



Speak-up ADVOCACY GUIDE

SOLVING EVERYDAY
ISSUES AND BEING YOUR
OWN BEST ADVOCATE

Aged Care - Getting the right support



Do you need help at home? Help with things like:

- Shopping or cooking
- Taking medication
- Showering
- Getting around in your home
- Basic home maintenance and cleaning
- Getting around in your community

If you are 65, or over or 50 or over for Aboriginal or Torres Strait Islander people, help is available from the Australian Government through [My Aged Care](#).

It's not just about aged care homes. My Aged Care has many different types of services that can help you stay independent at home.

Services such as meal deliveries, nursing care, general house cleaning, shopping, or installing grab rails and ramps can be provided.

How do I access this support?

Contact My Aged Care for help. They will talk to you about what services might be available to you and help you apply. You can also ask a family member, friend or someone you trust to speak on your behalf.

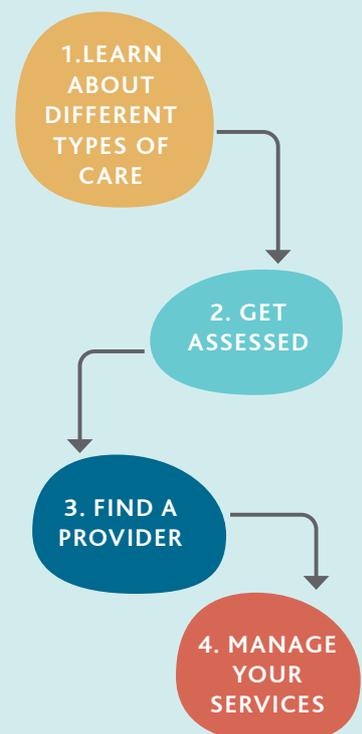
My Aged Care will take you through a number of steps to check if you are eligible and what services you can access.

Phone: [1800 200 422](tel:1800200422)

They are open: Monday to Friday: 8am - 8pm, Saturdays: 10am - 2pm

There is also a lot of information on the My Aged Care website including easy step videos.
www.myagedcare.gov.au

TAKE IT STEP BY STEP



My Aged Care Steps¹

STEP ONE: Learn about different types of care

If you are just starting out on your aged care journey, see what services are available to help you stay in your own home, or what to expect in an aged care home.

STEP TWO: Get assessed

To find out if you are eligible for subsidised aged care. There is a two-part assessment process that helps to understand your needs and what services could help you. It starts with a simple eligibility check which you can do online or over the phone, followed by an in-person assessment.

STEP THREE: Find a provider

If you've been assessed and approved, and are ready to find a provider and set up your new services, find out what to consider and get information about service providers near you.

STEP FOUR: Manage your services

If you are currently receiving aged care services, there may be times when you need to make some changes to them. Whatever your situation, you can manage your services so that they continue to work for you.

Fees and Charges

If you can afford to, you're expected to help with the cost of government-funded aged care. How much you pay depends on things like your finances, the services you receive and the fees your care provider charges.

Contact **My Aged Care** for information about what your aged care services might cost.

You can get also get financial advice from:

- Services Australia's free **Financial Information Service**. Contact **132 300**.
- A private financial advisor who specializes in aged care.



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