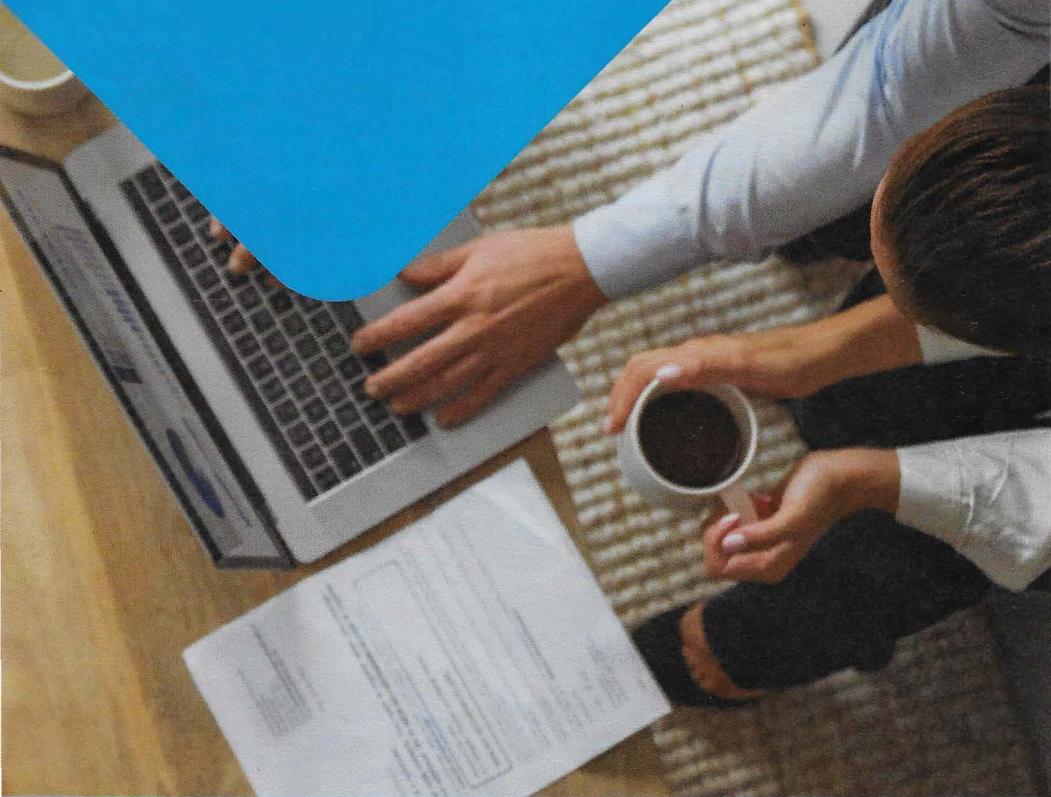


How the Financial Information Service can help



Australian Government



Services
Australia

Planning to retire well

FIS can talk to you about your retirement options. FIS can help you plan no matter when you plan to retire, tomorrow or in 20 years.

You can get information online or talk to a FIS Officer. They can show you ways to build a stronger financial future in retirement.

What FIS can do for you

- Help you understand different options to get your money working for you when you retire, like:
 - superannuation
 - income streams
 - annuities
 - allocated pensions.
- Explain how financial products work with government payments.
- Discuss your options for accommodation and downsizing.
- Discuss what to look for when choosing financial experts and how to use the information they give you.

Understanding aged care costs

FIS can help you understand your options to fund your aged care.

You can get information online or talk to a FIS Officer. They can explain how aged care costs are worked out. They can talk to you about home care, respite care and residential aged care costs.

What FIS can do for you

- Help you understand how the aged care system works.
- Explain the meaning of financial words used in aged care.
- Explain the aged care fees you can expect.
- Explain how aged care may affect your government payments, including the Age Pension.
- Talk to you about different options to pay for aged care based on your circumstances.
- Show you options if you're thinking about selling or transferring property.
- Help you understand your finances if your partner has died.

