



Australian Government



myagedcare

Angelina and Patrick's story

**Learn how aged care services help
Angelina and Patrick live the life they want.**

Angelina, 77, and her husband Patrick, 80, have called Australia home for more than 30 years. In retirement, they discovered aged care services can support them to stay independent for longer.

Read Patrick and Angelina's story or [watch](#) their video story.



Planning for tomorrow

After settling in Australia more than 30 years ago, working hard and raising a family, Angelina and Patrick are now retired. Angelina found herself with more leisure time, but also with questions about how to manage health issues as they get older. With Patrick's diabetes and mobility issues, along with Angelina's back pain, it became clear they needed extra support.

Finding out about aged care

Angelina and Patrick learned about their local aged care services through friends in their community. With their daughter's help, they contacted My Aged Care and applied for an assessment to understand the services available to them. The process was straight forward and the My Aged Care staff were very supportive, which helped them feel comfortable sharing details of their challenges and explaining what help they needed. Patrick states:

"So you know that there's all these options available to you through your service provider with (My) Aged Care. You know that there is something that can help you still be able to live with freedom and dignity."

For those with language barriers, Angelina advises:

"If they can't speak English, they can ask for the interpreter."

This ensures everyone can access aged care support in their preferred language.

Following assessment, Angelina and Patrick were approved to get help with cleaning and to join a social group. The cleaning support helped take the pressure off housework, and the social group helped them connect with others in their community and share their thoughts in a safe space. Angelina says:

“At home, it was only two of us and therefore with the social group, we can enjoy playing games and then some exercise and then chatting.”

One of the most helpful services for Angelina has been a wearable safety alarm. It has given her peace of mind and helped her and Patrick feel more confident, both at home and when out and about.

“The safety alarm for us was important. That’s what I really want. Because it makes me feel better when Patrick is outside and I’m not around. He can press the safety alarm and get help, no matter where he is.”

Angelina and Patrick are also planning for their future, including the possibility of moving into an aged care home. Patrick wants to make these choices now rather than later so he can maintain his dignity and avoid placing pressure on others. This is something many people from multicultural communities can relate to.

A message for others

Angelina and Patrick’s journey shows that getting aged care support is not a sign of weakness, but a smart way to plan for a secure future. Angelina says:

“As we get older, we can live a long life with people that can help us. This is very important to us...Once we got the first assessment, it has become easier for us. We are not getting any younger and this support gives us peace of mind.”

Your aged care needs to work for you. Like Angelina and Patrick, you have the right to aged care that is safe, meets your needs, and gives you choice in the support you receive.

For more information visit [MyAgedCare.gov.au](https://www.myagedcare.gov.au) or free call 1800 200 422.