

Blind Citizens Australia

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# My Aged Care

# What is it and how do I access it?

My Aged Care is an initiative of the Australian Federal government that aims to support people over the age of 65, or Aboriginal and/or Torres Strait Islander Australians aged 50 years and over to live independently in their own homes or support them with the transition into residential aged care facilities if required. Additionally, Aged Care will support people who are over the age of 50, or Aboriginal and/or Torres Strait Islander people aged 45 years and over on a low income, homeless or at risk of becoming homeless.

To access support through My Aged Care you must first complete an initial screening interview.

To do this, you must call the My Aged Care Contact Centre on: 1800 200 422 where you will be asked to provide your Medicare number and answer a variety of questions about your health, how you’re managing at home and the support you currently receive. The initial screening takes approximately ten minutes.

If you do not feel comfortable to make this call you can give permission to a family member, friend, advocate or health care professional to make it

on your behalf.

Alternatively, you can [apply online](https://www.myagedcare.gov.au/assessment/apply-online) for an assessment.

After the call or after you apply online, you will be contacted within three weeks if you are eligible for a home support assessment with a Regional Assessment Service (RAS). If you are not contacted within three weeks, call My Aged Care on 1800 200 422. This assessment will be conducted by a local organisation and take place in your home. It is a good idea to write down or otherwise note the name and contact number of the organisation to which you are being referred. It has been found by some participants that if you need to make contact with the organisation at a later date it may be difficult to retrieve this information again.

The organisation you have been referred to will contact you directly to arrange a time to conduct the assessment at a mutually convenient day and time.

If, during your initial screening assessment or your Home Support Program Assessment, it is identified that you have more complex needs, you may be referred for a Home Care Package Assessment. These assessments are completed in your home by the Aged Care Assessment Team (ACAT). Refer to our Home Care Packages fact sheets for more information.

For further details on how to contact My Aged Care, see our ‘Helpful Contacts’ fact sheet.