How to contact us

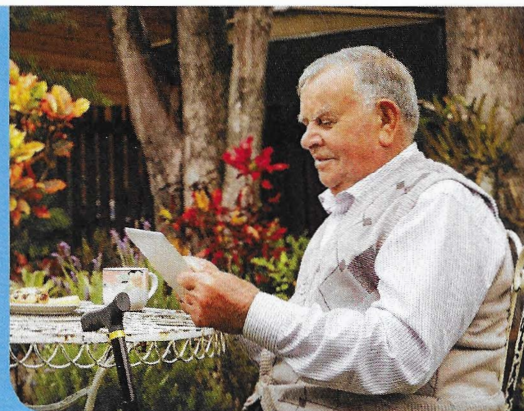
You can have someone with you when you speak to a FIS Officer. You can have an authorised representative act on your behalf.



You'll find information and videos on our website. Go to servicessaustralia.gov.au/fis



Call us on **132 300** and say 'Financial Information Service' when we ask why you're calling. A FIS Officer will answer your call.



Connecting you to aged care services

We've made it easier for you to find out about My Aged Care services.

It can be overwhelming when you start your aged care journey and are thinking about how to access aged care services. Whether you're looking for help at home or thinking about entering an aged care home, we're here to help.

If you need help finding general information about government-funded aged care services you can:

- go to myagedcare.gov.au
- call My Aged Care on **1800 200 422**
- go to servicesaustralia.gov.au/myagedcarefacetoface
- have a free face-to-face appointment in any Services Australia service centre.

For more in-depth information about aged care services you can:

- talk to an Aged Care Specialist Officer
- call My Aged Care on **1800 200 422**.

Aged Care Specialist Officers

You, your family or a registered supporter may be able to speak to one of our Aged Care Specialist Officers (ACSOs). This is a free service available to help you with your aged care matters. You can meet with an ACSO in-person in some of our service centres or through video chat from anywhere in Australia. They can help you by:

- providing in-depth information on the different types of aged care services
- referring you to an assessment organisation for an aged care assessment
- providing financial information about aged care services
- helping you appoint a registered supporter for My Aged Care
- connecting you to local support services.

Find out if there's an Aged Care Specialist Officer in your area

To find out more about how we can help you, including if there's an Aged Care Specialist Officer in your area, go to servicesaustralia.gov.au/myagedcarefacetoface

To book an in-person or video chat appointment with an Aged Care Specialist Officer:

- call **1800 227 475**
- ask at your local Services Australia service centre.





Get help with your aged care options

Whether you're looking for help at home or thinking about an aged care home, we can help.

Connect with us:

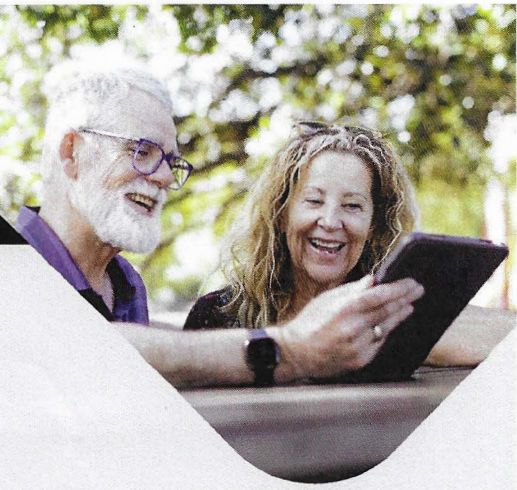
- Go to myagedcare.gov.au
- Call My Aged Care on **1800 200 422***
- Ask at your local Services Australia service centre.

Book an appointment with an Aged Care Specialist Officer:

- Call **1800 227 475***
- Ask at your local Services Australia service centre.

*1800 calls are free from land lines and most mobile phones.





Using video chat to connect with us

We offer video chat for some appointments so you can connect with us when and where it suits you.

Before your appointment

Make sure you have:

- a smart phone, tablet, computer or laptop with a microphone and camera access to the internet or data
- a myGov account so we can send you the link to join your video chat appointment.

How video chat appointments work

Once you've made your booking, you'll get a secure online letter in your myGov Inbox. It will include a link to your video chat appointment and instructions on how to prepare for your appointment.

Using internet browsers

Our video chats work best on either Microsoft Edge or Google Chrome.

You might need to download one of these browsers if you're experiencing issues. If another browser opens, copy and paste the link into either Microsoft Edge or Google Chrome.

