

ACCESSING AGED CARE SERVICES USING THE INTERNET

9243 8888

mvcc.vic.gov.au



Accessing the My Aged Care Website

www.myagedcare.gov.au

LOOK FOR MENU OPTIONS ON THE FIRST PAGE OF THE WEBSITE

The screenshot shows the homepage of the Australian Government's My Aged Care website. At the top, there is a yellow header with the URL <https://www.myagedcare.gov.au/> and a search bar. Below the header, the Australian Government logo and the myagedcare logo are visible. A red arrow points to the navigation menu, which includes the following options: [Getting started](#), [Help at home](#), [Aged care homes](#), [Costs](#), [Find a service](#), [Quality and complaints](#), and [Login](#). The main content area features a large image of an elderly woman with glasses, a section titled "Aged care services that work for you" with a "Full story" button, and a sidebar with several service links: "See what others have done", "Caring for someone", "Estimate aged care fees", "National Relay Service", and "Other languages". At the bottom, there is a "Latest news" section and three columns of service categories: "Types of services", "Eligibility and assessment", and "Further information".

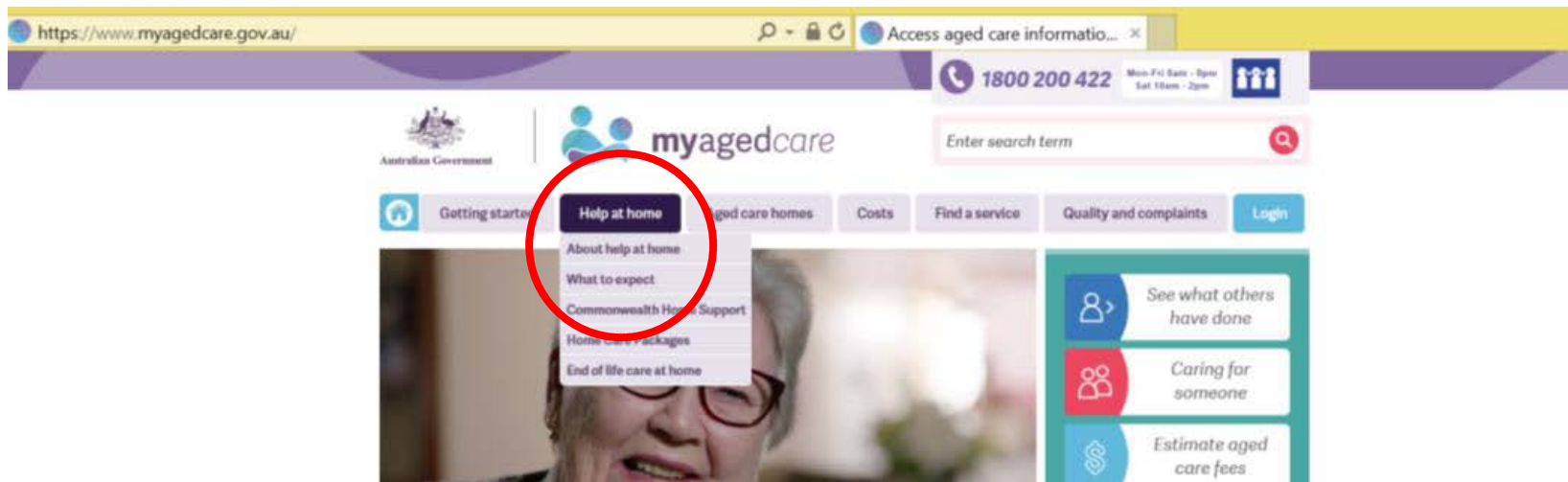
www.myagedcare.gov.au/

“Getting Started” NEXT SUB MENU OPTION

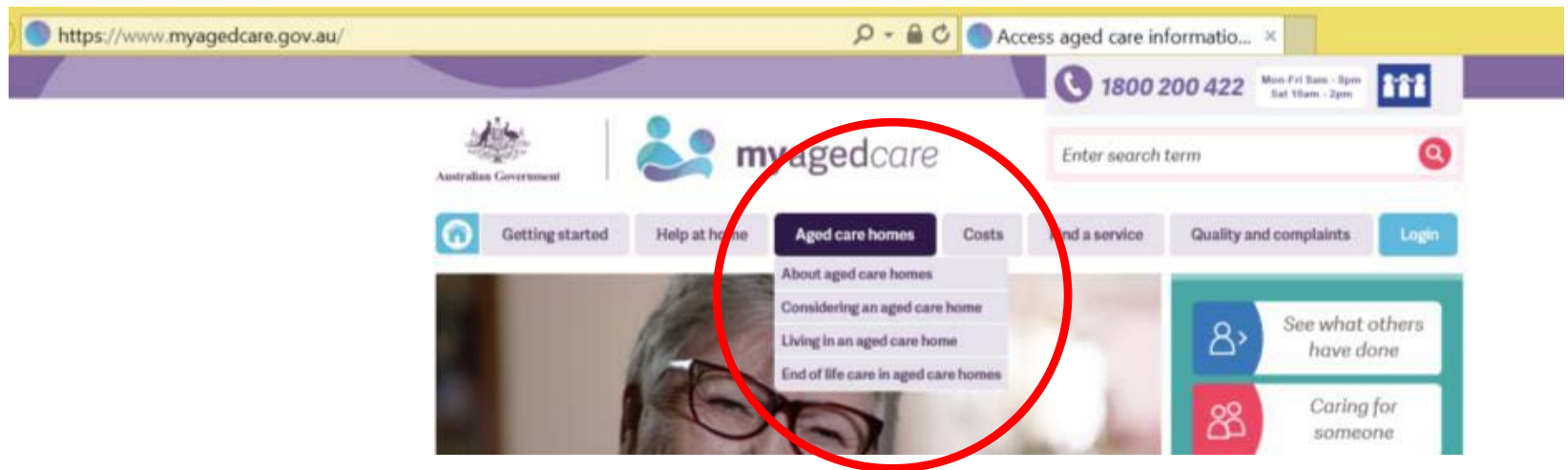
The image shows a screenshot of the myagedcare.gov.au website. The browser address bar displays <https://www.myagedcare.gov.au/>. The page header includes the Australian Government logo, the myagedcare logo, a search bar with the placeholder text "Enter search term", and a phone number "1800 200 422". The main navigation menu is located below the header, with the "Getting started" option highlighted by a red arrow. A