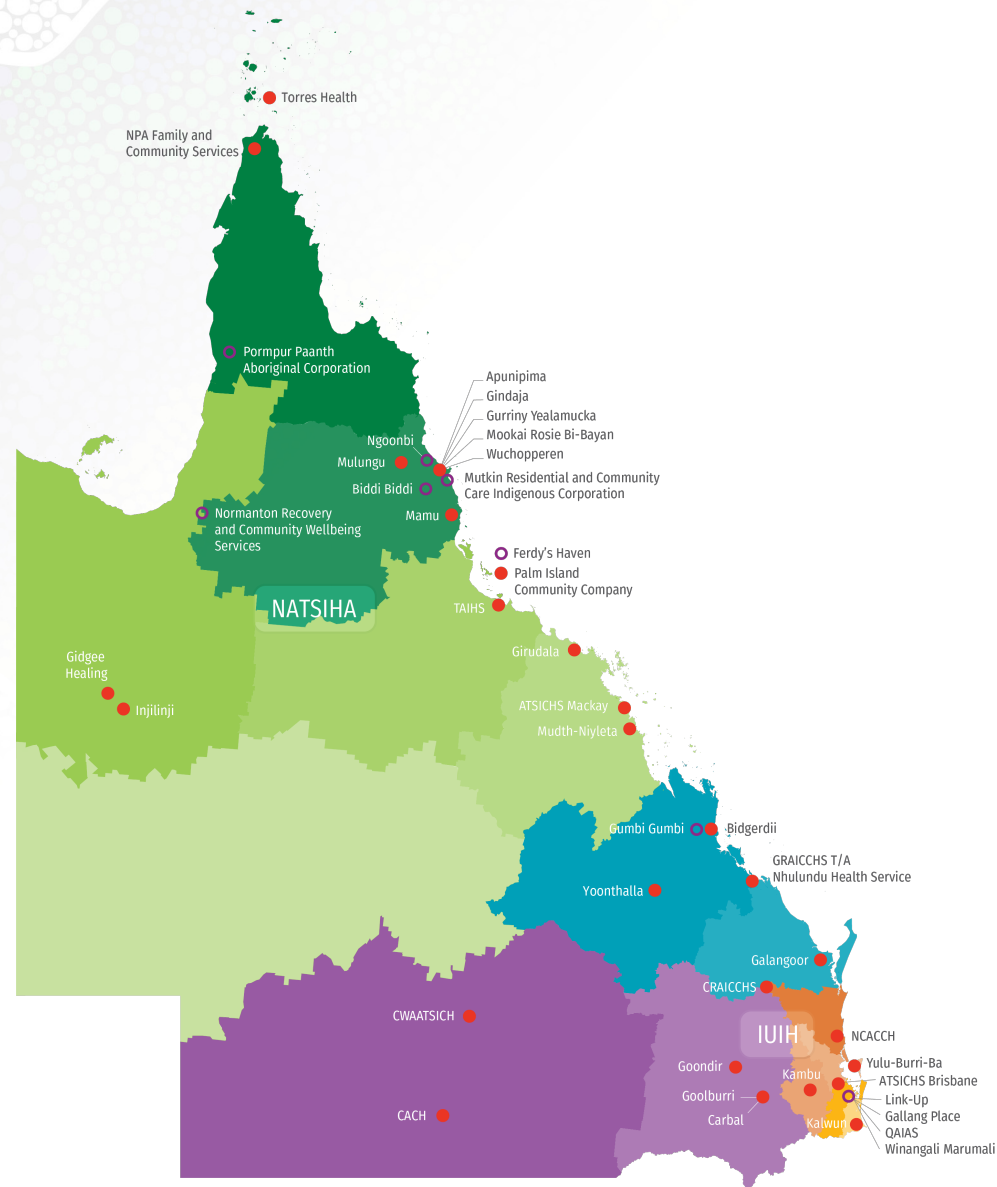


# Elder Care Support Program

Navigating My Aged Care

# Our Members

- 31 Member Services
- Two Regional Members
- 11 Associate Members
- More than 70 clinics



## LEGEND

- QAIHC Member
- QAIHC Associate Member

QAIHC Regional Member

## Hospital and Health Services\*

- Cairns and Hinterland
- Central Queensland
- Central West
- Darling Downs
- Gold Coast
- Mackay
- Metro North
- Metro South
- North West
- South West
- Sunshine Coast
- Torres and Cape
- Townsville
- West Moreton
- Wide Bay

\*Children's Health Queensland is not depicted on the map as it is a statewide specialist HHS

# Our Members



# How does the Elder Care Program connect with MAC?

- Older Aboriginal and Torres Strait Islander people and their families are supported to ***understand***, ***navigate*** and ***access*** aged care services they are entitled to

## Other roles

- Explanation of how Government subsidies work and how to access Aged Care support
- Registration of elders with MAC
- Support to search providers to help meet an elder needs
- Referral to other services with accredited provider/s
- Advocacy with MAC to ensure cultural needs are understood and met
- Organisation of respite (if available)
- RAS & ACAT assessments

