

Aged care journey

No matter where you are on your aged care journey, help is available.

Aboriginal and Torres Strait Islander people can apply for government-funded aged care services from age 50.

- Aged care services can help you with everyday health or daily tasks.
- You make the decision about what services you want to access.
- Any information you share is kept private.
- You can learn about aged care services at any time.
- You don't need to sign up to get information about aged care services.
- You can have a support person like a family member or Elder Care Support worker.
- You don't need to be receiving a pension to access aged care.



Step 1

Registering with My Aged Care

To get started, you need to **register with My Aged Care**. Registering is free.

You can do this:

- with help from your local health service, a family member, carer, support worker, Elder Care Support worker or care finder
- online at [MyAgedCare.gov.au](https://myagedcare.gov.au)
- by calling My Aged Care on **1800 200 422**
- in-person with an Aged Care Specialist Officer at a Services Australia office.

Elder Care Support workers can help with forms, phone calls and identification documents.

Step 2

Applying for an aged care assessment

After registering, you can apply for an **aged care assessment**. This helps you get the:

- support you need
- services you are eligible for.

The assessment is **free**. You can apply online, over the phone or in person.

You can ask for an Aboriginal and Torres Strait Islander assessment organisation if there is one near you.

Step 3

Having an aged care assessment

An aged care assessor will yarn with you about your health, daily life, and what matters to you.

- You can choose where to have the assessment, so you feel safe and comfortable. It can be at home or in the community.
- You can have a family member, support person or Elder Care Support worker with you.

Step 4

After an aged care assessment

After the assessment, you will be given a support plan that outlines the services you have been approved for.

You can then:

- search for aged care providers in your area
- find providers that meet your needs, values and cultural preferences.

Many aged care services are free or low cost. There may be some out-of-pocket costs. Service providers need to let you know about any costs before you agree.

Elder Care Support workers can help connect you with the supports that are right for you.



Step 5

Getting the care that's right for you

After you have chosen a provider, your care plan is set up based on your support plan. You have the right to culturally safe aged care that respects your identity and connection to family, culture, Country, Island Home and community.

This means you can:

- make choices about your care
- talk to your provider about your care
- get a new plan if your needs change
- speak up at any time if something is not right.

It is free and private to raise a concern and protect your rights. You, your family or carers can raise any concerns with the Aged Care Quality and Safety Commission.

Call **1800 951 822** or visit [AgedCareQuality.gov.au](https://agedcarequality.gov.au).



Where to get help

Get the support you need to age well – online, by phone or in person.

👤 Speak with your local health service or Elder Care Support worker

💻 Visit [MyAgedCare.gov.au](https://myagedcare.gov.au)

☎️ Call My Aged Care on **1800 200 422**

🏠 Visit a Services Australia office