



# Accessing aged care services under the Multi-Purpose Service Program

If you are an older person living in a rural or remote part of Australia, you may be able to access services through the Multi-Purpose Service Program (MPSP). This fact sheet explains how to apply.

## How do I access care through the MPSP?

A provider offering aged care services under the MPSP is known as a multi-purpose service (MPS). To access an MPS, you need to:

### 1. Contact My Aged Care and apply for access to funded aged care services

- We will then decide if you are eligible to do a needs assessment.
- You will be eligible if you need care and are 65 or over (or 50 or over, if you are and an Aboriginal or Torres Strait Islander person, or you are experiencing homelessness or are at risk of homelessness).
- If you are under 65, we will let you know about other options to meet your care needs.

### 2. Have a needs assessment with an approved assessor

- Your assessor will recommend which services you need.

### **3. Receive a Notice of Decision letter that includes:**

- a support plan
- an outline of which funded aged care services you have been approved for
- information about MPS providers available in your local area that might be able to meet your care needs.

### **4. Approach an MPS provider**

- If you discussed a particular MPS provider with your assessor, your support plan will include a referral code that you can give to that provider so they can access your records.
- If the provider can offer you the services you need, you will enter into a service agreement and agree to a care and services plan before services commence.
- If you don't have a provider in mind, you can check [Find a Provider](#) in [My Aged Care](#) and search by address or name in your local area. You can also type multi-purpose service into the search bar.

## **Are there other ways I can access an MPS?**

You may start accessing services through an MPS immediately, if:

- you urgently need aged care, and your health is at risk if you are unable to access the services you need
- there is a long wait for an approved assessor to do your aged care needs assessment
- you are an Aboriginal or Torres Strait Islander person and there are no assessors available to do a culturally safe aged care needs assessment.

Even if you receive urgent services, you must still apply for funded aged care services within 30 days of starting to receive these services.

## **What fees will I pay?**

Information about fees and charges is available on the department's website in a [separate fact sheet](#).

## **What services can I access through the MPSP?**

You can access permanent care in an aged care home, short-term respite care and in-home or community care to help you stay at home longer.

You can contact your local MPS to find out what services they can offer you. It's important to remember that you can only access funded aged care services that you have been assessed and approved for.

**It's important to remember that you can only access funded aged care services that you have been assessed and approved for.**

## What if my needs change?

If your needs change, for example if you are accessing services in your home or community and need to move to an aged care home, you will need to ask to be re-assessed if these services are not listed on your current approval.

To start this process, you will need to contact [My Aged Care](#). An assessor will then contact you to go through your current needs and recommend any new services. Any new services will need to be approved.

The assessor may do a full assessment if there are big changes to the care you need.

## More information

You can find more information about the MPSP by contacting [My Aged Care](#).

## Start a conversation about aged care

Transforming aged care laws to put the rights of older people first.



Visit **MyAgedCare.gov.au**



Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](https://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.