

Before your aged care assessment

One page to prepare - so the file matches your real life

The assessor can only record what they see and hear on the day. These steps make sure the truth gets in - not exaggeration, just the full picture. Under-describing your needs is the most common reason people receive less support than they need.

☐ Write your worst-day list

One page: what you cannot do on your hardest days - walking, showering, dressing, cooking, shopping, stairs, driving. Hand it to the assessor or read from it. Pride talks on good days; this list tells the truth.

☐ List every diagnosis and medication

Bring your medication list or Webster pack, and ask your GP for a short letter listing all conditions - including memory, mood, frailty and pain. Conditions never mentioned cannot be counted.

☐ Keep a falls and hospital diary

Every fall, near-miss, and hospital or ED visit in the last 12 months, with dates. Falls are one of the strongest signals of need - undated memories get lost, dated lists get recorded.

☐ Say what family and friends do for you

Unpaid help still counts as need. If your daughter shops, a neighbour drives you, or your son manages the bills - say so. Help you receive informally is need the system should know about.

☐ Say every concern out loud

Pain, memory lapses, low mood, loneliness, fear of falling. The assessment asks deeper questions only where a concern is raised - a worry kept private cannot be scored.

☐ Have a support person with you

It is your right. A family member, friend or advocate can prompt what you forget and speak plainly where pride will not. Carers: a one-page note on what caring involves helps the assessor see the full load.

Key numbers

My Aged Care (assessments, reviews): 1800 200 422 OPAN free advocates: 1800 700 600

Aged care complaints: 1800 951 822 Ask in writing via your myGov account where possible

If the outcome does not match reality: say "I request a review of this decision" (there is a time window - act quickly). If circumstances change later: say "I request a reassessment - my circumstances have changed."