

48 Cowper Street  
Wee Waa NSW 2388

T: 02 6795 4265

E: [info@namoicare.org.au](mailto:info@namoicare.org.au)

# HOW THE AGED CARE SYSTEM WORKS

Answering your  
questions about  
seeking support to  
stay living at home



The Australian Government introduced a new aged care system in mid-2015. Since then, any older person seeking support must first register with a central entry point, called My Aged Care. Contact details are:

**1800 200 422**  
**myagedcare.gov.au**

Information in this brochure focuses on Commonwealth Home Support Programme (CHSP) supports we are funded to provide. Information about other types of support is available from My Aged Care.

## Step 1: Registration

A Medicare number is needed to register with My Aged Care. After you give consent, My Aged Care creates a client record with personal and relevant details. Assessment and support service information is added later when available. On this first contact, My Aged Care will also ask:

- how you are currently managing with everyday tasks and activities
- about any health or safety concerns
- what support you are currently getting from services, family and friends.

If another person is speaking on your behalf, you will need to be with them when making the phone call and give consent.

My Aged Care may then refer you for an assessment by a Regional Assessment Service (RAS). There is also an on-line form you can fill in, or we can complete for you, with your permission.

## Step 2: Independent Assessment

An assessor will contact you to make a suitable time to meet. The assessment is held in your home, or in hospital before discharge.

The aim of the assessment is to learn more about you and to determine eligibility for home support services. The conversation covers what you are able to do, what you may have stopped doing but want to do again and the areas where support from others is needed.

As a result of the assessment, the assessor may recommend :

1. Short term support, usually for up to 3 months from the Commonwealth Home Support Programme (CHSP) or up to 8 weeks from the Short Term Restorative Care Programme.
2. Ongoing low level support from the CHSP.
3. Other higher levels of support.

## Step 3: Contact from us or other Aged Care Providers

The assessor will inform you of referrals they will make on your behalf, or give you a code to provide to aged care providers.

Once we receive a referral from My Aged Care a team member will contact you to work out the finer points of a support plan and discuss fees. For example, your preferences for Meals on Wheels, or your local and regional transport needs.

All services use a 'wellness and reablement' approach that encourages the older person to keep doing whatever they can at home. Support services do not take over these tasks and focus on doing those things that the older person is unable to do.

## Immediate Support

Contact us directly if you, or someone you care for, needs immediate support. For example, Meals on Wheels after discharge from hospital, or long distance transport for medical care.

A team member will, with your permission, complete the initial registration with My Aged Care on your behalf. Supports can then commence immediately, for up to six weeks, while an assessment is completed.