

# Community My Aged Care Service Guide for Consumers



Australian Government

**phn**  
CENTRAL QUEENSLAND,  
WIDE BAY, SUNSHINE COAST  
An Australian Government Initiative

If you have aged care needs or concerns the Australian Government's My Aged Care service can assist you with information and support to find appropriate services that meet your needs.

Below is a guide on how to access My Aged Care.

## Step 1: Contact My Aged Care

Call My Aged Care on 1800 200 422 or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

- Available from 8am to 8pm weekdays & 10am to 2pm Saturdays.
- The call centre staff will ask you a range of questions to form a picture of your needs and care arrangements. You are welcome to have a family member, friend or carer there to support you. Services are available for people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people).
- You will be provided with a unique identification number for future reference
- **The call centre staff will discuss options with you which may include being referred for a Home Support Assessment or Comprehensive Assessment.**

## Step 2: Assessment

### Home Support Assessment

#### Regional Assessment Service (RAS)

Required if you have entry level aged care needs which allow you to remain living at home and in the community safely.

### Comprehensive Assessment

#### Aged Care Assessment Team (ACAT)

Required if you have more complex aged care needs and wish to access government funded services to help you remain at home, or if you are considering moving into an aged care home.

### From Regional Assessment Service

#### Commonwealth Home Support Program (CHSP)

Services provided at home may include: domestic assistance, personal care, home maintenance, home modification, nursing care, social support, transport.

**For further information call 1800 200 422**

## Step 3: Referral to Services

### From Aged Care Assessment Team

**ACAT decides your Home Care Package eligibility.** There are four levels of packages which can give you the care and services you need:

- Level 1 supports people with basic care needs
- Level 2 supports people with low-level care needs
- Level 3 supports people with intermediate care needs
- Level 4 supports people with high-level care needs

Each package level is funded at different amounts paid by the Australian Government to the service provider that delivers care and services to you.

**Residential Respite-** if you have a change in your health or care needs or your carer needs a break from their caring responsibilities, a short stay in an aged care home can be arranged for you and can be used on a planned or emergency basis.

**Apply to a preferred Residential Aged Care Service-** if you are living on your own or not able to get out and about as easily as you used to, sometimes the best way to receive help and support can be by living in an aged care home.

## Step 4: Service planning and delivery

- **Service provider contacts you**
- **Services and/or care commence**
- **Service provider reviews your services and/or care as required**

## Support Services (including links)



Australian Government



Service Organisation	Contact Details
<b>My Aged Care-</b> <i>supports older people and families access information &amp; services</i>	<b>National Ph: 1800 200 422</b> <a href="http://www.myagedcare.gov.au">http://www.myagedcare.gov.au</a>
<b>Commonwealth Respite and Carelink Centre-</b> <i>emergency respite care</i>	<b>Business hours Ph: 1800 052 222</b> <b>Outside business hours Ph: 1800 059 059</b>
<b>Queensland Health Advance Care Planning</b>	<a href="http://apps.health.qld.gov.au/acp/HOME.aspx">http://apps.health.qld.gov.au/acp/HOME.aspx</a>
<b>My Community Directory – Qld resource</b>	<a href="http://scg.mycommunitydirectory.com.au">http://scg.mycommunitydirectory.com.au</a>
<b>Queensland Aged &amp; Disability Advocacy (QADA)</b>	<b>Ph: 1800 818 338</b> <a href="http://qada.org.au">http://qada.org.au</a>
<b>Department of Social Services-</b> <i>feedback: compliments, complaints and enquires</i>	<a href="https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form">https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form</a>
<b>Carers Queensland-</b> <i>representing and advocating on behalf of carers throughout Queensland</i>	<b>Ph: 1800 242 636</b> <a href="http://carersqld.asn.au">http://carersqld.asn.au</a>
<b>Continence Foundation of Australia-</b> <i>information on funding, referral and products</i>	<b>Ph: 1800 330 066</b>

## Emergency Respite Services

<b>Commonwealth Respite and Carelink Centre</b> <b>1800 052 222 during business hours</b> <b>1800 059 059 outside business hours</b>
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Central Queensland, Wide Bay, Sunshine Coast PHN (PHN) acknowledges the traditional Custodians of the land on which we work and live, and recognises their continuing connection to land, waters and community. We pay our respect to them and their cultures; and to elders both past and present.

The PHN would like to acknowledge the Gympie Collaborative Network for their contribution in the development of the Community My Aged Care Service Guide.