



Australian Government



myagedcare



Entering an aged care home

Document 2: Get an assessment

Easy Read version

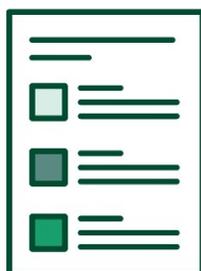


How to use this document



We are the Australian Government Department of Health, Disability and Ageing.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **16**.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a document.

It only includes the most important ideas.

This document is part of a group of **5** documents about entering an aged care home:



1. What you need to know



2. Get an assessment

You are reading this document.



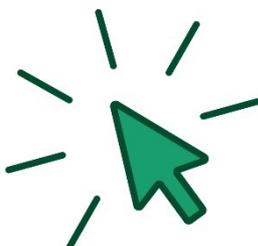
3. Pay for an aged care home



4. Find and apply for an aged care home



5. Make an agreement and manage your services



You can find all the documents on our website.

www.MyAgedCare.gov.au/Resources

What's in this document?

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What is the assessment?



You will need to have a free **assessment** to move into an **aged care home**.



An assessment can help work out:

- what you need
- how to support you.



An aged care home is a place where older people live when they can't live in their home.

This might be for a short time or the rest of their life.



You will also need a free assessment to get **respite care**.

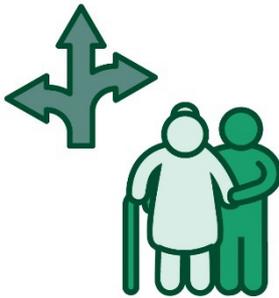
Respite care is when you only stay in an aged care home for a short time.



This assessment makes it easier for you to use aged care services.



This includes making it easier for you to find and use services as your needs change.



You can also use this assessment for other aged care services.



For example, services that help older people after they've been in hospital.



Some Aboriginal and Torres Strait Islander organisations can do assessments.

They've started to do this since **1 July 2025**.



These organisations will make sure Aboriginal and Torres Strait Islander people feel:

- respected and heard
- safe to be who they are.

How can I get an assessment?



You need to contact My Aged Care to get a free assessment.



My Aged Care supports older people to find and use the aged care services they need.

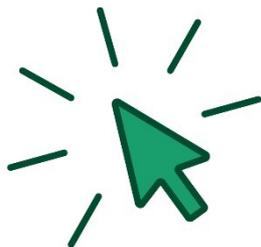
This includes their families and carers.



You can call My Aged Care:

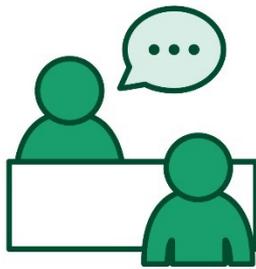
- 8 am to 8 pm on weekdays
- 10 am to 2 pm on Saturday.

1800 200 422

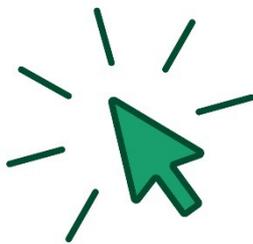


You can also apply for an assessment on the My Aged Care website.

www.MyAgedCare.gov.au/Apply-Online



You can visit a Services Australia office for help to apply for an assessment.



You can find an office near you on the Services Australia website.

www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services



You can also call Services Australia:

- from 8 am to 5 pm
- Monday to Friday.

1800 227 475

How does an assessment work?



An aged care **assessor** will contact you within **2 to 6 weeks** after you apply.

An assessor is someone who has the skills and knowledge to do an assessment.



They will visit your home to do your assessment.



A friend, family member or carer can come to your assessment to support you.



An Elder Care Support worker can come to your assessment if you're an Aboriginal or Torres Strait Islander person.



Your assessment might be over the phone or video if you can't meet in person.

For example:



- if you live very far away from cities or towns

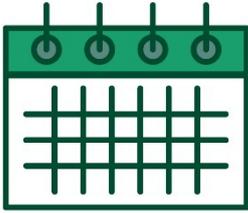


- if you're in hospital



- if something you don't expect happens near your home, like very bad weather.

The aged care assessor will ask you about:



- your daily activities



- what supports you need and want



- what you can do well on your own



- what you need support doing



- what you want to be able to do.

What happens after your assessment?



Your aged care assessor will talk to another person to help decide if you can live in an aged care home.

This person is hired by the government but makes their own decisions.



The assessor will share information from your assessment with them.



After your assessment, you will get a letter from My Aged Care telling you if you can live in an aged care home.



This letter includes a support plan that explains the care you can get.



Your support plan will have a code you must give to the age care home you choose to use.



If you can't use an aged care home, the letter will explain:

- why you can't
- who you can contact for help.



It will also explain some other services that can support you.



You should call your aged care assessor if you didn't get a letter 2 weeks after your assessment.



You can also call My Aged Care to ask about your letter.

1800 200 422



You don't need to have another assessment if:

- your needs change
- and
- you are already using your aged care services.

If you're not happy with your assessment



You can contact your aged care assessor if you're not happy with your assessment.



Aged care assessors will work with you to fix any issues.



You can also contact My Aged Care if you:

- still need help
- don't want to contact your aged care assessor.

Word list

This list explains what the **bold** words in this document mean.



Aged care home

An aged care home is a place where older people live when they can't live in their home.

This might be for a short time or the rest of their life.



Assessment

An assessment can help work out:

- what you need
- how to support you.



Assessor

An assessor is someone who has the skills and knowledge to do an assessment.



Respite care

Respite care is when you only stay in an aged care home for a short time.



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www.informationaccessgroup.com.

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