

FAQ – How Do I Access Aged Care Services?

If you are over 65 years of age, or over 50 years and identify as Aboriginal or Torres Strait Islander, there are several government-subsidised aged care programs, for which you can apply based on your individual needs. To start the process, you will need to **Register with My Aged Care (MAC)**.

Call MAC on 1800 200 422 between the hours of 8am-8pm Monday – Friday and 10am-2pm on Saturday or visit www.myagedcare.com.au.

My Aged Care will organise for you to complete an assessment with the Regional Assessment Service (RAS) Team at your home or over the phone.

Your RAS assessor will ask you questions regarding your individual circumstances such as:

- 1) What are you coping with independently, and what areas do you need some assistance.
- 2) Any health concerns you may have.
- 3) Goals you may have to improve your social connections, health, and wellbeing.

Once you have completed your RAS assessment, your assessor will work with you to develop a plan that supports your needs.

Your assessor will then do one of two things. Either send through a referral to My Aged Care based on your preferences, where a service provider will receive your information and contact you directly to commence services. Or the assessor will generate a referral code that enables you to research service providers and make direct contact with them yourself.

If your RAS assessor believes that you would benefit from a higher level of support, they will refer to you to the Aged Care Assessment Team (ACAT) to have a comprehensive assessment for a Home Care Package (HCP).

If you need any help with the above, please call our team at Linked Community Services and we would be happy to take you through the steps.

