



Introduction to My Aged Care

The Australian Federal Government has a centralised contact centre called My Aged Care.

This is everyone's first point of contact to access subsidised aged care services.

The Commonwealth Government funds two programs:

- Commonwealth Home Support Programme (CHSP): entry level support
- Home Care Packages: services for people with longer term care needs.

Helping Hand has been supporting older South Australians and their families since 1953.

Our values of compassion, respect, excellence and community are reflected in everything we do.

As your preferred service provider, Helping Hand can support you with expert advice and guide you through the process of accessing Government funded services for:

- help at home
- respite for carers
- admission into one of our residential care homes.

Contact us today

1300 653 6000
info@helpinghand.org.au

PO Box 66
North Adelaide 5006

www.helpinghand.org.au



Home Care

**Navigating My Aged Care
with Helping Hand**





Step 1

Call My Aged Care on **1800 200 422** or go to their website www.myagedcare.gov.au

If you are calling on someone else's behalf, they will need to give their consent over the phone.

When you contact My Aged Care you will need your:

- Medicare number
- pension number
- full name, date of birth, residential address
- telephone number.



Step 2

My Aged Care will arrange an assessment to determine the program that best suits your current needs.

- Regional Assessment Services (RAS): for lower level care needs.
- Commonwealth Aged Care Assessment Team (ACAT): for higher, more complex, level care needs.



Step 3

If you have been assessed for entry level support by Regional Assessment Services (RAS) you will be notified at the time of your assessment. Be sure to let RAS know that Helping Hand is your preferred service provider.

If your assessment was carried out by ACAT, this process will take longer. We understand this waiting period can be challenging. If you have any questions or need advice, please call us for a confidential chat.



Step 4

Once you have been notified that your Home Care Package is available, you can contact Helping Hand and start receiving help at home. One of our Home Care Coordinators will visit you to go through all the details including the Home Care agreement and developing a personalised budget. Call us on **1300 444 663**.