# My Aged Care

Find the help you need with  
**myagedcare**

**1800 200 422**

**[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**



Australian Government



**myagedcare**

# What info does an elder need to register with MAC?

- Consent and consent for ESW to act as their agent
- Name
- Date of Birth
- Address
- Medicare Number
- Information about an elder's health, daily management and current support

***TIP – if a client does not have identification, you will need to contact the local Indigenous Service Officer @ Services Australia***

**[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

# Ways to access MAC

- *Phone call 1800 200 422*
- *Visit in person @ Services Australia and Aged Care Specialist Officers (ASCOs) 1800 227 475 to book an appointment with an ASCO*
- *Share documents online, in person or via post*
- *Updating information via an Online Account*
- *Make complaints*
- *Access to the Portal – if you are a MAC Agent*
- *Online referral for assessment and review*

# Tips for making a referral or review

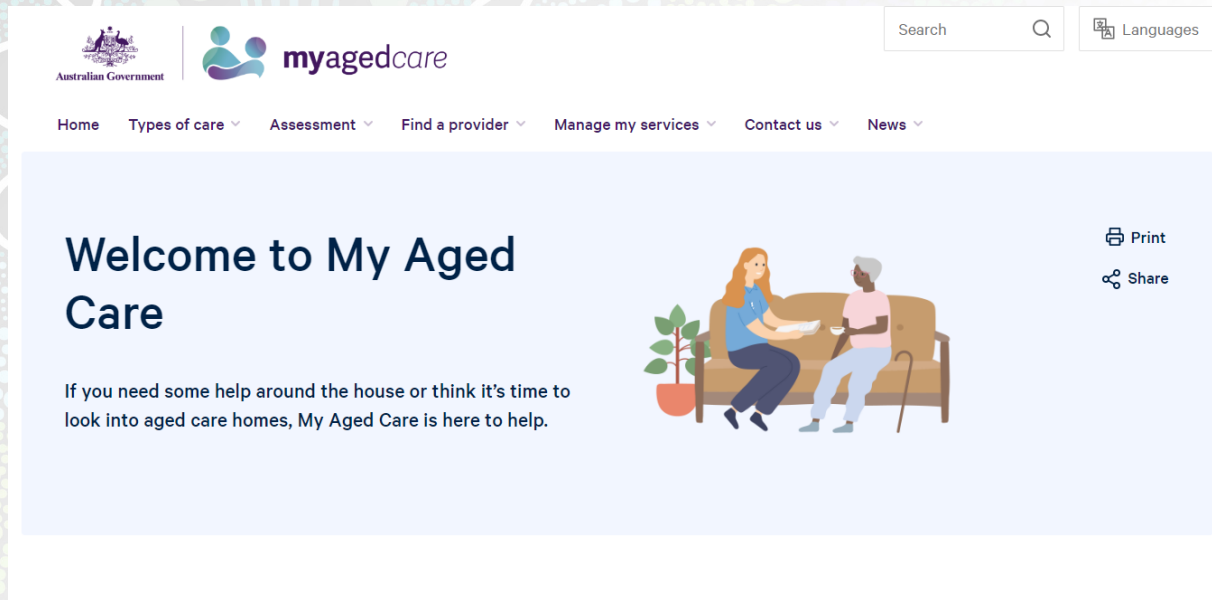
- *When the client experiences a change in cognition (forgets appointments etc)*
- *Recent falls or slips or near misses*
- *Weight loss (unexplained)*
- *Reduced mobility*
- *No family or carer available*
- *Family or carer stress*
- *No phone contact*
- *Poor personal hygiene*
- *Lack of motivation*



