



OWN Guide to My Aged Care

Register

1

Call My Aged Care on

1800 200 422

You will be asked for the following:

- » Name
- » Address
- » Date of Birth
- » Medicare Card Number

Discuss your needs

- » Showers
- » Personal Care
- » Domestic assistance - cleaning
- » Respite
- » Shopping
- » Medical transport
- » Home modifications

Assessment

2

My Aged Care screens for level of need.

The Regional Assessment Service (**RAS**) sees you if you need entry-level help.

The Aged Care Assessment Team (**ACAT**) sees you if you need more complex support.

- Level 1 = Basic care needs
- Level 2 = Low-level care
- Level 3 = Intermediate care
- Level 4 = High-level care

Approval

3

A Home Care Package approval letter is sent to you and confirms your level of approval. It contains a referral code starting with **AC**.

Once approved for a Home Care Package you are placed on a waitlist. This is called the **National Priority Queue**.

The length of wait depends on date approved, individual needs and circumstances.

A package may be assigned at a lower level than approved. This is called an **'interim package'**.

Assignment

4

A Home Care Package assignment letter is sent to you.

This states the level of package assigned.

You have 56 days to choose a home care provider and activate the service. My Aged Care can help you to find aged care providers in your area.

If you are unable to decide within 56 days you can call My Aged Care for a 28 day extension.

If you do not activate the package, your name is removed from the queue.

Activation

5

In collaboration with the provider, yourself and your family (if you choose), the goals of care will be identified.

An individual care plan is developed to attain those goals.

