

## Four steps to access services

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

- If you call, you will be asked questions to help work out your needs and care arrangements – this takes at least ten minutes.
- You (or someone acting on your behalf) can also apply for an assessment on the My Aged Care website at [myagedcare.gov.au/assessment/apply-online](https://myagedcare.gov.au/assessment/apply-online) – this takes 15-20 minutes to complete at a time convenient to you.
- 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 confirm your 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. The online fee estimator tool gives an indication of the fees you may have to pay if you receive a Home Care Package or move into an aged care home [myagedcare.gov.au/fee-estimator](https://myagedcare.gov.au/fee-estimator)
- You may need to complete a financial assessment through Services Australia.

The online income and means assessment tool can help you find out if you need to do an income or means assessment – it takes less than a minute to complete [myagedcare.gov.au/income-and-means-assessments](https://myagedcare.gov.au/income-and-means-assessments)

### 4 Find a provider

- The online Find a provider tool can help you find and compare aged care service providers in your area [myagedcare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)
- 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

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



# Find the help you need with My Aged Care

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

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

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



## What services are available?

### Care at home

My Aged Care can help you access services that can support you to remain living at home and in your own community.

You may be eligible to access support to help you continue doing what you can for yourself, safely and with a focus on your strengths and goals, such as:

- personal care like help getting dressed or showering
- transport
- modifications to your home like hand rails or ramps
- nursing, physiotherapy and other care
- help with preparing your meals
- help with cleaning your home or gardening
- equipment like walking frames
- social activities to help keep your mind and body active and healthy.

### 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, an 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?

My Aged Care can help you understand:

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

Use the online eligibility checker to find out if you are eligible for government-funded aged care services and check if you meet the requirements for an assessment [myagedcare.gov.au/eligibility-checker](https://myagedcare.gov.au/eligibility-checker)