

# I AM LIVING AT HOME AND NEED AGED CARE. WHERE DO I GO?

The ECC of NSW is committed to supporting CALD communities across NSW to access the right support services which can help them in their time of need. If you require further information about the programs listed below, please contact the ECCNSW MAP program.

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## Contact Person for the NSW MAP

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## About the Commonwealth Home Support Program (CHSP) & Community Care Program (CCP)

The CHSP and CCP programs are aimed to help people who are:

- Over 65 years of age
- A young person under 65 years of age with a disability
- Caring for someone
- Need help and support to be able to stay at home longer

## Your Questions

### *I need help at home. Who do I contact if I need help to find the right care service or support for me?*

Finding help for you and your loved ones is easy.

From the 1<sup>st</sup> July 2015, the Australian Government launched the **My Aged Care Gateway** to assist people to navigate and access the new aged care system. The new system is designed to give people;

- more choice,
- more control and
- easier access to a full range of aged care services

## Who is My Aged Care for?

For most people, growing older means there are times you find it difficult to manage day-to-day living activities. You may need help, or you may be caring for a family member or a friend who needs help, but you just don't know where to start or what help you can get.

There are different types of aged care services to support you, whatever your needs. When you call My Aged Care, our contact centre staff will ask you questions to help us understand your needs.

## What is My Aged Care?

My Aged Care is made up of a CALL CENTRE and WEBSITE designed to help you find services to help you find services that can assist you to stay at home longer.

Both the Call Centre and Website together can provide you with information on aged care for yourself, a family member, friend or someone you're caring for.

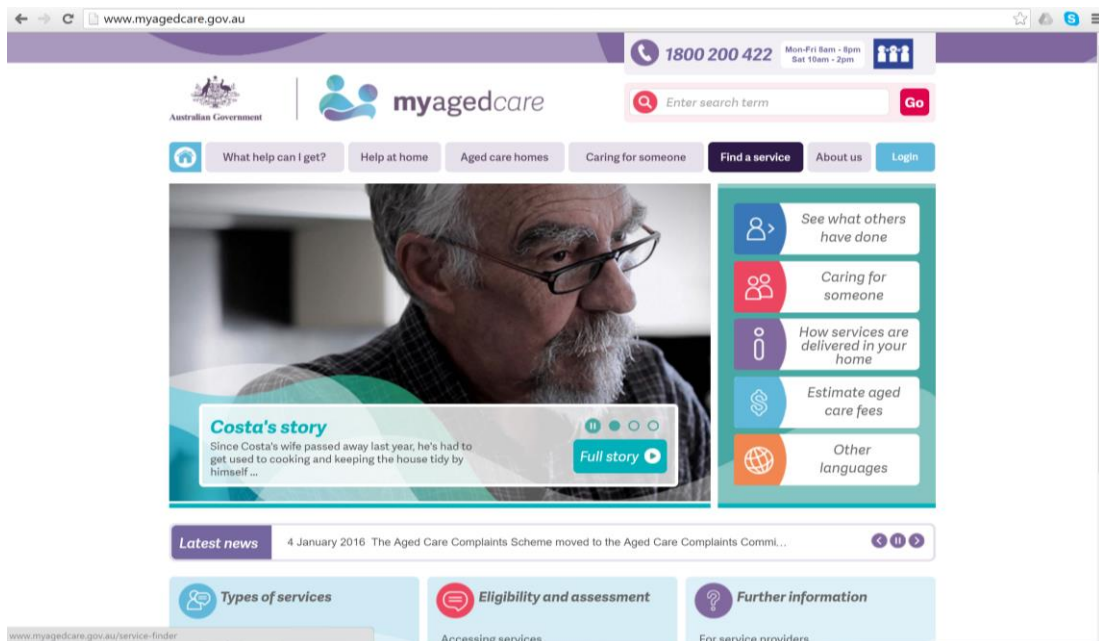
You can call the My Aged Care contact centre between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays.

