



A Guide to Getting an Aged Care Assessment

Starting the aged care journey can feel overwhelming. There are systems to navigate, decisions to make, and a lot of information to take in all at once.

At Elder Folks, we're here to guide you through it. We cut through complexity with clarity and care, helping you understand your options and take the next step with confidence, so you or your loved one can age well, on your terms.

You don't have to navigate this alone

Starting the aged care journey can feel overwhelming. There are systems to navigate, decisions to make, and a lot of information to take in all at once.

How we support you

We're more than just a service; we're your guide through a complex system. At every stage, we:

- Listen first and understand what matters most to you

- Explain things clearly, without jargon or pressure
- Help you prepare, plan, and feel confident
- Advocate for your needs and preferences

- Stay alongside you until the right support is in place

Because feeling safe starts with feeling seen, and the right support should always reflect your choices.

Elder Folks helps you navigate this process from start to finish, so nothing is missed, and everything feels clear.

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Understanding the aged care assessment

The **Single Assessment Service (SAS)** is the first step in accessing government-funded aged care.

It helps determine what level of support is right for you:

- Support to stay safely at home
- Or residential aged care, if living independently is no longer possible

The process is important, but it can feel complex. That's where we come in.



Step 1: Register with My Aged Care

To begin, you'll need to apply for an assessment:

- Call 1800 200 422, or
- Apply online via My Aged Care

After registering, you'll usually be contacted within 2 weeks to arrange your assessment.

Timeframe: Most assessments take 4–6 weeks from registration.

Urgent situations: Assessments can be prioritised if there are safety concerns or hospital discharge needs.

We can organise this with you or for you and make sure everything is set up correctly the first time.

Step 2: The assessment appointment

This is a conversation about your health, lifestyle, and what support would help you live safely and comfortably.

We help you prepare, so you feel confident and know exactly what to expect.

Where possible, we can also support you during the process to ensure your voice is heard.

You'll talk about:

- Your health and medical history
- Daily tasks and routines
- Mobility and safety at home
- Social connection and wellbeing
- Current supports around you

What helps to prepare:

- Medicare card and key documents
- GP details or health summary
- A list of questions or concerns
- A support person if you'd like one

Step 3: Receiving your outcome

After your assessment:

- **If approved:**
You'll receive a support plan and referral code to access services
- **If not approved:**
You'll receive guidance on alternative support options

Most outcomes are finalised within a few days. *We explain your results clearly and help you take the next step whether that's home support, housing, or residential care.*



Helping older Australians
age well, with dignity, choice,
and care on their terms

Why Elder Folks

We believe ageing well means having the freedom to choose what's right for you.

- We listen first, then act
- We simplify complex systems
- We stand alongside you, not ahead of you
- We don't stop until we find a solution that fits

Because everyone deserves to feel safe, supported, and in control of what happens next.

A final word

The aged care system can feel complicated—but with the right support, it becomes manageable.

At **Elder Folks**, we're here to guide you with clarity, compassion, and persistence—so you can move forward with confidence.