



The Hon Ken Wyatt AM, MP

**Minister for Aged Care
Minister for Indigenous Health
Member for Hasluck**

MEDIA RELEASE

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Streamlined My Aged Care improves consumer support and access

New policies and processes have been implemented to make life easier for all consumers, particularly older people with diverse needs, and health professionals who use My Aged Care.

My Aged Care is the Australian Government's one-stop shop for aged care support.

Aged Care Minister Ken Wyatt said one of the most important changes to My Aged Care was clarification of who can speak on a consumer's behalf, and under what circumstances.

"If a person is capable of consenting to someone speaking and acting on their behalf in My Aged Care, he or she now has greater flexibility in appointing a regular representative, and who that person can be," Minister Wyatt said.

"In those cases where a person may not be capable of providing such consent, the consumer will need to have an authorised representative appointed for them.

"The legal documents needed to establish an authorised representative, and the nature of decisions made in My Aged Care, have now been streamlined to make them consistent with State and Territory legislation."

Specific consumers with diverse needs who cannot engage with My Aged Care over the phone, and who do not have a representative, can now be referred by a third party directly for an assessment.

"Health professionals will also benefit as they will be able to follow up on their patient's progress when they call the My Aged Care contact centre," Minister Wyatt said.

"This will enable them to provide continuity of care for their patients. There will be greater visibility on the progress of referrals, as health professionals work together with My Aged Care assessors in support of older people.

“These changes will ensure that vulnerable consumers don’t fall through the cracks, and are able to receive the assessments and aged care services they need.

“Simplifying the system will better support people through their My Aged Care journey.”

For details, see the My Aged Care website www.myagedcare.gov.au

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