### My Aged Care Contact Centre

☎ 1800 200 422

### Or the My Aged Care Website

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



## ***What happens when I call the MY AGED CARE CALL CENTRE?***

A MAC CALL CENTRE staff member will answer the phone and guide you through the My Aged Care process. They will be able to assist you in finding the right information and services for you in your area.

### **STEP 1 – Create my file**

To do this the CALL Centre staff will have to ask you a few questions first, to try to understand what your needs are. To do this they will need to:

- **Create a personalized client record** which will include all your information

### **What will they ask me?**

The CALL CENTRE staff member will take time to ask various questions to determine what your needs are. This will include information such as;

- Medicare card number
- Pension card number (if applicable)
- Doctors details
- List of medication
- Name of family member or family contact person.
- Your address and telephone number
- What support are you currently receiving?
- What health problems you may have
- How you are managing at home.

This information will be needed to complete your client record. Once your record is developed you will not need to repeat your story to other service providers.

Make sure you have this information ready before you call

### **STEP 2 – Find out the services I am able to receive (eligibility)**

After the client record is created, the CALL CENTRE STAFF will be able to provide you with;

- List of services you are able to receive
- The different types of aged care services available in your area
- What services would best help your current circumstances and needs.
- Costs of your aged care services, including fee estimators so that you are aware of any costs required.
- Provide you with the option to select your preferred services provider (if you have the name of service provider you want you can let the CALL CENTRE staff member know.)

### **STEP 3 – Your request for service is registered with a service provider**

Once you are registered, your request will be sent to a service provider. The service provider will contact you to organize a time to visit you and/or begin services.

### ***What if my needs are complex or need more attention?***

#### **Step 4 – Organizing a Regional Assessment Service or Aged Care Assessment in your home.**

The CALL CENTRE staff member may determine that more information is needed and that a visit from a RAS or ACAT member would help identify better options for care. If this happens, then the CALL CENTRE staff member will inform you over the phone that they will organize a person from the RAS (Regional Assessment Service) or ACAT (Aged Care Assessment Team) to visit you at home to complete a home assessment and/or a care support plan. This will allow clients with more complex needs to talk to someone face to face about their needs at home.

### ***Is there someone who can help me if I don't feel comfortable speaking English?***

Yes of course!

It is important that you have the opportunity to speak to someone in your own language so that you to make informed choices about the kind of care you want and need.

There are two options to help you with finding someone who speaks your own language.

1. You can call the call Centre and ask them organize an Interpreter. Just say the name of the language and they will connect you immediately.
- OR
2. You can call TIS on 131 450 and ask them to contact the My Aged Care Call Centre for you

### ***Is there information in my own language that I can read or listen to that can help me understand what services I can receive?***

Yes.

The MAP programs have access to a number of resources which can assist you. For a list of resources and materials and languages available please contact your NSW MAP or the MAP in your area. (click here for the list of MAP programs)

The Commonwealth and State Government are committed to providing support to our CALD communities by providing various resources and materials in various languages. Feel free to log onto the following websites for more information and information in your own language;

- [www.myagedcare.gov.au/other-languages](http://www.myagedcare.gov.au/other-languages)
- [www.health.gov.au/internet/main/publishing.nsf/Content/Other+Languages-1](http://www.health.gov.au/internet/main/publishing.nsf/Content/Other+Languages-1)
- [www.dss.gov.au](http://www.dss.gov.au)
- [www.carergateway.gov.au/other-languages](http://www.carergateway.gov.au/other-languages)
- [www.nsw.fightdementia.org.au/about-dementia/resources/languages](http://www.nsw.fightdementia.org.au/about-dementia/resources/languages)
- [www.carersnsw.org.au/how-we-help/factsheets/translated/](http://www.carersnsw.org.au/how-we-help/factsheets/translated/)
- [www.carersnsw.org.au/how-we-help/factsheets/translated/](http://www.carersnsw.org.au/how-we-help/factsheets/translated/)
- <https://www.tisnational.gov.au/>

(Information on this web page has been extracted from the Commonwealths MY Aged Care website [www.myagedcare.org.au](http://www.myagedcare.org.au))