

Four steps to access services

1 Apply for an assessment of your needs at myagedcare.gov.au/apply-online, by phoning 1800 200 422* or in person at a dedicated Services Australia service centre.

- You will be asked questions to help work out your care needs.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

2 Have an assessment

- My Aged Care may arrange for a trained assessor to conduct the assessment.
- 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 the assessment.

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 Services Australia.

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

For more information

Website: myagedcare.gov.au

Call: 1800 200 422*

- Weekdays – 8 am to 8 pm
- Saturdays – 10 am to 2 pm
- Closed on Sundays and public holidays

In person Book an appointment with an Aged Care Specialist Officer in selected locations by calling **1800 227 475*** (Monday-Friday, 8am to 5pm). You can also visit any Services Australia service centre for general My Aged Care support.

If you are deaf, deafblind, or hard of hearing, you can contact My Aged Care via

Deaf Connect - deafconnect.org.au. They can provide in-person sign language interpreting and Video Remote Interpreting services.

The **National Relay Service** can also assist if you find it hard to hear or speak using a phone. Choose your preferred access option at communications.gov.au/accesshub/nrs and ask for a relay to 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 (DVA) services or programs. Ask My Aged Care for more information.

For information **on your aged care rights**, and for support when raising concerns, call the Older Persons Advocacy Network (OPAN) on **1800 700 600***. These services are free and confidential, and OPAN is independent of providers.

*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*

Website: myagedcare.gov.au

Visit: your dedicated Service Australia service centre

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

What support is available?

If you have someone providing you with regular and ongoing care and help - without being paid - then they are a carer. Carers can get help and support from the government and other organisations.

- **Carer Gateway** provides in-person, phone, and online services and support nationally to help carers in their role. You can call 1800 422 737*, Monday to Friday, between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider or go to the website at carergateway.gov.au to find out more.
- **Dementia Australia** can be contacted on **1800 100 500***, 24 hours a day, seven days a week (24/7), or online at dementia.org.au or alternatively you can contact **Dementia Support Australia** online at dementia.com.au or via the 24/7 phoneline on **1800 699 799***.

You and your carer can also visit the My Aged Care website for more resources, services and support groups at myagedcare.gov.au/caring-someone

Have your say on aged care

We invite older Australians, their families and carers, the aged care workforce and providers to help shape and reform aged care. Register your interest at agedcareengagement.health.gov.au