

# Frequently Asked Questions – Aged Care Reform

## **Background**

### ***What is changing?***

The aged care system is being changed in a number of ways. There is now a national system, called My Aged Care, where you register your details in order to get the services you need. In the past, you could access services directly through a service provider. Now, you need to register with My Aged Care, and they will work with you to find the services that you need.

The current Home and Community Care (HACC) program is being replaced by the Commonwealth Home Support Program (CHSP). It will work in a similar way, but there will be some changes.

There are also changes to some of the systems and referral processes.

### ***Why are these changes being made?***

These changes are part of the Federal Government's reform of the aged care system. The changes are intended to give people more choice, more control and easier access to aged care services.

## **Existing Clients**

### ***Will my services be affected?***

In the short term, there will only be very minor changes to your service. This includes changes to the names of the services on your bill.

There may be other small changes to your services in a few months. We are working out what these changes are and will provide information about these when we can.

### ***Can I keep the same support worker?***

We try to make sure that our clients are visited by the same support worker each week. We will try to make sure that your support worker stays the same after the reforms come in.

### ***What happens when my needs change?***

If your needs change, you will need to contact My Aged Care and register your details. They will then work with you to make sure that you get the services that you need. We will support you through this process.

### **New Clients**

#### ***How will this affect me?***

If you want to access aged care services, you will need to contact My Aged Care and register your details. From there, My Aged Care will work with you to identify the services that you need.

#### ***Council delivers the service that I want, why can't I request it directly through Council?***

Council does deliver aged care services. However, in order for us to provide you with this service, you need to be registered through My Aged Care.

When you speak with My Aged Care, they will work with you to identify the supports that you need. Through this process you may be referred to Council's services.

### **My Aged Care Gateway**

#### ***What is My Aged Care?***

My Aged Care is a national system where you register your details, in order to get the services that you need. It acts as a 'gateway' to the aged care system.

#### ***What will happen when I call My Aged Care?***

My Aged Care has trained staff who will ask you a range of questions. This will help them to form a picture of your needs and care arrangements. They will work with you to find the services that best meet your needs.

#### ***Where can I find more information?***

If you can access the internet, you can find more information at [www.myagedcare.gov.au](http://www.myagedcare.gov.au). If you prefer to speak to someone over the phone, you can call 1800 200 422.

You can also speak to someone at Council about the changes. Please call 8470 8828.

*This document has been prepared by the City of Darebin. The information in this document may change. Please refer to My Aged Care for the most up to date information.*