

Road Map #1

What you need to know before you contact My Aged Care

1 Prepare for the initial contact

My Aged Care is the gateway to subsidised services and support for older people still living at home or seeking to move into a residential aged care facility.

You can make a referral to My Aged Care online or you can phone them instead.



2

Have a detailed list prepared of all the things you assist your ageing loved one with.

It might be assistance to prepare meals, to clean the house, or personal care like showering.

Also be prepared to discuss issues such as memory problems or incontinence.

These conversations can be challenging but it is important to be honest to ensure you are assessed for access to all services and support available.

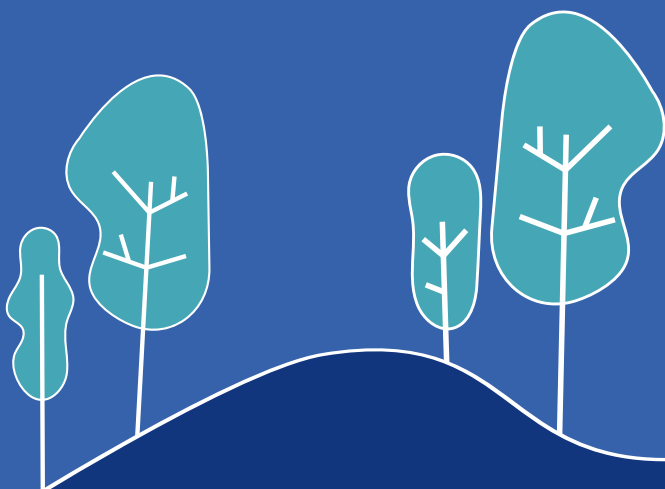


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The other important consideration is carer stress.

Looking after an ageing loved one can take a toll. Carers become fatigued and can feel isolated. This is known as carer stress.

Carer stress may result in the carer being unable to continue in their role and thinking they can no longer care for a loved one at home.





The questions you are asked or are required to answer in an online referral to My Aged Care relate to your ability to walk, get out of bed or chairs, take a bath or shower, get dressed, prepare a meal, take medicine, attend basic housework and more. Essentially, how you manage with your day to day activities and what support might be available to make these tasks easier for you.



You're also able to get access to a range of clinicians like physiotherapists, nurses or occupational therapists who will assess certain aspects of your wellbeing and support you with exercise, wound care or recommendations for assistive equipment. This type of support is offered under the Commonwealth Home Support Program or flexible care programs such as Short Term Restorative Care.



It is a good idea to have someone with you when making the referral to My Aged Care, to support you and discuss what your needs are and also take notes.



You can choose to nominate a representative who can contact My Aged Care on your behalf. It is a good idea to have a representative, someone who can assist you with the correspondence from My Aged Care as there is a lot to understand. A representative should be available via the phone or email. Your representative doesn't need to live in the same city as you, but if they do, that would be an advantage.

Making a referral to My Aged Care is the first step to accessing services to help you keep living at home. Don't delay in making a referral as services take time to be allocated.

