



# Access the Services and Supports you need Easily

Follow the simple four step process below to help you navigate the Aged Care system. Whether you are new to Aged Care services, or your needs have changed, use the process below to assist you to access the services you may need.

**STEP 1:**  
Contact My Aged Care  
(MAC): 1800 200 422



**STEP 2:**  
You will be assessed  
or re-assessed



**STEP 3:**  
Your assessment  
outcome



**STEP 4:**  
Select Indigo as one of  
your service providers.



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### **STEP 1:** **Contact My Aged Care (MAC): 1800 200 422.**

They will advise you if you are eligible to receive services or change/add new services to your support.

If you are new to Aged Care services, MAC will register you; either over the phone or you can apply online:

**[www.myagedcare.gov.au/assessment/apply-online](http://www.myagedcare.gov.au/assessment/apply-online)**

You will need your Medicare card and 10-15 minutes to answer questions relating to your care needs. You can nominate someone to act on your behalf, they will need to be present when you contact MAC, so you can give consent to have them act for you through My Aged Care.

### **STEP 2:** **You will be assessed or re-assessed.**

Once your MAC application is successful, you will be referred for an assessment. All assessments are conducted at your home by a Commonwealth assessor (RAS or ACAT). They will determine what services will be most beneficial to assisting you live independently at home.

For more information on how to prepare for your assessment see:

**[www.myagedcare.gov.au/assessment/prepare-your-assessment](http://www.myagedcare.gov.au/assessment/prepare-your-assessment)**

### **STEP 3:** **Your assessment outcome.**

After your in-home assessment is completed, your assessor will decide on your eligibility for government funded services.

Your assessor will either advise you at the end of the assessment (RAS) or via a letter (ACAT) of your outcome. You can also access your MAC account to see the services you have been referred for, get service referral codes and review your Care Plan.

### **STEP 4:** **Selecting Indigo as one of your service providers.**

For CHSP (Commonwealth Home Support Programme) services you can select Indigo as your chosen provider for Allied Health Services (Occupational Therapy, Physiotherapy), Home Modifications and Goods, Equipment and Assistive Technology Service.

**If we can assist in any way  
please give our friendly team  
a call on 08 9381 0600**

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