How to check your appointment details

You can check your appointment details in your Centrelink online account or the Express Plus Centrelink mobile app, under Manage Appointments.

You can't change your appointment online. To do this you'll need to either:

- call the number in your online letter in myGov
- contact us on your regular payment line.

For more information on using video chat to connect with us, go to servicessaustralia.gov.au/videochat



How to join a video chat appointment from your Centrelink online account

- 1 Sign in to your myGov account. Do this a few minutes before your appointment time.
- 2 Select **Centrelink** in your linked services.
- 3 Select **Manage appointments** under **Documents and appointments**. Here you'll see your video chat appointment details.
- 4 Select **Join meeting**.
- 5 Enter your name and select **Join**. If we don't join the appointment within 15 minutes, call us on the number in your appointment letter.
- 6 When you finish your appointment, select **Hang up** to end the call.



How to join a video chat appointment from your Centrelink Express Plus app

- 1 Sign in to the Express Plus Centrelink mobile app by selecting **Start now**. Do this a few minutes before your appointment time.
- 2 Open the video chat appointment details from your home screen and select **Join meeting**.
- 3 A warning message will appear explaining that you're leaving the app to go to a browser for video chat. Select **OK** to launch your browser.
- 4 Enter your name and select **Join**. If we don't join the appointment within 15 minutes, call us on the number provided in your appointment letter.
- 5 When you finish your appointment, select **Hang up** to end the call.



Australian Government



myagedcare



Find the help you need with My Aged Care

Freecall: 1800 200 422*

Website: myagedcare.gov.au

Visit: your dedicated Service Australia
service centre

My Aged Care is the starting point to access Australian Government aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- assessment for services
- referrals to service providers that can help you meet your needs
- your contribution to the cost of your aged care.

What services are available?

Care at home

My Aged Care can help you access services that can support you to remain living at home and in your own community.

You may be eligible to access support to help you continue doing what you can for yourself, safely and with a focus on your strengths and goals, such as:

- personal care like help getting dressed or showering
- transport
- modifications to your home like hand rails or ramps
- nursing, physiotherapy and other care
- help with preparing your meals
- help with cleaning your home or gardening
- equipment like walking frames
- social activities to help keep your mind and body active and healthy.

Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you, or your carer, needs a break (respite care).

Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, an aged care home lets you live in a supported environment where help is available 24 hours a day.

Who pays for services?

The Australian Government contributes to the cost of aged care services. You are expected to contribute to the cost if you can afford to.

How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

Are you eligible for services?

My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

Use the online eligibility checker to find out if you are eligible for government-funded aged care services and check if you meet the requirements for an assessment

myagedcare.gov.au/eligibility-checker

What support is available?

If you have someone providing you with regular and ongoing care and help - without being paid - then they are a carer. Carers can get help and support from the government and other organisations.

- **Carer Gateway** provides in-person, phone, and online services and support nationally to help carers in their role. You can call **1800 422 737***, Monday to Friday, between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider or go to the website at **carergateway.gov.au** to find out more.
- **Dementia Australia** can be contacted on **1800 100 500***, 24 hours a day, seven days a week (24/7), or online at **dementia.org.au** or alternatively you can contact **Dementia Support Australia** online at **dementia.com.au** or via the 24/7 phoneline on **1800 699 799***.

You and your carer can also visit the My Aged Care website for more resources, services and support groups at **myagedcare.gov.au/caring-someone**

Have your say on aged care

We invite older Australians, their families and carers, the aged care workforce and providers to help shape and reform aged care. Register your interest at **agedcareengagement.health.gov.au**

Four steps to access services

1 Apply for an assessment of your needs at myagedcare.gov.au/apply-online, by phoning 1800 200 422* or in person at a dedicated Services Australia service centre.

- You will be asked questions to help work out your care needs.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

2 Have an assessment

- My Aged Care may arrange for an assessor to conduct the assessment.
- With your consent they will assess your care needs and confirm your eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during the assessment.

3 Find out about costs

My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through Services Australia.

4 Find a provider

- The online Find a provider tool can help you find and compare aged care service providers in your area myagedcare.gov.au/find-a-provider
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.



