

Free to live life, invigorated

Fact Sheet

How to get started with My Aged Care



At Envigor, we understand how confusing accessing the aged care system can be. This is why we have created this fact sheet (based on information from myagedcare.gov.au) to help you get started.

Getting to know the services available to you before needing them will help you make decisions about your future. It's never too early to talk with My Aged Care about getting some extra help.



What is My Aged Care?

My Aged Care is the entry point to access aged care services and information about:

- the different types of aged care services available
- referrals to service providers that can meet your needs
- your eligibility for services
- your contribution to the cost of your aged care.

Available Services

CARE AT HOME

My Aged Care will help you access services that can improve your wellbeing and help you remain independent in your own home. Having support with regular activities can help you manage better at home.

You may be eligible to receive services such as:

- personal care (dressing and grooming)
- nursing, physiotherapy and other care
- home modifications (grab rails or ramps)
- household maintenance (cleaning or gardening)
- equipment like walking frames
- social activities
- transport
- meals.

SHORT-TERM HELP

My Aged Care will also help you access care services for the short term if you:

- are recovering from an accident, illness, or after a hospital stay
- or your carer needs a break (respite care)
- have had a setback and want to regain your independence.

CARE IN AN AGED CARE HOME

If you need ongoing help with day-to-day tasks or health care, a residential aged care home lets you live in a supported environment with help available 24 hours a day.

1300 368 446

envigor.com.au

How to access services

1. CALL MY AGED CARE ON 1800 200 422*

You will be asked questions to help work out your needs and care arrangements – this takes at least ten minutes.

You will need your Medicare card.

If you're calling for someone else, they will need to give their consent.

2. HAVE A FACE-TO-FACE ASSESSMENT

My Aged Care may arrange for a trained assessor to come to your home.

With your consent they will assess your care needs and eligibility for services and work with you to develop a support plan which addresses your needs, goals and preferences.

Someone else can be with you during this visit.

3. FIND OUT ABOUT COSTS

My Aged Care and service providers can give you information about costs.

You will be told if you need a financial assessment.

4. CHOOSE SERVICES

The service finder on the My Aged Care website can help locate and compare some services in your area.

Your assessor and My Aged Care can also help you find a service provider(s) in your local area that meets your needs.

Are you eligible for services?

Contact My Aged Care to find out:

- what services may be available
- how much they cost
- how you can access them.

My Aged Care may arrange a face-to-face assessment of your care needs.

Who pays for services?

The Australian Government contributes to the cost of aged care services. If you can afford to, you are also expected to contribute to the cost, how much you pay depends on:

- your financial situation
- the service provider
- the number and types of services you receive.

For more information

Visit www.myagedcare.gov.au or call **1800 200 422***

Weekdays 8am to 8pm | Saturday 10am to 2pm | Closed on Sundays and public holidays

National Relay Service call **1800 555 677*** and ask for **1800 200 422***

Translating and Interpreting Service call **131 450** and ask for **1800 200 422***

If you are a veteran or war widow/er you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

Your local Envigor representative can also help you with any of the above steps. Feel free to contact us on **1300 368 446** or check our website www.envigor.com.au

* 1800 calls are free from landlines and most Australian mobile providers now offer free calls to 1800 numbers. Check with your mobile phone provider.

Your local Envigor representative:

