

When did you become aware of My Aged Care and that services may be available to you?

- a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?**
- b. If you didn't know, how did you go around finding out?**

My mother was diagnosed with stage 4 Glioblastoma Brain Tumor in October 2022. I was her nominee for Centrelink purposes before her diagnosis and became her carer when this diagnosis was made as well. I worked for Social Security/Centrelink for 20 years, resigning in 2001. I used my past knowledge to navigate to the Services Australia website to access information that may assist her. After researching the website, I was directed to MyGov where I added My Aged Care to my mother's current profile, also creating my own My Aged Care profile to enable me to assist her. My mother was unable to navigate this herself. She was not familiar with the technology, had extensive hearing loss, wearing hearing aids to assist her with daily life. My mother, being 82 years of age at the time, had no idea of the services available and who to contact to access them. My mother was reliant on myself, her personal GP and the medical/social profession for assistance.

If you used My Aged Care to organise an assessment of care, how long ago was this?

November 2022

Did you use the website, the phone line or did you use a face-to-face centre?

- a. For whichever method you used, how easy was it to use?**

I used both the website and phoneline to access information. I found it difficult to understand the process with the jargon used and number of groups or departments involved. Although people were helpful it was easy to lose track on which government department, State or Federal, or the agencies providing which services. Very confusing

Were there any issues with availability/reliability of the My Aged Care system or phone line if used?

Not that i recall.

If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?

No. I was required to make an appointment which was more than 14 days from my enquiry.

How long did it take to organise an assessment and confirm that an assessment was booked?

It took my mother and I a month to organise an initial home visit for My Aged Care to start the assessment process. This was delayed on two occasions

Did anything stop you from getting an assessment or slow down achieving this?

Yes. Each time an appointment was made my mother had been admitted to hospital. It was explained to me as my mother was not in her home, the appointment for assessment could not go ahead. She returned to her home after a short stay in hospital. I contacted My Aged Care and the process to start her assessment started again. On each occasion it took a further 2 weeks to allocate another appointment. Due to the nature of my mother's illness her need for assistance was required quickly. I was providing everything I could for my mother from personal hygiene, meals, housework and any social activity we found she could attend. It got the point where I could not do this without some assistance.

Did anything stop you from accessing My Aged Care?

- a. If you could not use My Aged Care, did you access an assessment another way?
- b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?

Except for one occasion with Centrelink, all contact with My Aged Care was made via the telephone

Did you organise this on behalf of someone else?

Yes. I organised this on behalf of my mother

What was your overall experience?

On behalf of my mother and myself our overall experience was frustrating and confusing. Unfortunately, the result was the assessment that did occur was incomplete and allocated funding was inadequate for the assistance that my mother required. The assistance that was offered was too little and too late due to my mother's rapid deterioration. My mother was admitted to Palliative care very unwell. The care given in Palliative care stabilised her and she was moved to interim care where she passed away. From diagnosis to when my mother passed was only 10 months. The My Aged Care system and process does not seem to cope with people that are terminally ill and needing assistance quickly. I hope my insight to our experience will assist in improving services for other elderly people.