

How do I get started on my aged care journey?



Need help?
1800 692 464

No matter where you are on your aged care journey, Care Connect is here to make life easier. When it comes to navigating the aged care system, Care Connect understands the process may be confusing and the challenges you may face. Feel understood and respected as we partner with you through the process to achieve the best possible care outcome.



1. Call Care Connect to start your aged care journey.

- Care Connect is here to make life easier.
- Please call 1800 692 464.
- We can assist you in registering with My Aged Care (MAC).
- There is no obligation to join Care Connect at this stage.



2. Complete the Home Care Package assessment.

- Care Connect will provide expert, tailored advice to prepare you for your assessment, maximising your possible outcomes.
- The Aged Care Assessment Team (ACAT) carries out this assessment.
- You can expect some questions about how you manage day-to-day activities or where you think you need some support.
- They may also ask to speak to your doctor or specialist.



3. Consider your options once you have received your assessment outcome.

- Once your level of care is approved by My Aged Care, Care Connect is here to discuss your options.
- If you are **not** approved for a Home Care Package, you may be eligible for other care options. Over 90% of our clients are eligible for the Commonwealth Home Support Programme.

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4. Join the national waiting list and see if you are eligible for interim care services.

- Waiting times of up to 12 months on the national Home Care Package waiting list may apply before a package becomes available.
- The national waiting list is managed by My Aged Care: Care Connect has no involvement with the allocation of packages.
- During this time, you will receive a letter from My Aged Care providing an update on your progress in the queue.



5. Receive a letter confirming the start date of your Home Care Package.

- Now is the time to start looking for an approved Home Care Package provider and consider Care Connect.
- All service providers are unique in their offerings, so we encourage you to research a few.
- You will receive a referral code that you must provide to your chosen provider within 56 days in order to receive care services.



6. Create a care plan and start receiving your services.

- The key to accessing the care you need and living the life you love is to partner with a trusted provider, like Care Connect.
- With a deep understanding of you and your individual circumstances, Care Connect partner with you to create a personalised care plan.
- Should you choose Care Connect as your approved Home Care Package provider, services will commence once your care plan has been finalised.

Did you know you may have to wait more than 12 months for a package to be allocated?

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