dropdown menu is visible under "Getting started", listing "Getting started", "Healthy and active ageing", and "See what others have done". The main content area features a large image of an elderly woman with glasses, a "Full story" button, and a sidebar with various service options. The footer contains a "Latest news" section and three columns of service categories: "Types of services", "Eligibility and assessment", and "Further information".

www.myagedcare.gov.au/

“Help at home” TAB HAS INFORMATION ON SUPPORT FOR LIVING AT HOME INDEPENDENTLY



“Aged care homes” TAB HAS INFORMATION ON RESIDENTIAL AGED CARE HOMES



THE “Costs” TAB ADVISES ON THE COSTS RELATED TO ALL AGED CARE SERVICES

The image is a screenshot of the myagedcare.gov.au website. At the top, the browser address bar shows the URL https://www.myagedcare.gov.au/. Below the address bar, there is a purple header bar containing the Australian Government logo, the myagedcare logo, a search bar with the placeholder text "Enter search term", and a phone number 1800 200 422 with operating hours: Mon-Fri 8am - 8pm and Sat 10am - 2pm. Below the header, there is a navigation menu with several tabs: "Getting started", "Help at home", "Aged care homes", "Costs", "Find a service", "Quality and complaints", and "Login". The "Costs" tab is highlighted with a red circle. A dropdown menu is visible below the "Costs" tab, listing several options: "About costs", "Finances and aged care financial advice", "Help at home: costs explained", and "Aged care homes: costs explained". Below the navigation menu, there is a large image of an elderly woman with glasses, and to the right, there are three promotional cards: "See what others have done", "Caring for someone", and "Estimate aged".

