



How can I get help as I get older?

If you require extra help around the house as you get older, or you think it's time to look into aged care homes, you can access assistance via My Aged Care. My Aged Care is the starting point for finding government-funded aged care services. It will help you understand and access what you are eligible for.

How it works

Whatever your situation, specific needs, or background, My Aged Care can help you understand what types of services are available to you. This ranges from -

- o Services that help you live independently at home
- o More targeted, short-term care, to
- o A place in a residential aged-care home.

An assessment will work out what services you are eligible for. Then, depending on the level of support you qualify for, you may need to complete a financial assessment to find out how much the government will contribute toward your care and how much you will have to pay for yourself.

How to apply for My Aged Care

You **must** be over 65 (or over 50 if you identify as Aboriginal or Torres Strait Islander) to access My Aged Care. To get started, follow these three steps.

Step 1. Learn about different types of care

If you are just starting out on your aged care journey, look at the website myagedcare.gov.au to explore the range of services that are available.

Step 2. Get assessed for aged care services

Before you can access government-funded aged care services, you will need to apply for an assessment.

First, you will need to complete an application form. To do this, you can call My Aged Care on 1800 200 422 and an agent will assist. You can also access the form online. The form typically takes about 15-20 minutes to complete and you will need your Medicare number handy.



If you need assistance, a family member, friend or carer can help you with the form, or complete it on your behalf. If you'd like to set up an ongoing representative, you can also do that at the same time.

After submitting this application, you will be contacted about a face-to-face assessment, which will discuss your needs and eligibility.

The assessment takes into consideration a range of factors, including:

- o Your ability to carry out daily tasks
- o Your health and mobility
- o Your medical diagnoses
- o A change in family or existing care arrangements
- o A recent fall or hospital stay.

Step 3. Find a provider in your area that suits your needs

After the assessment has taken place, you will receive your result.

If you are eligible for government-funded services, you will be given a support plan. This will let you know which services are available to you and how to find a provider in your area. If you are not eligible for government-funded services, My Aged Care will provide you with alternative options.

Note: Free, confidential and independent support is available from Elder Rights Advocacy. They can assist with the process from start to finish and ensure your rights are respected.

Help is available

For information about My Aged Care call 1800 200 422 or go to myagedcare.gov.au, where information is available in 22 languages.

Online assessment application: www.myagedcare.gov.au/assessment/apply-online

For support with an aged care issue in Victoria

Call Elder Rights Advocacy (ERA) on 1800 700 600



Hear this Quick Guide in your language

fcvic.org.au/quick-guides

