

Hello,

Here is feedback form lifebridge.

**1. How long did it take to organise an assessment and confirm that an assessment was booked?** Once inbound referral is completed it has been known to take 10 to 14 days for a phone call to be in place to seek if the request for more services is required.

If this is for CHSP it has been known that they will receive referral codes on that day for the services, they require. ACAT can be different here and for the assessment under ACAT the first call happens with in 10 to 14 days but the assessment itself is taking up to and including 5 months to occur. If this was a first-time instance for an elder person touching base with My age care then the process has been a little longer for a RAS assessment to take place and generally this would take 3 – 4 weeks o be in place

**2. Did anything stop the older person from getting an assessment or slow down achieving this?** The fact that MAC will contact on a number that is private discourages elderly people from answering the phone. With so many phone and internet scams going around and not knowing who is contacting them. Even when an elderly person is informed that MAC will contact, and this will be displayed as an unknown number. Most are not willing to answer the phone.

**3. Did anything stop the older person from accessing My Aged Care?** Hearing and sight difficulties can prevent someone from touching base with MAC I do feel if my age care were to have a store/ building they could visit and better explain the process this would assist the elderly. I would like to think that a person's GP would also assist in recommendations or to help assist in touching base with MAC especially when family or friends are no able to help.

Kind regards

Kelli

**Kelli Camilleri**

**Intake and Administration Officer**

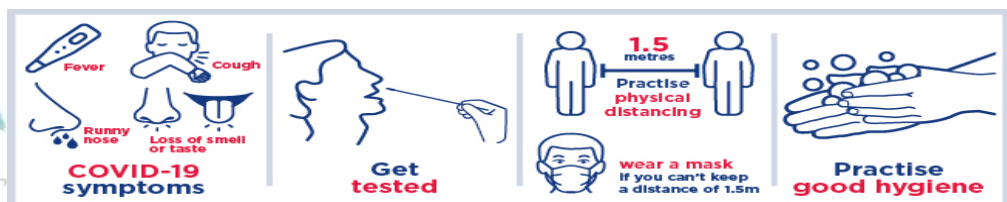
Lifebridge Australia Ltd

P: 1800 043 186

A: PO Box 1403, KINGSCLIFF, NSW 2487

E: [kelli.camilleri@lifebridge.org.au](mailto:kelli.camilleri@lifebridge.org.au)

[lifebridge.org.au](http://lifebridge.org.au) [facebook.com/lifebridgeaustralia](https://facebook.com/lifebridgeaustralia)



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