GETTING STARTED

Aged care: first steps checklist

A step-by-step list for when you start looking into aged care support for a loved one. Tick things off as you go and keep the key details in one place.

Before you call

- [ ] **Talk with your loved one about the help they want**
  What do they find hard day to day? What matters most to them? Their wishes should lead every decision.
- [ ] **Gather the basics**
  Medicare card, any concession or DVA card, GP details, a list of health conditions and current medicines (the Medication list in this pack helps).
- [ ] **Agree who will be the main contact**
  Your loved one can nominate a family member or friend to speak with My Aged Care on their behalf.

Register and get assessed

- [ ] **Contact My Aged Care**
  Visit myagedcare.gov.au to register and ask for an assessment.
- [ ] **Write down the assessment date and assessor details**
- [ ] **Prepare for the assessment**
  Note recent falls, hospital stays, memory changes, and the tasks that need help. Have a support person there if you can.
- [ ] **Read the support plan or outcome letter**
  Check it reflects what was discussed. You can ask questions or request a review if something is missing.

Choose services and a provider

- [ ] **Shortlist providers**
  Use the Find a provider tool on myagedcare.gov.au and ask friends or your GP for recommendations.
- [ ] **Ask each provider about costs, fees and what is included**
- [ ] **Ask how they handle changes, complaints and missed visits**
- [ ] **Read the agreement before signing, and keep a copy**
- [ ] **Set a date to check in on how things are going**
  Needs change. Book a review in a few months, or sooner if things change.

Key details

MY AGED CARE REFERENCE / CLIENT ID

MAIN CONTACT (NOMINATED PERSON)

ASSESSMENT DATE

ASSESSOR NAME AND ORGANISATION

OUTCOME / SERVICES APPROVED

PROVIDER CHOSEN

PROVIDER CONTACT

NEXT REVIEW DATE

NOTES

General information only, not medical, legal or financial advice.