LOOK UP FOR INFORMATION ON “Quality and Complaints” WITH AGED CARE SUPPORTS

The image shows a screenshot of the myagedcare.gov.au website. The browser address bar displays the URL https://www.myagedcare.gov.au/. The page header includes the Australian Government logo, the myagedcare logo, and a search bar with the placeholder text "Enter search term". A navigation menu is visible, with the "Quality and complaints" option highlighted by a red circle. Below the navigation menu, there is a large image of an elderly woman wearing glasses and smiling. To the right of the image, there is a list of links under the "Quality and complaints" heading, including "About quality and complaints", "Find quality services", "Rights and responsibilities", "Accreditation and compliance", "Quality indicators", "Advocacy", "Aged Care Complaints Commissioner", "care fees", and "National Relay Service".

https://www.myagedcare.gov.au/

Access aged care informatio...

1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm

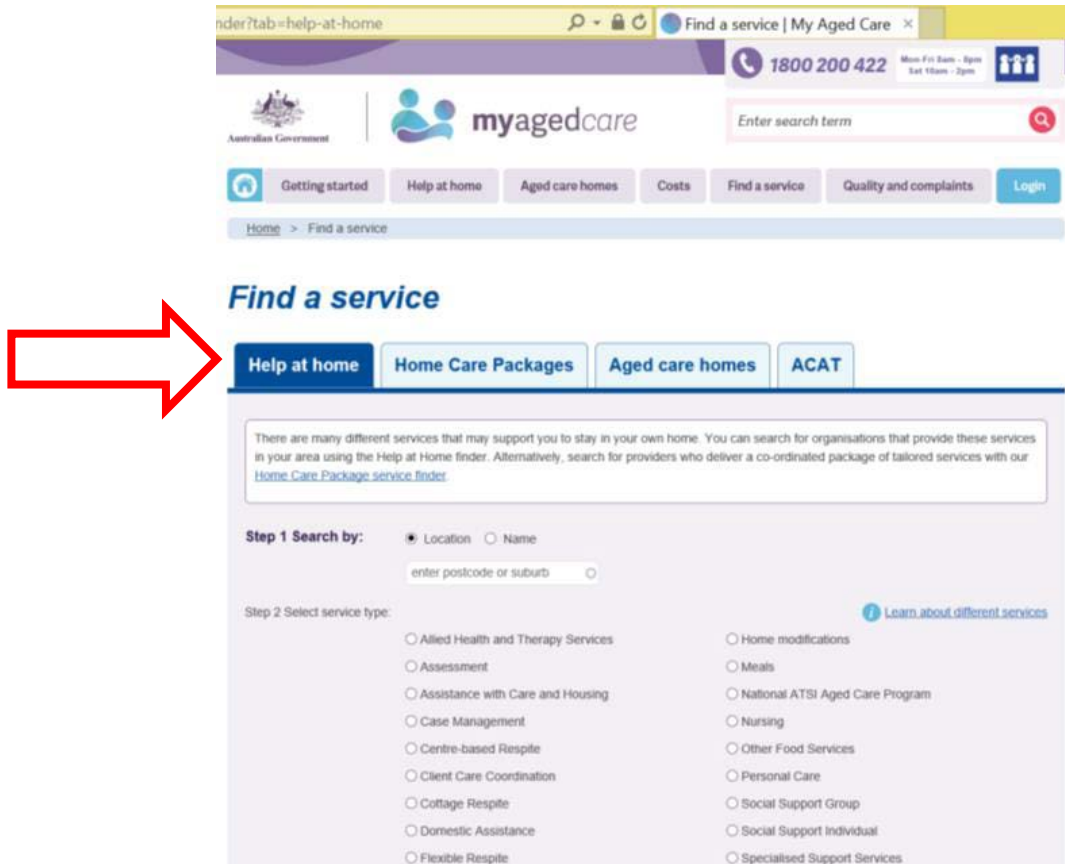
Australian Government myagedcare

Enter search term

Getting started Help at home Aged care homes Costs Find a service **Quality and complaints** Login

About quality and complaints
Find quality services
Rights and responsibilities
Accreditation and compliance
Quality indicators
Advocacy
Aged Care Complaints Commissioner
care fees
National Relay Service

