

How can I get support from Feros Care?

Feros Care is here to help you to live independently at home through our range of personalised services and programs. To receive help from **Feros Care** you'll need to first register with My Aged Care for Commonwealth Government support.

1. Contact My Aged Care

Phone **My Aged Care** 1800 200 422
8:00am – 8:00pm Monday to Friday
10:00am – 2:00pm Saturday

My Aged Care will ask you a few questions about the help you're wanting and set you up with a client profile.

2. Personal assessment

My Aged Care will then have an assessment team contact you to make a time to visit you at home.

Regional Assessment Team (RAS)
for Commonwealth Home Support Program

- Personal care, domestic care, social support and nursing
- Group exercise programs, physiotherapy, podiatry or other allied health professionals
- Medical and social transport
- Personal alarms and assistive devices

Aged Care Assessment Team (ACAT)
for Home Care Packages and Residential Aged Care

- Home Care Packages - Level 1 or 2 for low level care
- Home Care Packages - Level 3 or 4 for high level care
- Residential and Respite Aged Care

Together you'll be able to work out what services you need, how often you need them and what it will cost.

3. Choose Feros Care

If you would like **Feros Care** to provide your services let your assessment team know so that they can send your request to **Feros Care**.

Feros Care will then phone you to arrange your services.

If services are not currently available in your area you can be put on the **Feros Care** waiting list, or take your time to look at other providers.

Questions?

If you have any questions please contact us:

Feros Care 1300 763 583, 8:00am – 6:00pm Monday to Friday