MY AGED CARE
CALD CONSUMER JOURNEY

1. ASK FOR HELP
   Ask family, a friend, carer or health practitioner to help you find out about aged care services

2. REGISTER ONLINE OR CALL MY AGED CARE
   My Aged Care will organise Translating and Interpreting Services (TIS) if you are not comfortable speaking English
   My Aged Care will ask you a range of questions to learn about your care needs
   Family, friends, carers or health practitioners can register online or call My Aged Care on your behalf

3. FIND OUT WHAT YOU NEED
   My Aged Care can refer you to receive basic care services, if you need them e.g. Meals or transport or
   My Aged Care will ask assessors to visit you at home to find out more about your care needs
   You will be visited by RAS or ACAT assessors

4. RECEIVE SERVICES
   Your assessor will refer you to a service provider of your choice to receive one of the following services:
   - Commonwealth Home Support Programme
   - Home Care Package
   - Residential Care