



## How to get the right support

### Help with My Aged Care

**ADA Australia**



**Easy English**

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.





## About this book

This book is written by Aged and Disability Advocacy Australia or ADA Australia.



ADA Australia gives support to

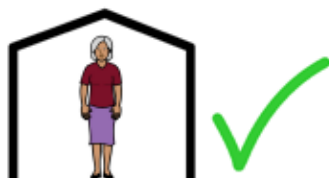
- older people

and



- people with disability.

This book is about how to get the right supports and services with **My Aged Care**.



My Aged Care is support for services through the Australian Government and can help you be **independent** at home.



Independent means you can do things by yourself. For example, shower or shop for food.

## About My Aged Care



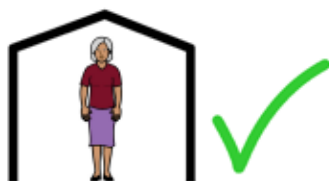
To get My Aged Care services you must be

- 65 years or older

or



- 50 years or older if you are Aboriginal or Torres Strait Islander.



You can get services that will help you be independent at home.



For example

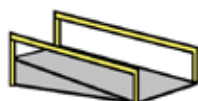
- meals delivered to you



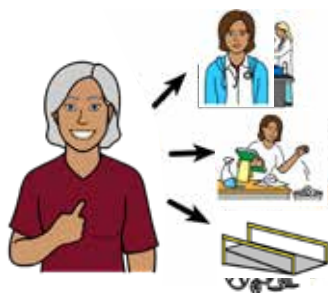
- care from a nurse at home



- a house cleaner



- special handles and ramps put in your house.



You can ask My Aged Care about

- what services you can get

and

- help to apply for services.



Someone you trust can talk to My Aged Care for you.

For example, family or a friend.

## My Aged Care



Call 1800 200 422

SUN	MON	TUE	WED	THU	FRI	SAT

Monday to Friday from 8 am to 8 pm.

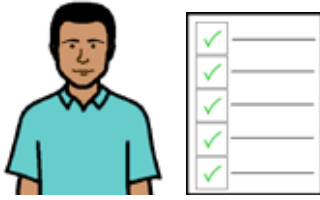
SUN	MON	TUE	WED	THU	FRI	SAT

Saturday from 10 am to 2 pm.



Website [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## How to get My Aged Care



My Aged Care will go through some steps with you to find out if you are **eligible** for services.



Eligible means you meet the rules to get services.

## Learn about the care you can get



Find out what services there are

- to help you stay in your home

or

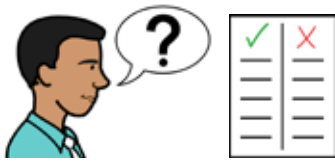


- that you will get in an aged care home.

## Get assessed



My Aged Care will do an **assessment** to see if you are eligible for services.



Assessment means ask questions to find out if you meet the rules to get services.



In the assessment My Aged Care will

- ask questions on the phone or online to find out if you are eligible

and



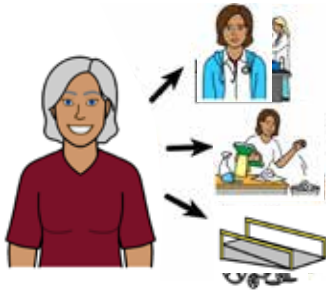
- meet with you to find out what services you need.

## Find a provider



When My Aged Care says you can get services you will need to find information about service providers in your area.

## Manage your services



When you get services you should make sure they work for you.



You can change the services if you need to.

## How much do services cost?

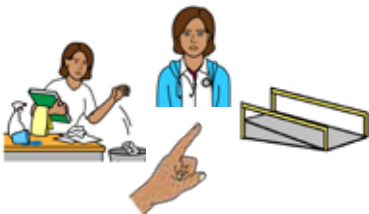


Sometimes you will need to help pay for aged care services.



How much you pay will depend on

- how much money you have
- how many services you get
- how much the services cost.







You can talk to My Aged Care about how much you will need to pay for aged care services.

You can also get advice from other services.



Services Australia has a free financial information service.



Call 132 300



Website

[www.servicesaustralia.gov.au/individuals/  
services/financial-information-service](http://www.servicesaustralia.gov.au/individuals/services/financial-information-service)



You can talk to a private financial advisor who knows about aged care.

## More information



For more information or if you need more help contact ADA Australia.



Call 1800 818 338



Website [www.adaaustralia.com.au/speak-up](http://www.adaaustralia.com.au/speak-up)



### Help in languages other than English

Translating and Interpreting Service

Call 131 450



### If you need help to speak or listen

Use the National Relay Service or NRS.

Call 1800 555 677

Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

## Notes

[illegible]

This guide is funded by the Australian Government Department of Social Services. Go to [www.dss.gov.au](http://www.dss.gov.au) for more information.

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To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

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