

## How to get the supports you need - Video



This video has been made by AccessCare to assist you understand when and how you can get supports in your home and community because you are 65 or over, (55 if you are aboriginal or Torres Strait Islander) and are finding tasks more and more difficult to achieve on your own.

Life throws us some unexpected hurdles. Have you had a fall, a recent hospital stay, a diagnosis, or loss of confidence? Are you finding things harder to do? Do you want to get out and about like you used to?

All of this can make you feel like things are out of control. There are supports to help you remain in your own home, surrounded by your pets, garden and community.

The first step is to call the Commonwealth Government's My Aged Care phone number on 1800 200 422. This is a centralised phone number to start the journey toward the supports you need.

You will be asked questions so have your Medicare card ready, and if you are eligible for an assessment, you will next receive a phone call where someone will book a visit to see you at home.

You are welcome to have a family member, friend or support person to attend this meeting with you or to speak on your behalf. Assessment staff will work with you to identify and explain supports that will help enhance your independence at home.

Be sure to let the assessor know

- What you do well on your own
- What you are finding difficult
- What you would like help with
- What your health is like
- What your spouse's or other family and supports health is like
- Consider if something unexpected occurs to you or your family and supports, would some assistance really help you continue to manage
- It is natural to think you are fine and getting along, but what if with a bit of support, you were able to do more than just manage

Things to think about before the assessor visits you include

- What is hard for me to do around my home? Think about the heavy household tasks such as doing the floors, changing your bed, the laundry and cleaning bathrooms

- What about showering, am I confident in the shower? Do I have compression stockings or other clothing items that are difficult to manage?
- Do I want to get out more? Do I want to socialise more?
- Can I manage my shopping?
- Do I have a lot of appointments I struggle to get to?
- Are there areas around my home that could be safer?
- Would it be easier if some of my meals were provided to me?
- Do I need someone to assist me to plan and work toward my goals?

If you are eligible for services be sure to let the assessor know you want your services provided by AccessCare in the City of Kingston

**If you have any queries, please don't hesitate to call AccessCare on 1300 819 200**

Please watch the next videos in the series to learn more about how AccessCare can support you, and important information about your rights and how we can work together toward your goals.