



My Aged Care

HOW TO MAKE A REFERRAL FOR HOME CARE FUNDING



Who is this information for?

This guide is for people wanting to refer a person for aged care services.

My Aged Care (MAC) is the main entry point to the aged care system in Australia. It is designed to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to find and access services.

If you need assistance to make a referral to My Aged Care, follow steps 1 through 5 or call **1300 23 63 82** and we can do this for you.

While you wait

Benetas is here to support clients and carers while they wait for an assessment and package of funding. This may be through information or carer support, or through privately funded home care services.

Research from the Australian Institute of Health Innovation found that each additional hour of home care service received per week was associated with a 6 per cent lower risk of entry into permanent care.

Call **1300 23 63 82** if you'd like to begin your home care services today. Alternatively, please call us to arrange a free, no obligation appointment to see one of our Home Care specialist at a time and place that suits you – even if that time is after work hours – to discuss your home care options.





STEP 1 BEFORE YOU BEGIN

You'll need the details of the person requiring care including:

- Personal details such as address, contact details, etc.
- Medicare and/or DVA details
- GP details (good but not required)
- Carer support details (if different to you)

Then visit: myagedcare.gov.au/referral

Need Assistance?

You can call **1300 23 63 82** and we can lodge this on your behalf at no cost and obligation free.



STEP 2 ABOUT YOU

Please state your relationship with the person needing aged care. Complete the contact form with your details, so My Aged Care know how best to contact you.



STEP 3 ABOUT THE CLIENT AND THE CARER/SUPPORT PERSON

Please complete this section for the person requiring care, known as the client. Then add the details about the current carer or support person (even if this is you).

NOTE: Once the referral is complete, all follow up with MAC will need to be completed by the client or the nominated support person.



STEP 4 REASON FOR REFERRAL

In this section, you need to state the reason for the referral. We recommend you should include the words 'Client requires comprehensive assessment for home care package' as part of the reason in the section "Why does the client need an assessment or access to aged care services?"



STEP 5 CONFIRMATION NUMBER

Actually not a step, rather the ability to gather your confirmation number and to download a copy of your referral.



benetas

About Benetas

Benetas was established in 1948 when a small group of volunteers from the Anglican Diocese of Melbourne responded to the urgent need to provide care and support to older Victorians. We now operate as a not-for-profit organisation, providing care to more than 4000 clients and their families.

Phone: 1300 BENETAS (1300 23 63 82)
(Monday to Friday 9am–5pm)

Website: benetas.com.au/homecare

Email: homecare@benetas.com.au