

My Aged Care Checklist

Speaking with My Aged Care

In order to understand the type and level of care you need, the My Aged Care department will ask you a series of questions regarding your personal details and current situation. The following items are the things you'll need with you for your call with My Aged Care.

Please note, if you are calling for a loved one, you will need their consent. Alternatively, if a family member or someone you trust is calling on your behalf, you will need to give them consent.

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| <input type="checkbox"/> Name, DOB of the customer, address | <input type="checkbox"/> Next of kin / emergency contact details |
| <input type="checkbox"/> Medicare number | <input type="checkbox"/> My Aged Care letters issued |
| <input type="checkbox"/> DVA (Vets) number | <input type="checkbox"/> ACAT (ACAS in Victoria) assessment |
| <input type="checkbox"/> Pension number | <input type="checkbox"/> GP contact details |
| <input type="checkbox"/> My Aged Care referral numbers
(when issued in stages) | <input type="checkbox"/> Private health details |

In-home assessment

After you've spoken with My Aged Care and have been approved for a package, you will then undergo an assessment from an Aged Care Assessment Team (ACAT or ACAS in Victoria) member. They will chat to you about your current situation and work out if you are eligible to receive government-subsidised aged care services. Make sure you have the following items on hand ready for this visit.

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| <input type="checkbox"/> Recent bank statements | <input type="checkbox"/> Aged Care ID |
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