

## **What activities or products would support you to prepare for the new Aged Care Act 2024?**

Concise information statements so that prospective Program/ Service Users(including user's family or Guardian) understand the new Aged Care.

### **Other comments**

"As Volunteer Aged Care Services for 40 years, (a major reason for an OAM Award), I have found a change in the My Aged Care Services. Eg In its early days, phoning MAC - it was answered after a couple of rings , information provided to the questions asked and caller had satisfaction or information for their circumstances. However, now the Caller may have to 'hang on' for 10 + minutes - so people put off ringing - then an emergency can occur.

There is on line option but many of we older citizens are not comfortable with the digital age. My husband (100 yr old) does not have any idea how to use computers, iPads, mobile .phones."