UNDER “Help at home” YOU CAN SEARCH FOR A SERVICE IN YOUR AREA



The screenshot shows the myagedcare website interface. At the top, there is a navigation bar with the Australian Government logo, the myagedcare logo, and a search bar. Below the navigation bar, there are several menu items: Getting started, Help at home, Aged care homes, Costs, Find a service, Quality and complaints, and Login. The 'Find a service' section is highlighted, and a red arrow points to the 'Help at home' button. Below the 'Help at home' button, there are four sub-buttons: Home Care Packages, Aged care homes, and ACAT. The main content area contains a paragraph explaining the services and a search form. The search form has two steps: Step 1 Search by (Location or Name) and Step 2 Select service type (Allied Health and Therapy Services, Assessment, Assistance with Care and Housing, Case Management, Centre-based Respite, Client Care Coordination, Cottage Respite, Domestic Assistance, Flexible Respite, Home modifications, Meals, National ATSI Aged Care Program, Nursing, Other Food Services, Personal Care, Social Support Group, Social Support Individual, Specialised Support Services).

Find a service

Help at home Home Care Packages Aged care homes ACAT

There are many different services that may support you to stay in your own home. You can search for organisations that provide these services in your area using the Help at Home finder. Alternatively, search for providers who deliver a co-ordinated package of tailored services with our [Home Care Package service finder](#)

Step 1 Search by: Location Name
enter postcode or suburb

Step 2 Select service type: [Learn about different services](#)

- Allied Health and Therapy Services
- Assessment
- Assistance with Care and Housing
- Case Management
- Centre-based Respite
- Client Care Coordination
- Cottage Respite
- Domestic Assistance
- Flexible Respite
- Home modifications
- Meals
- National ATSI Aged Care Program
- Nursing
- Other Food Services
- Personal Care
- Social Support Group
- Social Support Individual
- Specialised Support Services

YOU CAN CHOOSE TO SEARCH BY LOCATION OR BY PROVIDER NAME.

Find a service

Help at home Home Care Packages Aged care homes ACAT

There are many different services that may support you to stay in your own home. You can search for organisations that provide these services in your area using the Help at Home finder. Alternatively, search for providers who deliver a co-ordinated package of tailored services with our [Home Care Package service finder](#).

Step 1 Search by: Location Name

MOONEE PONDS VIC. 3039

Step 2 Select service type:

- Allied Health and Therapy Services
- Assessment
- Assistance with Care and Housing
- Case Management
- Centre-based Respite
- Client Care Coordination
- Cottage Respite
- Domestic Assistance
- Flexible Respite
- Goods, equipment and assistive technology
- Home maintenance
- Home Modifications
- Meals
 - At Centre
 - At Home
- National ATN Aged Care Program
- Nursing
- Other Food Services
- Personal Care
- Social Support Group
- Social Support Individual
- Specialised Support Services
- Transition Care
- Transport

[Learn about different services](#)

Search

THIS SEARCH THEN BRINGS UP MEALS PROVIDERS IN MOONEE PONDS. THERE ARE SIX PROVIDERS TO CHOOSE FROM

Providers of Meals near MOONEE PONDS VIC, 3039

At Home

[Show map view for services at providers location](#)

List Sort by: Default

6 matches, showing 1 to 6

Name	Phone	At your home	At providers location	Availability	Waitlist available	Commonwealth Government subsidised
Care Connect Victoria Giving you independence and choice At Centre, At Home	1800 692 464	✓	✗	✗	✗	✓
Moonee Valley City Council Commonwealth Home Support Programme Moonee Valley City Council Community and Home Support At Centre, At Home	(03) 9243 1039	✓	✗	✓	✓	✓
Mercy Health Home & Community Care North West Metro Meals At Home	(03) 9385 9444	✓	✗	✓	✗	✗
Southern Cross Care Vic Northern and Western Region Community Services Meals At Home, At Centre	1300 478 776	✓	✗	✓	✗	✗
Aboriginal Community Elders Services Aboriginal Community Elders Services Inc Community and Home Support At Home, At Centre	(03) 9383 4244	✗	✓	✓	✓	✓
Aboriginal Community Elders Services Aboriginal Community Elders Services Inc Community and Home Support At Centre, At Home	(03) 9383 4244	✗	✓	✓	✓	✓

My Aged Care

Contact Centre is open

Monday to Friday 8:00am – 8:00pm

Saturdays 10:00am – 2:00pm

Free Call: 1800 200 422

Accessing your client record Using the my aged care website

www.myagedcare.gov.au

If you have a client record with My Aged Care you can access your client record using myGov. Access the My Aged Care website at <https://www.myagedcare.gov.au/>

