AGED CARE DECISIONS

6 Steps to Getting Started with My Aged Care

1. CHECK YOU'RE ELIGIBLE

You can generally access government-funded aged care if everyday tasks are getting harder and you are:

- 65 or older
- 50 or older and an Aboriginal or Torres Strait Islander person
- 50 or older (45 for Aboriginal or Torres Strait Islander people) and on a low income, homeless or at risk of homelessness

You don't need a GP referral.

Not sure if you qualify? Try the **My Aged Care eligibility checker**.

2. REGISTER WITH MY AGED CARE



- Call **1800 200 422** (Mon to Fri 8am to 8pm, Sat 10am to 2pm). It takes about 10 minutes.
- Apply online at **myagedcare.gov.au**. It takes 15 to 20 minutes.
- Visit an Aged Care Specialist Officer at **selected Services Australia centres**.

Have ready: a Medicare card, contact details, your GP's details and a list of any help already in place. If you're calling for a parent, try to have them with you.

Need an interpreter? Call **TIS National** on **131 450** and ask them to call My Aged Care.

3. SET UP A REGISTERED SUPPORTER

A family member or friend you trust can be registered to speak with My Aged Care, assessors and providers alongside you.

They can help you decide, but they don't decide for you. Even close family must be registered first.

You can register a supporter by calling My Aged Care, through your Online Account, or by telling your assessor.

4. HAVE YOUR ASSESSMENT

An assessor visits you at home to talk about your health, mobility, memory and daily routine. It's free and usually takes 1 to 3 hours. There's nothing to pass or fail.



Describe your harder days, not your best ones, so the outcome matches the help you really need.

5. RECEIVE YOUR OUTCOME

My Aged Care will send you a Notice of Decision, usually within about 2 weeks, setting out:



- The services you're approved for
- Your support plan
- For Support at Home, your classification and priority category

If you disagree, you can ask for a review within 28 days.

6. CHOOSE YOUR CARE

Once you're approved, it's time to choose a provider. Aged Care Decisions specialises in finding the right providers in your area, with places available now. Our team will talk you through your options, and our service is free.

- **Support at Home:** you have 56 days from your funding letter to sign an agreement with a provider. You can ask My Aged Care for a 28-day extension if you need more time.
- **Residential care:** you apply directly to the aged care homes you're interested in.

Compare your options at agedcaredecisions.com.au

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