

# Attachment B

[Correspondent Name]

[Correspondent Street]

[Correspondent Suburb] [Correspondent State] [Correspondent Post Code]

March 2025

Dear [Correspondent],

## **Please apply for an aged care assessment as soon as possible**

I am writing to you because [Organisation Name's] records indicate that you may currently receive subsidised aged care services through the Australian Government's Commonwealth Home Support Programme (CHSP). These records indicate that you may not have had an aged care assessment to receive these services.

From 1 July 2025, the CHSP will be regulated under the new *Aged Care Act 2024* (new Act). This means you need to apply for and have an aged care assessment by 30 June 2025 in order to continue receiving CHSP services.

Please read this letter to learn more about the CHSP, how to get an aged care assessment, and where you can go for help.

## **About the Commonwealth Home Support Programme (CHSP) and the new Aged Care Act**

The CHSP provides entry-level support to help older people continue to live safely and independently at home and in their communities. To ensure our organisation can continue to deliver subsidised CHSP services to you under the new Act, you need to be found eligible for aged care services through an aged care assessment.

Having an aged care assessment is a requirement for accessing government-subsidised aged care programs like CHSP.

## **What do you need to do?**

If you wish to continue receiving government-subsidised aged care services, you must register on My Aged Care and be assessed as eligible for CHSP through an aged care assessment by 30 June 2025.

Please apply for an aged care assessment as soon as possible. The Government is providing additional support to My Aged Care to support more registrations and assessments before 30 June. More information to help you apply for an assessment is below.

If you need an assessment by 30 June, and do not apply for and have one, you will lose access to your aged care services from 1 July 2025 unless you move to a full fee arrangement.

If you cannot get an assessment before 30 June, or have already had an assessment, please contact us, [Organisation Name], and let us know.

If you get an assessment and are assessed as eligible for CHSP by 30 June 2025, your subsidised services will continue without disruption. As an outcome of receiving an aged care assessment, you may be assessed for a higher level or a broader range of support services than you are currently accessing.

## **About aged care assessments and how to apply**

The Department of Health and Aged Care has written to us, [Organisation Name], and asked that we

support you to have an aged care assessment by 30 June 2025. Aged care assessments are free. We can help you register and apply for an assessment, if you need help please contact us about this letter, or alternatively you can contact My Aged Care (more information below).

### Contacting My Aged Care

To apply for an aged care assessment, you or a representative on your behalf (a family member or carer) can:

- visit [myagedcare.gov.au/assessment/apply-online](https://myagedcare.gov.au/assessment/apply-online) to apply online
- call My Aged Care on 1800 200 422 (free call) between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays (local time)
- book a face-to-face appointment with an Aged Care Specialist Officer (ACSO) at select Services Australia service centres by calling 1800 227 475 between 8am to 5pm on weekdays.

If you have previously registered on My Aged Care and have a My Aged Care ID, you will need to call My Aged Care to apply for an assessment.

If you have a My Aged Care ID (Your Aged Care ID begins with the letters **AC**, followed by 8 digits. For example, **AC12345678**) you will need this when you call. If you don't have this on hand, My Aged Care can help you find it when you speak to them.

To learn more about aged care assessments, please visit [myagedcare.gov.au/assessment](https://myagedcare.gov.au/assessment) (available in different languages) or read the department's:

- Assessment fact sheet (translations available) at [health.gov.au/assessment-fact-sheet](https://health.gov.au/assessment-fact-sheet)
- Easy Read fact sheet at [health.gov.au/assessment-easy-read](https://health.gov.au/assessment-easy-read)
- Fact sheet for Aboriginal and Torres Strait Islander people at [health.gov.au/assessment-aboriginal-and-torres-strait-islander-fact-sheet](https://health.gov.au/assessment-aboriginal-and-torres-strait-islander-fact-sheet)

### Interpretation Support

- If you want help to talk to My Aged Care in another language, you can call the Translating and Interpreting Service (TIS National) for the cost of a local call:
  - Call TIS National on 131 450
  - Tell the operator the language you speak
  - Ask the interpreter to call My Aged Care on 1800 200 422.
- You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.
- When you are speaking with the interpreter, they will call My Aged Care for you and interpret your conversation.

### Support for older Aboriginal and Torres Strait Islander people

- You may be able to have an Elder Care Support Program worker or connector to help you.
- An Elder Care Support worker or connector can:
  - help you book your aged care assessment
  - sit with you during your aged care assessment
  - and give you support, if you want them to
  - give you advice about what you need to do next
  - help you contact an aged care provider that's right for you.

- You can find where Elder Care Support workers and connectors are located on the [NACCHO.org.au/elder-care-support-program](https://naccho.org.au/elder-care-support-program).

### **Where can I go if I have questions?**

If you do not know if you have had an aged care assessment before or if you question about why you need to get an aged care assessment, please let us know or you can contact My Aged Care directly on 1800 200 422.

For additional support, you can contact the Older Persons Advocacy Network (OPAN). OPAN is a free, confidential, and independent service supporting people receiving or applying for government-subsidised aged care.

An OPAN advocate can help you raise and address any aged care issues and understand your aged care rights.

- Call OPAN on 1800 700 600 for information about your rights and support to talk to your provider.
- Visit [opan.org.au](https://opan.org.au) to learn more about how they can help you.

Yours sincerely,

[Insert Signature]

[Organisation Contact Person]

[Organisation Contact Person Details]

[Organisation Name]

[Organisation Address]

[Organisation Phone Number]