# What are the benefits of being an agent with MAC?

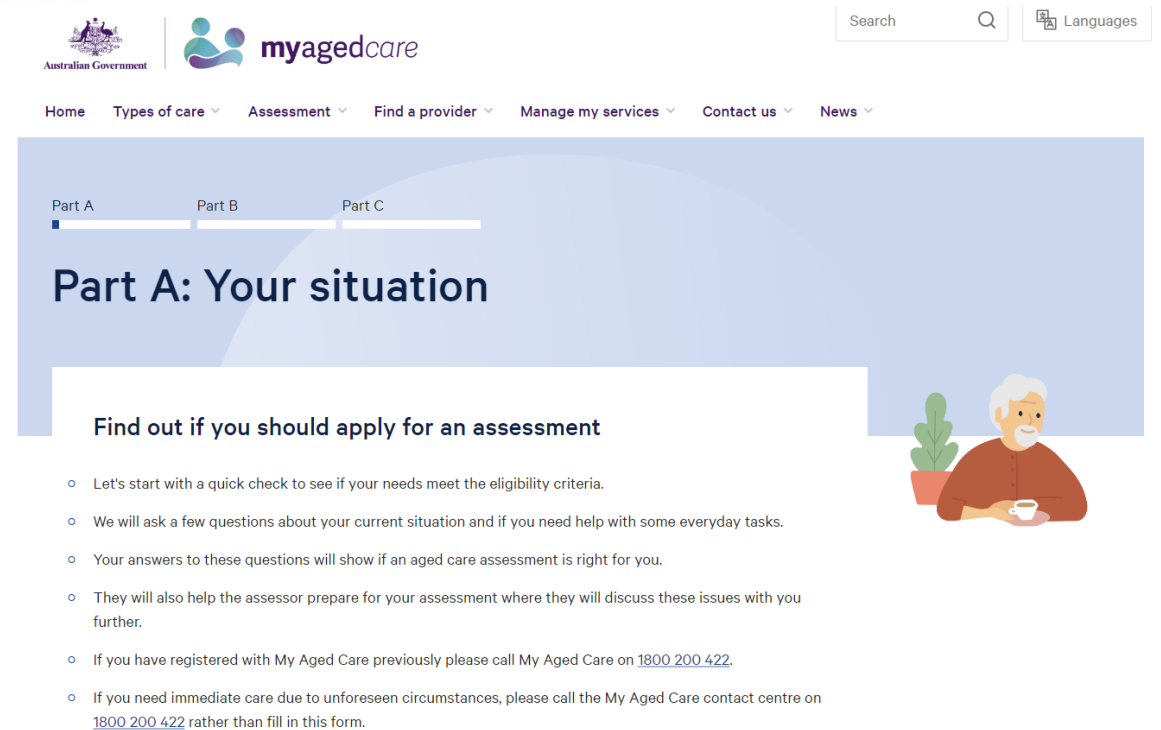
- Access to client record (limited)
- Assessment status –
  - how long ago they were assessed
  - what they were approved for
  - approximate package wait time
  - referral codes for CHSP and HCP
- Ability to make basic notes on client record
- ***Tip - Uploading documents to support requests for review especially for ACAT assessments***

# How to register with MAC



The screenshot shows the myagedcare website home page. At the top left is the Australian Government logo and the myagedcare logo. To the right is a search bar and a 'Languages' dropdown menu. Below the header is a navigation menu with links for Home, Types of care, Assessment, Find a provider, Manage my services, Contact us, and News. The main content area features a large blue banner with the text 'Welcome to My Aged Care' and an illustration of a woman and an elderly man sitting on a couch. Below the banner is a paragraph: 'If you need some help around the house or think it's time to look into aged care homes, My Aged Care is here to help.' To the right of the banner are 'Print' and 'Share' icons.

*At the end of 2022, there were approximately 62,000 Australians waiting on a Home Care Package*



The screenshot shows the myagedcare website Part A assessment page. At the top left is the Australian Government logo and the myagedcare logo. To the right is a search bar and a 'Languages' dropdown menu. Below the header is a navigation menu with links for Home, Types of care, Assessment, Find a provider, Manage my services, Contact us, and News. The main content area features a blue banner with the text 'Part A: Your situation' and a progress indicator showing 'Part A' selected. Below the banner is a white box with the text 'Find out if you should apply for an assessment' and a list of bullet points. To the right of the list is an illustration of an elderly man sitting at a table with a cup of tea.

Part A    Part B    Part C

## Part A: Your situation

### Find out if you should apply for an assessment

- Let's start with a quick check to see if your needs meet the eligibility criteria.
- We will ask a few questions about your current situation and if you need help with some everyday tasks.
- Your answers to these questions will show if an aged care assessment is right for you.
- They will also help the assessor prepare for your assessment where they will discuss these issues with you further.
- If you have registered with My Aged Care previously please call My Aged Care on [1800 200 422](tel:1800200422).
- If you need immediate care due to unforeseen circumstances, please call the My Aged Care contact centre on [1800 200 422](tel:1800200422) rather than fill in this form.

# At the end of a call with MAC

- *Tip - If you aren't satisfied with the outcome of a call, make sure you request to speak to a supervisor*
- *Tip - ALWAYS make sure you ask for a #Reference Number#*

# Home Care Packages

Level	Description	Tips
Level 1	Low needs (domestic help, meal prep, transport)	<ul style="list-style-type: none"><li>• <i>Minimal services</i></li><li>• <i>long wait time</i></li><li>• <i>CHSP could be an option</i></li></ul>
Level 2	Moderate Needs (social support, transport, shopping)	<ul style="list-style-type: none"><li>• <i>Minimal services</i></li><li>• <i>long wait time</i></li><li>• <i>CHSP could be an option</i></li></ul>
Level 3	Intermediate needs (personal care, medication help)	<ul style="list-style-type: none"><li>• <i>Level 3 and above ceases other funding for continence supplies</i></li></ul>
Level 4	High needs (showering/dressing, nursing)	

# Understanding Costs

[Understanding aged care costs | My Aged Care](#)

- **TIP** – costs are always negotiable
- It is the coordinator's role to advocate/negotiate costs on behalf of their client
- Costs can be complicated, seek support from Services Australia (Aged Care Specialist Support Officers) and Financial Information Service (FIS) particularly for Residential Care
- Financial Hardship Assistance is also available [Financial hardship assistance | My Aged Care](#)



Queensland Aboriginal and  
Islander Health Council

[qaihc.com.au](http://qaihc.com.au)