

QUESTIONS & RESPONSES

1. When did you become aware of MAC and that services may be available to you?
I first made contact with MAC by phone on 27 September 2022.
 - a. Did you know how to find MAC when you needed an assessment, or needed to organise an assessment?
I was informed by Telecross to contact MAC and was given their phone# 1800 200 422.
 - b. If you didn't know, how did you go around finding out? **What I was not aware of was the lengthy process for in-home Assessment and obtaining Home Aids!**
2. If you used MAC to organise an assessment of care, how long ago was this?
Initial MAC Assessment was done by phone on 27 September 2002 with general questions. I was told it would take 2-6 weeks to be assessed for Social Support. The in-home Assessment finally took place on 19 October 2022.
3. Did you use the website, the phone line or did you use a face-to-face centre? **PHONE LINE**
 - a. For whichever method you used, how easy was it to use? **NOT easy at all.**
4. Were there any issues with availability/reliability of the MAC system or phone line if used?
There is no reliability with the MAC system and the phone waiting time is long.
5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?
I have used Services Australia face-to-face although concerning other services such as Medicare. The waiting time I have experienced for any query or information is minimum of 1-2 hours or longer, so I would be reluctant to use Services Australia for MAC.
6. How long did it take to organise an assessment and confirm that an assessment was booked?
Time period: from 27 September 2022 - initial phone assessment by MAC – then, in-home Assessment by a rep from Your Side-Community Options Australia Ltd, on 19 October 2022.
7. Did anything stop you from getting an assessment or slow down achieving this? **NO**
8. Did anything stop you from accessing MAC?
Currently I am very reluctant to access MAC, based on my previous experience. And, I am very concerned if I need urgent help owing to the time period involved for any service!
 - a. If you could not use MAC, did you access an assessment another way?
N/A
 - b. Did you seek the assistance of a navigator, care finder or advocate to use MAC, and what was your experience? **NO, I am not and was not aware of such assistance as “navigator, care finder or advocate”.**
9. Did you organise this on behalf of someone else? **NO**

10. What was your overall experience?

As a new Registrant for My Aged Care, my experience with the telephone service for Registration and process for Assessment and Referral for Home Aids was **convoluted, complicated, complex and time-consuming**.

I was advised that the in-home Assessment itself would take **2-6 weeks waiting time**.

In total the number of service Organisations involved for Home-Care Aids – apart from My Aged Care – involved approx FIVE, ie: Your Side, GEAT2GO, Australian Health Professionals, St Vincents Care, Indigo Solutions/Live Life.

SERVICE	CONTACT	NOTES
My Aged Care	At least Five times: via phone - 27 Sep, 19 Oct, 13&15 Dec 2022; 22 Feb 2023.	Regarding initial Assessment. Follow-up calls re: appointment for Occupational Therapist; allowance (\$1,000). Several times I was put On Hold as Customer Service person could Not help with my queries!
Your Side-Community Options Australia Ltd	Twice : at my home & follow-up email 19 October 2022	Assessment visit in my home & follow-up letter & email re: Support Plan & Personal Alarm
GEAT2GO	Four times: via phone - Oct 2022; 20&22 Feb and 3 March 2023.	Regarding Personal Alarm – this was a very lengthy process to order as rules had changed & I had to be [re-]assessed (again!) by an Occupational Therapist!
Australian Health Professionals, Disability & Home Care	Twice : via phone - Dec 2022 and Feb 2023	Regarding the organisation of appointment with an Occupational Therapist.
St Vincents Care	At least Twelve times: via phone & SMS messages – 1,13,14,17,20 Feb and 1,2 March	via Phone, SMS messages & Letter: involving appointment 1 Feb 2023 & follow-up re: orders for Home Aids.
Indigo Solutions/Live Life	Several times: Feb-Mar 2023	Follow-up regarding Personal Alarm
A Research company in Qld	Once : telephone survey on 24 Feb 2023	Survey regarding my experience with My Aged Care customer service!

My personal follow-up with the various service providers involved numerous telephone calls which led to stress on my part.

The time period involved to obtain the final Home Aid items was approx Six+ months!

The My Aged Care website is also difficult to navigate.

In essence, My Aged Care is an 'umbrella' agency that offloads services to auxiliary providers and leaves it up to the customer Registrant to do the tedious following-up.

