

## How to access services

### 1 Call My Aged Care on 1800 200 422\* or apply for an assessment online

- You will be asked questions over the phone to help work out your needs and care arrangements – this takes at least ten minutes.
- You can also apply for an assessment on the My Aged Care website.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

### 2 Have a face-to-face assessment

- My Aged Care may arrange for a trained assessor to come to your home.
- With your consent they will assess your care needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during this visit.

### 3 Find out about costs

- My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through the Department of Human Services.

### 4 Find a provider

- The My Aged Care website can help you find and compare providers in your area.
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.

## My Aged Care

My Aged Care is the entry point to access Australian Government aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- referrals to service providers that can meet your needs
- your contribution to the cost of your aged care.

### Contact My Aged Care

Website: [myagedcare.gov.au](https://myagedcare.gov.au)

Call: **1800 200 422\***

Weekdays – 8am to 8pm

Saturdays – 10am to 2pm

Closed on Sundays and public holidays

**National Relay Service** select your preferred access option at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs) and ask for **1800 200 422\***

**Translating and Interpreting Service** call **131 450**, tell the operator the language you speak and ask them to call **1800 200 422\***

**If you are a veteran or war widow/er** you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

\*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.



Australian Government



myagedcare



# Find the help you need with myagedcare

Freecall: 1800 200 422\*  
[myagedcare.gov.au](https://myagedcare.gov.au)

It's never too early to talk about getting some extra help. Knowing what services are available before you need them will help you be prepared to make decisions about your future.

## What services are available?

### Care at home

My Aged Care can help you access services at home which can improve your wellbeing and help you stay independent. Receiving help with regular activities at the right time can help you manage better at home.

You may be eligible to receive services such as:

- personal care like help with getting dressed
- transport
- modifications to your home like hand rails or ramps
- nursing, physiotherapy and other care
- meals
- household jobs like cleaning or gardening
- equipment like walking frames
- social activities.

### Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you or your carer needs a break (respite care).

### Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, a residential aged care home lets you live in a supported environment where help is available 24 hours a day.

### Who pays for services?

The Australian Government contributes to the cost of aged care services. You are expected to contribute to the cost if you can afford to. How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

### Are you eligible for services?

A call to My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

My Aged Care may arrange a face-to-face assessment of your care needs.

