

Applying for aged care services from the Australian Government starts with a referral from your GP or you can make a call to My Aged Care.

If you're aged 65 and over, an Aboriginal or Torres Strait Islander person aged 50 years and over, or are at risk of or experiencing homelessness aged over 50 years old, you may be eligible for government subsidised aged care funding.



Step 1: Contact My Aged Care (MAC)

Contact My Aged Care and ask for an assessment by:

- Calling **1800 200 422**
- Completing an application on the My Aged Care website at myagedcare.gov.au, or asking your General Practitioner (GP) for a referral.

The My Aged Care staff will ask you a series of questions about your current situation and if you need help with everyday tasks. If you are calling on behalf of a friend or family member, you will need their consent.

You will need to provide My Aged Care with the information listed below:

- Name, address and date of birth
- Medicare number
- DVA (Veterans) number
- Pension number

- GP contact details
- Next of kin / emergency contact
- Private health details
- My Aged Care referral numbers (when issued).



Step 2: In person assessment

My Aged Care will send an independent assessor to visit you at home to do your assessment, or may choose to do an assessment over the phone. With your permission, they will chat to you about your needs, your current situation, and work out what level of government funded aged care services you are eligible to receive. The assessment can take up to two hours to complete.

Make sure you have your Aged Care ID on hand ready for this visit.

We encourage you to have a friend, family member, or carer to be there with you, and have a translator or Auslan interpreter if you need.

Wait times for assessments can sometimes take several weeks, depending on where you live and your needs. During your in person visit, your assessor will let you know what type funding you can receive.

My Aged Care Checklist

Handy tip: If you are being assessed for Support at Home program funding, during your assessment you can ask your assessor if you can receive Commonwealth Home Support Programme (CHSP) funding while waiting for your Support at Home program to start. CHSP provides funding for basic services to help you maintain your health and live independently at home.



Step 3: Receive your assessment outcome letter

You will receive a letter from My Aged Care, advising you the outcome of your assessment. If you have been approved, you will be notified of your level of funding and also receive a copy of your My Aged Care Support Plan.



Step 4: Wait for funding

If My Aged Care approves your funding, you will then go onto a waitlist.

While you wait for your funding to come through, you can also choose to self-fund our aged care services, whenever you need them. To receive services privately from Silverchain, you do not need to have a government assessment, and you can start receiving care as soon as possible.

For more information, see our website silverchain.org.au/private-services



Step 5: Talk to us

While you're waiting, it is the perfect time to talk to us.

To learn more about the services we provide, call our National Contact Centre on **1300 650 803**, or see our website silverchain.org.au/our-services



Step 6: Receive funding and start services

My Aged Care will write to you to confirm that your funding has been assigned. This letter also contains a referral code which you will need to provide to Silverchain as your preferred provider of services.

When we receive your referral code, we will assign you a Silverchain Care Partner who will work with you to develop a Care Plan, and to coordinate the services you need.

For more information

Contact us today for more information.



- **1300 650 803**
- info@silverchain.org.au
- silverchain.org.au

Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit accesshub.gov.au/about-the-nrs

About Silverchain

Silverchain is one of Australia's leading in home care specialists, providing health and aged care services to more than 140,000 clients a year.

Trusted by Australians to deliver care that is differentiated by quality and safety for over 130 years, we are proudly one of the only Australian home care providers accredited in both national health and aged care standards.

At Silverchain we celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Acknowledgement of Country

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

Health. Human. Home.