



Support to stay at home

Calling My Aged Care (MAC)

My Aged Care was established by the Australian Government to manage the allocation of government funded aged care services. It is designed as a one-stop-shop to help you to understand and access services.

Please note that you **cannot access government funded aged care support unless you contact My Aged Care (MAC)**.

My Aged Care is made up of a website and a telephone contact centre. Together they can provide you with information on aged care for yourself, a family member, a friend, or someone you are caring for.

The website provides information on all aged care services (both at home and in residential aged care). The address for the website is: <https://www.myagedcare.gov.au>

When can I call?

You can call the **My Aged Care** contact centre on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The contact centre is closed on Sundays and national public holidays.

What do I need to have with me when I make the call?

Your Medicare card.

How long will the call take?

Once you are connected, the call should take between 10 and 20 minutes.

What will happen when I call My Aged Care?

You may have to wait for a call centre staff member to answer your call. Wait times vary depending on the time of day. If you are waiting too long, you could try calling at another time of day.

The call centre staff member will ask you some questions about your needs and current circumstances that will include:

- Your main reasons for calling **My Aged Care**
- The services and support you currently receive from service providers, family members or friends
- Whether or not you are caring for another person
- Your health (have you been in hospital recently; any weight loss, oral health concerns, vision/hearing/speech difficulties, falls, pain)
- How you are managing with transport, shopping, meals preparation, housework, medicines, money management, money management, walking, showering, dressing, eating, transfers, toilet use
- Whether or not you have any memory problems or confusion
- Whether you feel nervous, depressed or lonely
- Risks, hazards and concerns in the home, concerns with living arrangements.



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The staff member will then explain if you are eligible for an assessment of your needs at home. An assessor will call you to make an appointment to come to your home.

You may also be referred directly to a service provider if your needs are urgent or if you prefer to arrange support services privately.

What questions should I ask?

Before you finish the call, you should know:

- Which program your needs will be assessed for (Commonwealth Home Support Program or Home Care Package)
- How long you can expect to wait to be contacted by an assessment service.

How long can I expect to wait before I am contacted to arrange an assessment?

If you have not been contacted by an assessment service within two or three weeks you should call My Aged Care again on **1800 200 422** and ask why you have not been contacted.

Hints and tips

- If you want someone else to call My Aged Care on your behalf, you will need to give your permission for them to speak for you and become your representative. My Aged Care staff prefer to speak with you directly if at all possible.
- Health professionals such as doctors, nurses and service providers can access the *My Aged Care Referral Form* to recommend a client for aged care services but this does not mean you will have a needs assessment earlier than if you call My Aged Care directly.

NEXT STEP: *Assessment of your needs by a registered Assessor*



Australian Government



COTA TAS
'Westella' 181 Elizabeth St
Hobart TAS 7000

www.cotatas.org.au
ABN 71 718 804 307

P: (03) 6231 3265
admin@cotatas.org.au