

## Volunteer 'Options Guides'

Agedcare Alternatives is supported by fully trained volunteer 'Options Guides'.

### Options Guides help people to:

- access and understand information about aged care services
- identify their options, choices and the various pathways available
- link to My Aged Care if this is the person's preference.

Enquiries from people interested in joining our team of volunteer Options Guides are welcome. Comprehensive training is provided. Please speak with staff for more information.

## Comments and Feedback

We welcome comments and feedback regarding the services provided. The open and transparent feedback process encourages people to raise any concerns with the Agedcare Alternatives Coordinator in the first instance.

## Contact Details

For more information regarding Agedcare Alternatives:

**Phone: 8271 3888**

Email:  
[info@agedcarealternatives.net.au](mailto:info@agedcarealternatives.net.au)

Or visit the website:  
[www.agedcarealternatives.net.au](http://www.agedcarealternatives.net.au)

**We are located at:**  
1/445 Fullarton Road,  
Highgate, SA 5063



For help to navigate  
and connect to  
information and  
support, talk to us!

**8271 3888**



## What is Agedcare Alternatives?

Agedcare Alternatives is a free information service that helps older people, their carers and families, to find and understand information about aged care services.

Agedcare Alternatives offers you a personalised, face to face consultation at our centre, located at Highgate, or answers your enquiries made by telephone or email.

**There is no fee charged for this service.**

## What can we help you with?

Agedcare Alternatives can provide you with information regarding a wide range of services offered by aged care organisations, including:

- in-home care and support
- therapy services
- respite for carers
- retirement living
- residential care
- and much, much more.

Where needed, we will support you to access services.

## How can you access Agedcare Alternatives?

Simply phone 8271 3888, email [info@agedcarealternatives.net.au](mailto:info@agedcarealternatives.net.au), or visit our information centre, at 1/445 Fullarton Road, Highgate.

Our offices have easy access, plenty of close car parking and a friendly and comfortable environment.

We also provide outreach services at a number of locations. Call us to find out if we will be in an area near you.

Personalised, face to face or telephone assistance is provided by the Agedcare Alternatives Coordinator, and by our volunteer 'Options Guides'.

## My Aged Care

Agedcare Alternatives can provide information about 'My Aged Care,' the Commonwealth Government entry point to aged care services.

Agedcare Alternatives volunteer Options Guides can assist you, when required, to access the My Aged Care contact centre.

We can support you through the registration process and initial screening interview, enabling you to access more support services.

Agedcare Alternatives can help you to find out more about the aged care services available in your area, and how to access them.