For more information

Website: myagedcare.gov.au

Call: **1800 200 422***

- Weekdays – 8 am to 8 pm
- Saturdays – 10 am to 2 pm
- Closed on Sundays and public holidays

In person Book an appointment with an Aged Care Specialist Officer in selected locations by calling **1800 227 475*** (Monday-Friday, 8am to 5pm). You can also visit any Services Australia service centre for general My Aged Care support.

If you are Deaf, deafblind, or hard of hearing, you may be eligible for sign language interpreting and captioning services through the National Sign Language Program. Make a booking at deafconnect.org.au/services/interpreting

The National Relay Service can also assist if you find it hard to hear or speak using a phone. Choose your preferred access option at accesshub.gov.au/about-the-nrs and ask for a relay to My Aged Care on 1800 200 422.

Translating and Interpreting Service

call **131 450**, tell the operator the language you speak and ask them to call 1800 200 422.

If you are a veteran or war widow/er

you may also be eligible for Department of Veterans' Affairs (DVA) services or programs. Ask My Aged Care for more information.

For information **on your aged care rights**, and for support when raising concerns, call the Older Persons Advocacy Network (OPAN) on **1800 700 600***. These services are free and confidential, and OPAN is independent of providers.

*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.



Australian Government



myagedcare



After you've registered with My Aged Care

Freecall: 1800 200 422*

Website: myagedcare.gov.au

Visit: your dedicated Service Australia
service centre

What happens after you've registered with My Aged Care?

If you are eligible for an aged care assessment you should hear from an aged care assessment organisation within two to six weeks.

If you haven't heard anything in this time, call **My Aged Care** on **1800 200 422***. Your Welcome Pack letter included a pop out card with your My Aged Care ID. Please have this handy when you call.

Don't worry if you don't have the card with your My Aged Care ID, My Aged Care will still be able to help you.

What support is available?

- **Carer Gateway** provides in-person, phone, and online services and support nationally to help carers in their role. You can call **1800 422 737***, Monday to Friday, between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider or go to the website at **carergateway.gov.au** to find out more.
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You and your carer can also visit the My Aged Care website for more resources, services and support groups at myagedcare.gov.au/caring-someone

What happens at the aged care assessment?

With your consent, an aged care assessor will come to your home. They will assess your care needs and eligibility for services.

If you are eligible for subsidised aged care, the assessor will work with you to develop a support plan which addresses your care needs, goals and service preferences.

Someone else can be with you as your support person at this aged care assessment visit. If you have a carer, you may wish to consider whether they attend the aged care assessment with you as your support person. You can also ask the assessor about having an Auslan or in-language interpreter.

At your aged care assessment, you should have:

- ID for you and anyone you want to be a representative and talk on your behalf: Medicare card and one other form of ID - such as DVA card, driver's licence, healthcare card, or passport.
- any information you already have about aged care services that you may want to discuss.
- information on any support you receive.

What happens after the aged care assessment?

After the aged care assessment, you will find out if you are eligible for subsidised aged care services and which type.

Then you need to:

- **choose services:** the 'Find a provider' tool on the website at myagedcare.gov.au/find-a-provider can help you locate and compare services. Your aged care assessor and My Aged Care can also help.
- **find out about costs:** the 'Fee estimator' tool on the website at myagedcare.gov.au/how-much-will-i-pay can give you information about costs. You may need a financial assessment.



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Track your progress after your aged care assessment using myGov

You and your representatives will be able to do the following through myGov:

- update your personal details
- upload documents
- see letters and how long you may need to wait if you've been approved for a Home Care Package
- see your assessors' and service providers' contact details
- update the details of people you've given permission to see your information
- see information about your assessments, referrals for services and support plan.

Sign in at **my.gov.au** and link to My Aged Care.

You will then have access to your My Aged Care Online Account.

For guidance on setting up your Online Account go to **myagedcare.gov.au/access-your-online-account**

Receive notifications by SMS or email

SMS and email notifications keep you advised on events in your aged care journey such as when your aged care assessment has been finalised.

In your Online Account under 'your profile', you can tick the box to receive SMS and Email notifications.

Otherwise, just call My Aged Care for help in setting up notifications.

For more information

Website: myagedcare.gov.au

Call: **1800 200 422***

- Weekdays – 8 am to 8 pm
- Saturdays – 10 am to 2 pm
- Closed on Sundays and public holidays

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