

# Let's talk Aged Care

## INFORMATION SHEET 1 MY AGED CARE

**If you need assistance to stay in your own home when you are older, telephone My Aged Care, the first step to getting support.**

### My Aged Care 1800 200 422

Prepare to get the best out of your first phone call to My Aged Care.

- Make a list of priorities where you feel you need support
  - This might be things you are having trouble doing for yourself
  - What specific tasks you need assistance with in order to stay living safely in your own home and your community
  - Consider movement around your home, housework, maintenance, personal and health support, transport and connecting with others socially
- Get comfortable, have a pen, paper and your Medicare Card ready - the call can take up to 20 minutes.
- If you are calling on behalf of a parent or family member, they will need to be seated with you, as they will have to give permission to My Aged Care so that you can speak on their behalf. This is called being a 'Representative'.
- Answer questions truthfully, and be open and clear with what your needs are.
- Ask questions to make sure you understand what happens next.

After the discussion with My Aged Care, you will be given an AC number. This is an identification number for you with My Aged Care. Write this number down and keep it where you can find it.

If you are online, you can look at the My Aged Care website for more information [www.myagedcare.gov.au](http://www.myagedcare.gov.au) You can log in and view your profile with your AC number.

### What happens next?

An assessor will then telephone you, to make an appointment time for an assessment in your home. This will take 1 hour or so. The assessor will observe you in your home and will discuss with you how you are managing various tasks. Be up front and truthful in your answers.

### Notes:

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### COTA SA

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