1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm

Australian Government myagedcare

Enter search term

Getting started Help at home Aged care homes Costs Find a service Quality and complaints **Login**

Aged care services that work for you
The Australian Government's My Aged Care contact centre and website is your starting point to access a range of aged care services. [Full story](#)

- See what others have done
- Caring for someone
- Estimate aged care fees
- National Relay Service
- Other languages

The login tab will bring up the myGov site.
You can create a myGov account

The screenshot displays the myGov website interface. At the top left, the Australian Government logo and the myGov logo are visible. On the top right, there is a 'need help?' link with a question mark icon. The main content area is divided into two sections. The left section, titled 'Welcome to myGov', features navigation links for 'About myGov', 'Security', and 'Privacy'. A prominent green button labeled 'Create a myGov account' with a plus icon is circled in red. Below this is the 'Sign in' section, which includes a 'myGov username' field (with a help icon and example text 'For example: XY123456 or your email address'), a 'Password' field, a 'Show password' checkbox, and a 'Sign In' button with a lock icon. The right section, titled 'All in one place', contains the text: 'A fast, simple way to access government online services. One login. One password. One destination.' Below this text is a graphic of a folder labeled 'my GOV' with the Australian Government logo on top.

What is myGov?

myGov is the Australian Government online system that allows you to use services like

Medicare

Australian Tax Office

Centrelink

Child Support

By using myGov your security and privacy is protected

Creating a myGov account

If you haven't used myGov yet, you will need to create your account.

You will also need to link your myGov account to My Aged Care

Help with myGov

If you need help to log in to myGov,
call the myGov helpline on **132 307**
and selection option 1.

myGov helpline is open 7am – 10pm
Monday to Friday and 10am – 5pm
Saturdays and Sundays

Having a My Aged Care Client Record allows you to:

- Update your personal details
- View your action or support plan
- View a summary of My Aged Care activities such as calls to contact centre
- View any referrals to service providers and their status
- Update your representatives
- View your assessments and services

Accessing the Carer Gateway

www.carergateway.gov.au

The website is easy to navigate using the **start here** button

The screenshot shows the Carer Gateway website homepage. At the top, there is a navigation menu with links for Home, Caring for someone, Caring for me, When caring changes, Find a service, and Start here. The 'Start here' button is highlighted in teal. Below the navigation is a large banner with a photo of a woman and a child. The banner contains the text 'Need help finding the right advice, services and support?' and a 'Start here' button, which is circled in red. To the right of the banner, there is a call box with the text 'Free call: 1800 422 737' and 'Request a call back' button. Below the banner, there is a section titled 'A great place to start for support and services' with a paragraph describing the service. At the bottom, there is a grid of six service categories: 'Am I a carer?', 'Types of carers', 'Planning for an emergency situation', 'Connecting with other carers', 'Payments for carers', and 'Health and wellbeing'. A footer at the very bottom contains the phone number 'Free call 1800 422 737' and a 'Request a call back' button.

https://www.carergateway.gov.au

Need help finding the right ... X

Search

Australian Government Carer Gateway

Home Caring for someone Caring for me When caring changes Find a service **Start here**

Need help finding the right advice, services and support?

Start here

Free call: **1800 422 737**

For support and advice, Monday to Friday, 8am to 6pm
Or we can call you:

Request a call back

A great place to start for support and services

Carer Gateway is a national online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.

Am I a carer?

Types of carers

Planning for an emergency situation

Connecting with other carers

Payments for carers

Health and wellbeing

Free call **1800 422 737** for support and advice Monday to Friday, 8am to 6pm or

Request a call back

The website will guide you through finding services and support

The screenshot displays the Carer Gateway website interface. At the top right, there are links for 'Listen', 'Other languages', and 'Text Size: A A'. Below these is a search bar with the text 'Search' and a magnifying glass icon. The main navigation bar includes 'Home', 'Caring for someone', 'Caring for me', 'When caring changes', 'Find a service', and 'Start here'. A red circle highlights the 'Guided search' section, which is the first step in a four-step process. The steps are: 1. How can we help?, 2. Who I care for, 3. About me, and 4. Results. Below the navigation bar, there is a text box explaining the guided search: 'This guided search is designed to connect you with the appropriate information, services and needs that match your situation and caring needs.' A note states: 'Note: we cannot provide health related advice or support.' A warning icon and text say: 'If this is an emergency please call 000 immediately'. The current step is 'Step 1 of 4: How can we help? Select one (required)'. The question is 'What might help you in your day to day life?' and there are three radio button options: 'I would like to talk to someone', 'I need a break', and 'I'd like to connect with other carers'. Each option has a question mark icon to its right.

