Getting the help you need at home

A short guide to your aged care assessment



How the assessment works

An assessor visits you at home and asks about your health, your everyday tasks and the help you already get. Your answers go into a computer tool that works out what help you can get and how soon. The assessor can only record what you tell them and what they see on the day.

The most important thing

Don't describe only your best day. Describe a usual week, including the bad days and how often they happen.

You don't need to exaggerate or put on a brave face.

Five things to tell the assessor

1. **Little things count as help.** If someone reminds you, checks you are safe or stays nearby while you do something, say so.
2. **Explain what family and friends do.** Say who helps, what they do and how often. If you don't, your needs may be counted as already met.
3. **Explain what "I manage" really means.** Say if a task causes pain, takes a long time, leaves you exhausted or feels unsafe.
4. **Talk about what you have stopped doing.** Mention things you avoid because of falls, tiredness, confusion, pain or loss of confidence.
5. **Don't skip the personal things.** Toileting, memory and mood affect the help you can get. If they are hard to say out loud, write them down and hand them over.

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> "Enquiries were always dealt with promptly and respectfully.
>
> Kathy, Churchlands, next of kin of a Platinum client

Turn over: your first call, CHSP codes and who can help

Start with a call to My Aged Care

1800 200 422 Monday to Friday 8am to 8pm, Saturday 10am to 2pm

What you say on this call helps decide what kind of assessment you get. Tell them what has changed in the past year, which everyday tasks are hard, who helps you and whether they can keep going, and whether you live alone or need help urgently.

Got CHSP codes but no provider can help?

CHSP is the Commonwealth Home Support Programme. If no provider has room for you:

- Tell My Aged Care no provider can deliver your services, and what has changed since your last assessment
- Ask for a reassessment, and whether it can be a full (comprehensive) assessment
- Keep a list of the providers you have rung and what they said

On the day

- Have someone you trust with you
- Have your medicines and any letters out
- Don't tidy up or get ready specially. Let the assessor see a usual day.
- Before they leave, ask: “Is there anything I haven't told you?”

After the letter

You'll get a Notice of Decision. If it doesn't match your needs, ask for a review in writing within 28 days of getting the letter.

If your needs change later, call My Aged Care and ask for a reassessment.

Who else can help

Who	How they help	Phone
Advocare	Free, independent advice on your aged care rights and reviews in WA	08 9479 7566
OPAN	National aged care advocacy line	1800 700 600
Carer Gateway	Support for family and friends who care for you	1800 422 737

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Want help preparing?

Phone us and talk to one of our care partners.

Phone (08) 9470 4075

Email sah@platinumhealthcare.com.au

Web platinumhealthcare.com.au