



# Navigating the Aged Care System

*Presented by COTA NSW  
(Council on the Ageing NSW)*



# Acknowledgment of Country

I would like to acknowledge the Traditional Custodians of the Land on which we meet, and pay my respect to Elders past, present and emerging.

I also extend my respect to any Aboriginal and Torres Strait Islander people here today.

# Outline

- Introducing COTA NSW
- What is My Aged Care?
- Services available to help you stay at home
- How do you access these services?
- Understanding assessment
- Support at Home
- Choosing a service provider
- Residential aged care

# COTA NSW

- Peak organisation in NSW for people over 50
- Our vision is that Ageing in Australia is a time of opportunity and influence
- Our mission is to advance the rights, interests and futures of Australians as we age
- An independent, consumer-based, non-government organisation

# What is MyAgedCare?

- Main entry point to the subsidised aged care system
- Phone *myagedcare* on 1800 200 422 for:
  - ✓ information about the different types of care
  - ✓ to have your needs assessed
  - ✓ to be referred to service providers
- Website and telephone contact Centre



# My Aged Care



- My Aged Care can help find services to assist someone in their own home. e.g. gardening or cleaning services.
- Helping you to be as independent as possible and still live at home.
- If you have more complex needs, there are support services that accommodate your specific needs
- Consumer Directed Care

# What services are available?

Commonwealth  
Home Support  
Program (CHSP)

Offers basic support at home  
such as cleaning, gardening, or  
delivered meals

Home Care  
Packages

Support for people with complex  
needs e.g. personal care, allied  
health, nursing services

Residential aged  
care

Care options and accommodation for people who  
are unable to continue living independently in  
their own homes  
The type of care provided ranges from personal  
care through to nursing care on a 24-hour basis

# Short-term restorative care

- Short-term services in the home or residential care settings for situations such as restorative care (return to independence)
- Eligibility determined by MyAgedCare and assessment undertaken by ACAT
- Service lasts for 8 weeks



# How do you access services?


**Contact  
MyAgedCare  
1800 200 422**

- Have your Medicare card ready
- Answer questions to work out your care needs and whether you need a formal assessment
- Consent of someone to speak on your behalf if needed
- Interpreter

**OR Apply for  
assessment  
online at  
[myagedcare.gov.au](http://myagedcare.gov.au)**

- Go to the *myagedcare.gov.au* website
- Complete the online questions
- Complete details of someone to speak on your behalf if needed

# How do you access services?



**Formal assessment with an assessor to better understand and support your needs**

- Work out your care needs and what types of care and services you may be eligible for
- Eligible for the Commonwealth Home Support Program, a Home Care Package, an Aged Care Home, or Short-term restorative care
- Ask which program you will be assessed for and how long before you can expect to be contacted by an assessment service

# Understanding Assessment

There are two types of assessment:

- The Commonwealth Home Support Program (low level support to stay independent in your home) will be assessed by a local assessor from the **Regional Assessment Service (RAS)**.
- A Home Care Package (more complex needs), Residential aged care, and short-term restorative care will be assessed by the **Aged Care Assessment Team (ACAT)**



# Commonwealth Home Support

If you are assessed as eligible:

- Work out which services you need
- Develop a personal support plan
- Decide on the service provider you want
- Discuss fees with the service

# Home Care Packages

If you are assessed as *eligible* for a Home Care Package you will:

- **Receive an approval letter that tells you:**
  - the level of home care package you are approved to receive
  - your referral code (You will need the referral code whenever you, or your nominated representative contact My Aged Care, your Assessment Team or prospective service provider)
- If you don't receive a letter within 3 weeks of the home visit, call your ACAT to request a copy.



# What happens next?

- You will be listed in a national queue for a suitable home care package
- Packages may be limited, and you may be offered a package below your approved level
- Once you are allocated a Home Care Package you have 56 days to select the service provider to deliver this service
- You can request a further 28 days by contacting my aged care

***If you don't enter into a Home Care Agreement within the time agreed, your package will be withdrawn and you will go back into the national queue, but your place in the queue will still be based on the date of your original approval.***

# Choosing a Service Provider

To find a service provider in your area you can:

- Use the **Find a provider tab** on the My Aged Care website *myagedcare.gov.au*
- You can search by postcode, location or service provider name
- Phone My Aged Care on **1800 200 422**
- Ask the ACAT or RAS assessors
- Ask friends and relatives



For information on the Royal Commission into Aged Care Quality and Safety, visit [agedcare.royalcommission.gov.au](http://agedcare.royalcommission.gov.au).  
For questions about the closure of Earle Haven, call the dedicated hotline on 1800 931 299. For other aged care questions call 1800 200 422.



- Home
- Types of care
- Assessment
- Find a provider
- Manage my services
- Contact us

# Find a provider

Share

If you have been assessed and are ready to find a suitable local service provider, select a type of care below to get started.

Select a type of Care

Help at home
  Short-term care
  Aged care homes

Location

If you haven't been assessed yet, find out [how to apply for aged care services](#), or read more about finding a provider below.

Feedback



# Residential Care

- Range of care options and accommodation for customers who are unable to continue living independently in their own homes
- Care ranges from personal care to nursing care on a 24-hour basis
- Contact My Aged Care and you'll be referred for an ACAT assessment for residential care in an aged care home.



# Residential Care

Once the letter of approval to enter an aged care home is obtained:

- Work out the costs – complete the DHS form

- Find an aged care home

- Apply to an aged care home and accept an offer

- Enter into agreements with your aged care home

- Manage your care and services

# Wollongong Community Hub

- Talk to a volunteer about accessing aged care services
- Booklets and other information available
- iPads available to help you navigate online
- Community Hub in Wollongong Library
- The Hub will be open every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday from 11am - 2pm
- Please call 0438 431 817 or 8268 9601 to book or email [acsn@cotansw.com.au](mailto:acsn@cotansw.com.au), or drop in on

# Ashfield Information Hub

- Talk to a volunteer about accessing aged care services
- Booklets and other information are available
- iPads available to help you navigate online
- Find the Hub in Ashfield Civic Centre
- The Hub will be open every 1<sup>st</sup> and 3<sup>rd</sup> Tuesday 12midday – 2.30pm
- Call 0438 431 817 or 8268 9601 to book, or email [acsn@cotansw.com.au](mailto:acsn@cotansw.com.au) or just drop in

# Penrith Information Hub

- Monthly at Penrith Library (last Thursday)
- Alternate fortnight outreach to current groups / cafes
- Short talks
- Individual support
  - assistance understanding aged care system
  - assistance navigating myagedcare website and using the tools
  - assistance completing forms
  - support to call MyAgedCare

# Hurstville Information Hub

- Every 2<sup>nd</sup> and 4<sup>th</sup> Tuesday from 10am – 12 midday
- Hurstville Seniors Centre, 91 Queens Rd
- Short talks
- Individual support
  - assistance understanding aged care system
  - assistance navigating myagedcare website and using the tools
  - assistance completing forms
  - support to call MyAgedCare

# Contact details

To book an appointment at any of COTA NSW  
Hubs:

Ph: 0438 431 817 or 8268 9601

Email: [acsn@cotansw.com.au](mailto:acsn@cotansw.com.au)

QUESTIONS





Thank you

[www.cotansw.com.au](http://www.cotansw.com.au)