



WELLNESS CHAMPIONS



Wellness Champions are here to help and only a phone call away

1300 637 301



Tips to master the Aged Care System

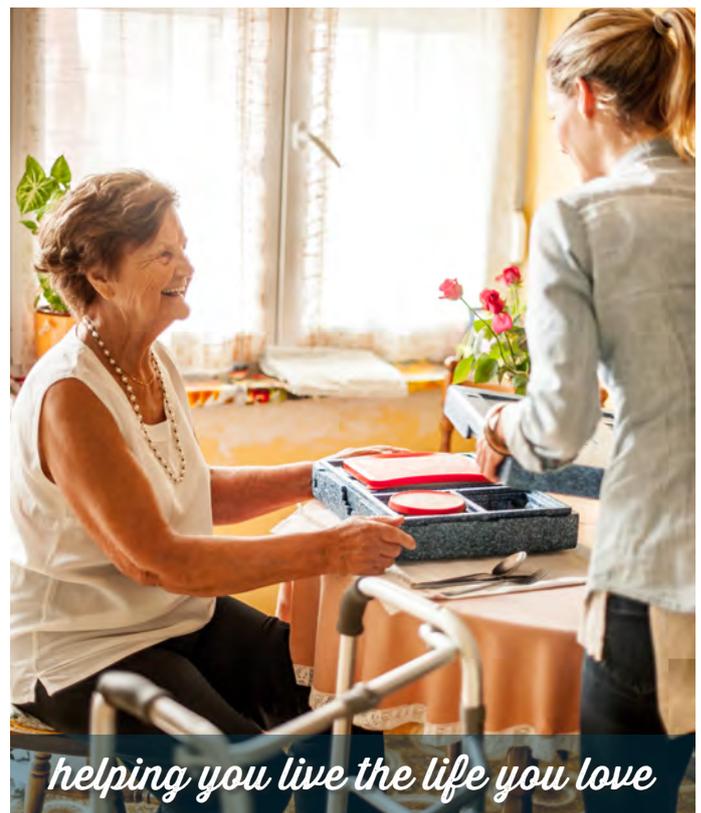


Unsure where to start with Aged Care Services?

Call My Aged Care on 1800 200 422 and tell them you need some assistance to remain independent, in your home and continue to enjoy life.

There is help available such as meals, transport, home modifications and maintenance, social support, domestic cleaning and repairs to name a few.

My Aged Care will discuss with you your needs, either over the phone or perhaps in your home. This is referred to as a **“home support assessment”**. Have a list ready of the things that could help assist you to remain living comfortably at home. You will then be allocated a number. This identifies you and is called an **“AC”** or **Aged Care number**.



What is My Aged Care?

It's the starting point to access Government funded aged care services and a central place where all your information is securely stored. Only you or those you give approval to can see this information.

What is the difference between the My Aged Care Assessment Services called 'RAS' and Aged Care Assessment Teams, called 'ACAT'?

RAS	LOWER LEVEL CARE	Commonwealth Home Support Program
ACAT	HIGH LEVEL CARE	Home Care Package Program

How do I know if I need low level Commonwealth Home Support Services or if I need a Home Care Package?

My Aged Care staff will determine this from their conversation with you and they will refer you to either the RAS or the ACAT for the next step in order to arrange your care and services.

If I am approved for a Home Care Package can I continue to receive CHSP services while I am on the waiting list for a package?

Yes you can as there are often waiting lists for Home Care Packages.

What is Wellness and Reablement?

You may have heard about “Wellness” and

“Reablement” regarding your services. The assessors may mention these terms. “Wellness” simply is the optimisation of a person’s physical and mental health and well being. This is achieved through a flexible and tailored approach to the services you receive. “Reablement” is a time limited group of services. It works by setting a specific goal and working towards that goal. For example, if you had a fall a ‘reablement plan’ would work with you to get you back to walking as you were before the fall.

New Aged Care Standards

There are new aged care standards that all providers must comply with. The focus is on the person being in control of their services and providers being a partner working with you.

Still Unsure?

Ring My Aged Care on **1800 200 422** and have a chat. You can also call Wellness Champions on **1300 637 301** who can also provide information regarding aged care consumer groups.

