



Do you, or somebody you know need help to receive My Aged Care Support Services at home?

What is My Aged Care?

My Aged Care is the first step people take to plan for subsidised support and care to help them live independently and remain in their homes.

People aged 65 and over, and Aboriginal and Torres Strait Islander peoples aged 50 and over are eligible to apply for services.

What support is available with My Aged Care?

Some people can access a **Home Care Package** which involves in-home care services to support them to remain living independently in the comfort of their own home. Some of these services include:

Personal care, cleaning, nursing, allied health, social support groups, gardening and special equipment.

You can register with My Aged Care via phone **1800 200 422** or via the website **www.myagedcare.gov.au**

Support for People to access my Aged Care Services.

Some older people need extra, intensive support to access and navigate aged care services and other supports in the community.

In these situations, the DPV Health Aged Care Assist Team may be able to help.

For further information on the DPV Health Aged Care Assist Program see the next page of this brochure.





Aged Care Assist

Supporting seniors to access aged care and other support services



What is Aged Care Assist?

Aged Care Assist is a FREE support service for vulnerable older people who need intensive support to access aged care services and support.



HELP people understand & access aged care & other support services.



COMPLETE any forms & help you understand aged care service agreements.



TALK to My Aged Care and other support people on your behalf. Arrange an assessment with My Aged Care.



CHECK-IN once services are up and running to make sure everything is OK.



ATTEND and visit you at home or another convenient place of choice to talk through the process. Be available during the My Aged Care assessment.



SUPPORT you to solve other challenges along the way.



FIND & short list aged care providers in your area.

Fees

Aged Care Assist is a FREE service.

To receive Aged Care Assist support, a person must:

- > Be a resident of the City of Whittlesea (all suburbs) or Mitchel Shire (Wallan, Beveridge and Bylands Only)
- > Have no available trusted carer or support person who can help them
- > Be eligible for government-funded aged care
- > Have difficulty communicating because of language or literacy problems
- > Find it difficult to understand information and make decisions
- > Be reluctant to engage with aged care or government
- > Be in an unsafe situation if they do not receive services.

Access to Interpreter Services

We offer FREE interpreter access to all clients who need it. This will be coordinated by your DPV Health engagement officer.

How to make an appointment

To arrange a time to speak with one of our friendly Care Finders:

Call our Aged Care Assist direct number on **0438 849 400** or Email agedcareassist@dpvhealth.org.au

For more information on how DPV Health can help you visit:
www.dpvhealth.org.au/aged-care-assist

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dpvhealth.org.au

agedcareassist@dpvhealth.org.au



DPV Health acknowledges the traditional Custodians, Elders and Lands of the Wurundjeri people. DPV Health is committed to the Victorian Child Safe Standards in policy and in practice, to promote and protect the best interests of all children involved in our services.