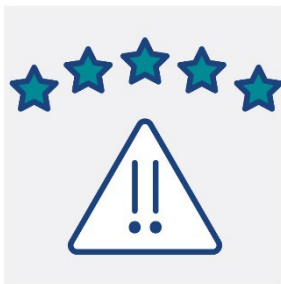
- live alone



- are Aboriginal or Torres Strait Islander



- live in a place very far away from cities and towns.



You will get a score for each question.

A higher the score means you will have a higher priority level.

Step 7: Telling you the result of your assessment



You will get a letter to explain if you can get aged care services.



You will also get your Support Plan to explain what services you can use.



You can tell us what you think about our decision.

For example, what we can do better.



You can also ask us to check our decision if you do not agree with it.

If you do not agree with the result of your assessment



You can ask us for an **internal review** if you do not agree with our decision.

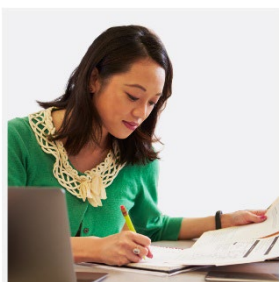


An internal review is when we check our decision to make sure it was:

- fair
- right.

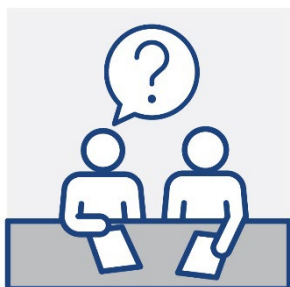


You will need to write to us **within 28 days** of getting the letter with our decision.



A person you trust can write to us for you.

For example, a family member or friend.



If you ask for an internal review, we:

- will check the answers your assessor wrote down in the Integrated Assessment Tool
- might ask you for more information to help our internal review.



We will let you know **within 90 days** if:

- we agree with the result of your assessment
- we made a new decision about the supports you can get.



We might use the Integrated Assessment Tool again to help us decide the support you need.

This means you might get a new:

- priority level
- **funding** level.



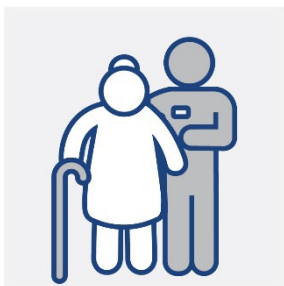
Funding is money from the government that pays for services and supports.

If your support needs have changed since your assessment



You can ask us to check your Support Plan if your support needs have changed.

An assessor will:



- talk to you about your support needs



- decide if your Support Plan needs to change

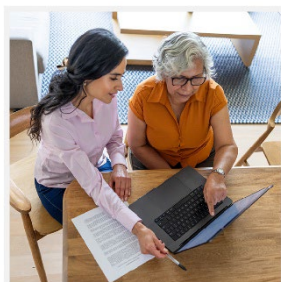


- decide if you need to have another assessment.

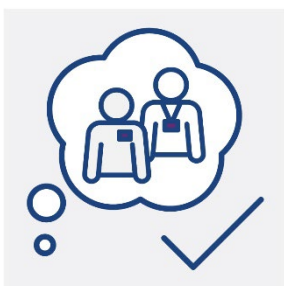
If there has been a big change to your support needs



You can have another assessment if there have been big changes to your needs.



You will go through **Steps 2 to 6** again.



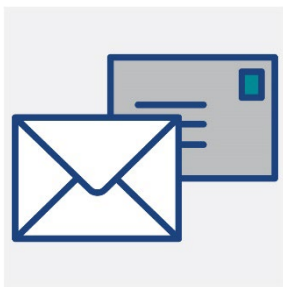
This new assessment will decide if you need another type of care or support.

Contact us



You can call us.

1800 200 422



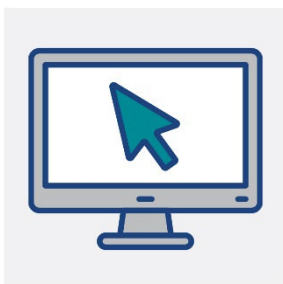
You can write to us.

My Aged Care

PO Box 1237

Runaway Bay

QLD 4216



You can visit our website.

www.myagedcare.gov.au/how-to-contact-my-aged-care

Word list

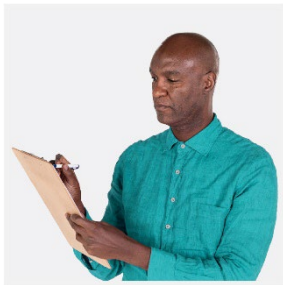
This list explains what the **bold** words in this report mean.



Assessment

An assessment can help work out:

- what you need
- how services can support you.



Assessment delegate

An assessment delegate is a person who:

- works with your assessor
- has been trained to check assessments.



Assessor

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



Funding

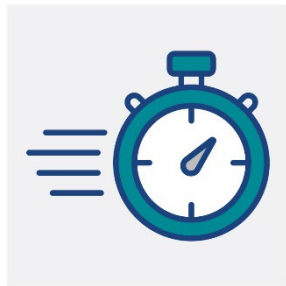
Funding is money from the government that pays for services and supports.



Internal review

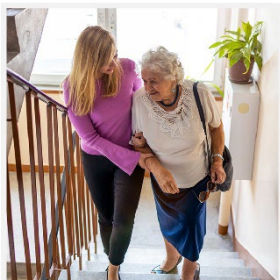
An internal review is when we check our decision to make sure it was:

- fair
- right.



Priority level

Your priority level decides how quickly you will get aged care services.



Respite

Respite services look after older people so carers can have a break.



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