Listen Other languages Text Size: A A

Search

Australian Government Carer Gateway

Home Caring for someone Caring for me When caring changes Find a service Start here

Guided search

1 2 3 4

How can we help? Who I care for About me Results

This guided search is designed to connect you with the appropriate information, services and needs that match your situation and caring needs.

Note: we cannot provide health related advice or support.

! If this is an emergency please call 000 immediately

Step 1 of 4: How can we help? Select one (required)

1 What might help you in your day to day life?

I would like to talk to someone ?

I need a break ?

I'd like to connect with other carers ?

The website also has information and ideas on how to carers can look after themselves

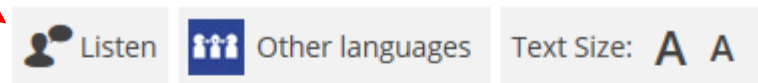
The screenshot displays the Carer Gateway website interface. At the top, there are utility links for 'Listen', 'Other languages', and 'Text Size: A A'. Below these is the Australian Government logo and the Carer Gateway logo. A search bar is positioned to the right. The main navigation menu includes 'Home', 'Caring for someone', 'Caring for me', 'When caring changes', 'Find a service', and 'Start here'. The 'Caring for me' menu item is circled in red. The main content area features a sidebar with links such as 'Who are carers?', 'Types of carers', 'Young carers', 'Speaking up', 'Taking a break (respite)', 'Keeping healthy and active', 'Mental health and wellbeing', 'Working while caring', and 'Studying while caring'. The main content area has a heading 'Caring for me' and a paragraph: 'Caring for someone can be rewarding, but it can also be hard work. You may have to fit in study or work and you might find yourself trying to do it all on your own. The good news is that there are people and organisations who can support you, whether its to represent your interests, help you take a break, stay fit and healthy or connect you with others.' Below this is an ID number 'ID: C10267' and three featured articles: 'Keeping healthy and active', 'Mental health and wellbeing', and 'Taking a break (respite)'. A 'We'd like your feedback!' section is also visible at the bottom left.

The website also recognises that things can change when you are a carer

The screenshot shows the Carer Gateway website interface. At the top, there are utility links for 'Listen', 'Other languages', and 'Text Size: A A'. Below this is the Australian Government logo and the Carer Gateway logo. A search bar is also present. The main navigation bar includes 'Home', 'Caring for someone', 'Caring for me', 'When caring changes' (highlighted), 'Find a service', and 'Start here'. The 'When caring changes' page content includes a title, a brief introduction, and a list of related topics: 'What to do when caring changes', 'Life after caring', 'Planning for the end of life', 'Grieving and death', and 'Video: Grief'. A red circle highlights this list. Below the list is a 'We'd like your feedback!' section with a 'Click here' button. At the bottom, there are three featured articles: 'What to do when caring changes', 'Flexible working arrangements', and 'Caring from a distance', each with a right-pointing arrow icon.

Other features:

You can click listen and any page will be read aloud to you.





The print can change to other languages



The size of the words can be made bigger

If you do not feel comfortable using the internet then always remember the free call back service through the **Carer Gateway Call Centre**


 Listen  Other languages Text Size: **A** **A**

- Home
- Caring for someone
- Caring for me
- When caring changes
- Find a service
- Start here**

Need help finding the right advice, services and support?

[Start here](#)

 **Free call:**
1800 422 737

For support and advice,
Monday to Friday,
8am to 6pm
Or we can call you:

[Request a call back](#)

Carers Gateway

Call 1800 422 737

Mondays to Fridays from 8am until 6pm

Also access using the Translating and
Interpreting Service on 131 450

Questions?
Thank you

9243 8888

mvcc.vic.gov.au

