



Australian Government  
Department of Health and Aged Care



# One pathway to get aged care assessments

How we're making it easier  
to get aged care services

Easy Read version



# How to use this document



We are the Australian Government  
Department of Health and Aged Care.

We wrote this document.



We explain the words in **bold**.

There is also a list of these words on page **17**.



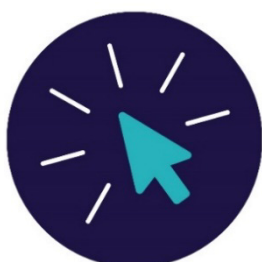
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

[www.health.gov.au/resources/publications/  
single-assessment-system-fact-sheet](http://www.health.gov.au/resources/publications/single-assessment-system-fact-sheet)

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# What is an assessment?



You need to do an **assessment** before you can use aged care services.



An assessment helps someone work out what support you might need.

You can have an assessment at:



- your home



- hospital, if you need it.



You can also have an assessment at an **aged care home**.

An aged care home is where older people live when they cannot live in their home anymore.

The assessment will show if you can get support to:



- live in your own home



- move into an aged care home.



The assessment will also show if you can use other aged care programs.



For example, if you need:



- support after staying in hospital



- to stay in an aged care home for a short time.

For example, if your carer is on holiday.



Once you are in an aged care home, you will get an assessment to show how much **funding** you need.



Funding is money from the government that pays for services and supports.

# Who can do the assessment?



**Assessors** can do the assessment.



Assessors have the skills and knowledge to do an assessment.

People used to have to go to different organisations:



- to get assessments for different aged care services



- when their needs changed.



Now you can stay with the same organisation to get assessments for different aged care services.



So you only need to tell your story once.



How assessors do the assessment will stay the same.



This will make it easier to do an assessment faster.



It will also make it easier to:



- enter and use aged care services



- get the right support when your needs change.



It will also make it easier to get assessments where you need them.

For example, if you live far away from a city or town.



From **1 July 2025**, there will also be safe and respectful assessments for Aboriginal and Torres Strait Islander people.

# How can you apply for an assessment?



You can visit the My Aged Care website to apply for an assessment.

A family member or carer can do it for you.

**[www.myagedcare.gov.au/assessment/apply-online](http://www.myagedcare.gov.au/assessment/apply-online)**

You can call My Aged Care from:



- **8 am to 8 pm, Monday to Friday**
- **10 am to 2 pm, Saturdays.**

**1800 200 422**



You can visit some Services Australia centres to get support from My Aged Care in person.

You can book an appointment with Services Australia by calling them:



- **8 am to 5 pm**
- **Monday to Friday.**

**1800 227 475**

My Aged Care will support you to:



- create an account



- answer your questions



- ask for an assessment.

An assessor will contact you within **2 weeks** to:



- ask some questions to check what type of assessment you need



- book your assessment.



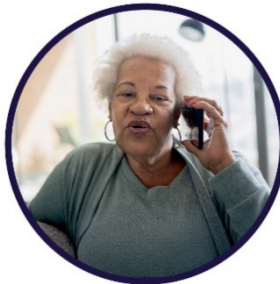
You don't need to do anything while you wait.

# What if you need another assessment?

## If your needs change



If your needs change, the way you get another assessment hasn't changed.



You or your family need to contact My Aged Care if you want another assessment.



The organisation that provides you aged care services can also contact My Aged Care for you.



Your assessor will be from the same organisation you used last time.

## If you live in an aged care home



If you need more support in an aged care home, the way you have another assessment hasn't changed.



Your aged care home will still contact My Aged Care to get you another assessment.



You or your family can also contact My Aged Care to do another assessment.



## More information



You can visit the My Aged Care website for more information.



You can learn more about assessments.

**[www.myagedcare.gov.au/assessment](http://www.myagedcare.gov.au/assessment)**



You can learn how to apply for an assessment.

**[www.myagedcare.gov.au/assessment/  
how-apply-assessment](http://www.myagedcare.gov.au/assessment/how-apply-assessment)**



You can learn how to prepare for an assessment.

**[www.myagedcare.gov.au/assessment/  
prepare-your-assessment](http://www.myagedcare.gov.au/assessment/prepare-your-assessment)**



You can learn about getting more assessments.

**[www.myagedcare.gov.au/assessment/  
when-get-reassessed](http://www.myagedcare.gov.au/assessment/when-get-reassessed)**



If you have any questions, you can call My Aged Care from:

- **8 am to 8 pm, Monday to Friday**
- **10 am to 2 pm, Saturdays.**

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You can also visit some Services Australia centres to get support from My Aged Care in person.



You can book an appointment with Services Australia by calling them:

- **8 am to 5 pm**
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**1800 227 475**

# Word list

This list explains what the **bold** words in this document mean.



## **Aged care homes**

An aged care home is where older people live when they cannot live in their home anymore.



## **Assessment**

An assessment helps someone work out what support you might need.



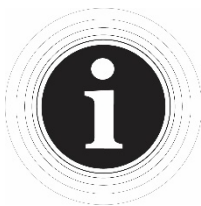
## **Assessor**

Assessors have the skills and knowledge to do an assessment.



## Funding

Funding is money from the government that pays for services and supports.



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