



FAQ: Where do I start?

Questions about where to start

What is My Aged Care?

My Aged Care is your starting point to access government-funded aged care services. Whatever your situation, we can help you get the support you need:

1. You can find out what **types of care** are available.
2. You can **apply for an assessment** and work out what services you are eligible for.
3. You can find **service providers** near you and **understand the costs** involved.
4. If you're already receiving services, you can learn **how to manage them**.

[Read more](#)

I need some help. How do I get started?

You can apply for a face-to-face assessment to find out if you are eligible for aged care services.

If you're ready to apply, you can:

1. **Apply online**: This is a quick and easy way to find out if you are eligible for an assessment.

OR

2. Call My Aged Care: If you'd prefer to talk to someone, you can call us on [1800 200 422](tel:1800200422). We will talk with you about your needs and complete the application while you're on the phone.

** Please note that during the COVID-19 pandemic, most aged care assessments are being undertaken over the phone or by video.*

[Read more about applying for an assessment](#)

Will I be eligible for government-funded aged care?

Eligibility is based on factors like your health, how you're managing at home, and any support you currently receive. You may be eligible for aged care services if you have:

- noticed a change in what you can do or remember
- been diagnosed with a medical condition or reduced mobility
- experienced a change in family care arrangements
- experienced a recent fall or hospital admission,

and are:

- 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people).

To know for sure if you are eligible, you will need to have an assessment.

[Find out how to apply for an assessment](#)

If I'm not eligible for government-funded aged care, are there other options?

Yes, there are. If you're not eligible for services, you may be able to access support through a provider that isn't government-funded. If you choose one of these providers you will need to pay the full cost of your care. Then, if your circumstances change in the future, you can be [reassessed](#) for support through My Aged Care.

[Read more about non government-funded providers](#)

Is an aged care home my only option?

No, there are more options. An aged care home is one of many services that can help you maintain a good quality of life as you get older. There are also services to help you live independently in your own home. The type of care available to you depends on your needs.

[Read more about types of care](#)

I'm not comfortable calling My Aged Care. Can someone do it on my behalf?

Yes, but we need to get your consent first. This involves registering the person as your representative. This process can be as simple as contacting My Aged Care together, the first time you call.

[Read more about setting up a representative](#)

I want to apply for My Aged Care but English isn't my first language. Is there support available?

Yes. There are a few ways to get the help you need. You can contact My Aged Care through Translating and Interpreting Service (TIS National) on [131 450](tel:131450) for the cost of a local call.

You can also access some information from the My Aged Care website in 22 languages.

[Read more about accessible services](#)

I want to call My Aged Care but I have a hearing or speech impairment. Can I get help?

Yes, you can contact My Aged Care through the National Relay Service (NRS) in three easy steps:

1. Visit the National Relay Service website
2. Select your preferred NRS access point
3. Provide the My Aged Care number – [1800 200 422](tel:1800200422).

[Read more about accessibility support](#)

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