



Australian Government



myagedcare



After you've registered with My Aged Care

Freecall: **1800 200 422**

Website: **MyAgedCare.gov.au**

In person: book an appointment with
Services Australia

What happens after you've registered with My Aged Care?

My Aged Care sends your application to a local assessment organisation, which will contact you to book an assessment.

If you would like to register a supporter or would like further information visit

[MyAgedCare.gov.au](https://myagedcare.gov.au) or freecall

1800 200 422*.

What happens at the assessment?

With your consent, an aged care assessor will come to your home. They will assess your care needs and eligibility for services.

If you are eligible for subsidised aged care, the assessor will work with you to develop a support plan that addresses your care needs, goals and service preferences.

Someone can be with you as your support person at this assessment visit, such as your carer or a registered supporter. You can also ask for an Auslan or in-language interpreter.

At your assessment, you should have:

- ID for you and anyone who has active legal authority to speak on your behalf (if any)
- your Medicare card and one other form of ID
- a list of anything that you wish to discuss
- information on any support you receive.

What happens after the assessment?

After the assessment, you will be sent an assessment outcome letter, which will tell you if you are eligible for subsidised aged care services, and which type.

Then you need to:

- Choose services: the 'Find a provider' tool on the My Aged Care website at [MyAgedCare.gov.au/Find-A-Provider](https://www.myagedcare.gov.au/Find-A-Provider) can help you search for and compare providers in your area that best meet your needs and preferences.

Your assessor and My Aged Care can also help.

- Find out about costs: you will need to have an assessment of your income and/or means through Services Australia. If you have a pension, they will use the information they already have.
- To estimate your aged care costs, visit [MyAgedCare.gov.au/Aged-Care-Home-Fee-Estimator](https://www.myagedcare.gov.au/Aged-Care-Home-Fee-Estimator) for aged care homes, or [MyAgedCare.gov.au/Support-At-Home-Fee-Estimator](https://www.myagedcare.gov.au/Support-At-Home-Fee-Estimator) for the Support at Home Program.



Access your My Aged Care Online Account

When you register with My Aged Care, a personal record is created for you with your consent. You can access your record through your My Aged Care Online Account.

Your Online Account lets you:

- Find your aged care ID number: this unique number is your key to interacting with My Aged Care.
- Update your details: keep your contact information up to date.
- Stay informed: sign-up for SMS and email alerts about your progress.
- Access referral codes: share these codes with your provider to get started with your approved services.
- View your services: see an overview of the services you currently receive.
- Review letters: access copies of letters you've received from My Aged Care.
- Register a supporter: upload documents to appoint someone to act on your behalf.

If you are a registered supporter for someone, you can also set up an Online Account to access the account of the person you're supporting.

To set up your Online Account, you will need to be registered with My Aged Care. Once registered, you will then need to link your myGov account to My Aged Care.

If you don't have a myGov account, you can create one at my.gov.au/en/create-account

For information on how to set up and use your Online Account, visit [MyAgedCare.gov.au/How-Use-Your-Online-Account](https://my.gov.au/How-Use-Your-Online-Account)

Additional support services

Elder Care Support – helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services. Visit [**MyAgedCare.gov.au/Elder-Care-Support-Program**](https://www.myagedcare.gov.au/elder-care-support-program)

Care Finder program – helps older people without a carer or support person and who need intensive help to access aged care services and other supports in the community. Visit [**MyAgedCare.gov.au/Help-Care-Finder**](https://www.myagedcare.gov.au/help-care-finder)

Support for carers

Carer Gateway – freecall **1800 422 737*** weekdays between 8 am and 5 pm.
[**CarerGateway.gov.au**](https://www.carergateway.gov.au)

Dementia Australia – National Dementia Helpline: freecall **1800 100 500***, 24 hours a day, 7 days a week. [**Dementia.org.au**](https://www.dementia.org.au)

Dementia Support Australia – for personalised support with changes in behaviour: freecall **1800 699 799***, 24 hours a day, 7 days a week. [**Dementia.com.au**](https://www.dementia.com.au)

Visit the My Aged Care website for more information [**MyAgedCare.gov.au/Carers**](https://www.myagedcare.gov.au/carers)

Advocacy, information and support

The Older Persons Advocacy Network (OPAN) delivers the National Aged Care Advocacy Program.

OPAN's aged care advocates can help you to:

- understand and exercise your aged care rights
- find aged care services that meet your needs
- resolve issues with your government-funded aged care provider.

For more information, visit [**OPAN.org.au**](https://www.opan.org.au)

More information

Visit: MyAgedCare.gov.au

Freecall: 1800 200 422*, weekdays from 8 am to 8 pm and Saturdays from 10 am to 2 pm.

In person: visit a **Services Australia service centre** or book online for an appointment to talk to an Aged Care Specialist Officer if there's one in your area, or using video chat. Visit ServicesAustralia.gov.au/MyAgedCareFaceToFace or freecall **1800 227 475***.

If you are Deaf, deafblind or hard of hearing: contact the National Sign Language Program. Make a booking at DeafConnect.org.au/Services/Interpreting

The National Relay Service can assist if you find it hard to hear or speak using a phone. Visit AccessHub.gov.au/About-The-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 services or programs. Ask My Aged Care for more information.

You can **make a complaint** if you feel your rights have not been met. Contact the **Aged Care Quality and Safety Commission** on freecall **1800 951 822***.

Learn more about how My Aged Care handles your personal information at MyAgedCare.gov.au/Privacy

*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.