

## Track your progress after your assessment using myGov

You and your representatives will be able to do the following through myGov:

- update your personal details
- see letters and how long you may need to wait if you've been approved for a Home Care Package
- see your assessors' and service providers' contact details
- update the details of people you've given permission to see your information
- see information about your assessments, referrals for services and support plan.

Log in at [my.gov.au](https://my.gov.au) and link to **myagedcare**. You may be asked to call **myagedcare** to activate your account.

## myagedcare

**myagedcare** is the entry point to access Australian Government aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- referrals to service providers that can meet your needs
- your contribution to the cost of your aged care.

### For more information

**myagedcare.gov.au**

or call **1800 200 422\***

Weekdays – 8 am to 8 pm

Saturdays – 10 am to 2 pm

Closed on Sundays and public holidays

**National Relay Service** select your preferred access option at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs) and ask for **1800 200 422\***

**Translating and Interpreting Service** call **131 450**, tell the operator the language you speak and ask them to call **1800 200 422\***

**If you are a veteran or war widow/er** you may also be eligible for Department of Veterans' Affairs services or programs. Ask **myagedcare** for more information.

\*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.



Australian Government



myagedcare



# After you've registered with myagedcare

Freecall: 1800 200 422\*  
[myagedcare.gov.au](https://myagedcare.gov.au)

To access Australian Government subsidised aged care services, you will need to register with **myagedcare** for an assessment by calling **myagedcare** or using one of the online forms.

## What happens after you've registered with myagedcare?

You should hear from **myagedcare** or an assessment organisation within three weeks. They will tell you whether you are eligible for an assessment and, if so, you can agree a time for the assessor to come to your home.

If you haven't heard anything in this time, call **myagedcare** on 1800 200 422. If you have a reference number please have this handy when you call.

**If you have been given an aged care reference number write it here:**

Don't worry if you don't have a number, **myagedcare** will still be able to help you.

## What happens at the assessment?

With your consent, a trained assessor will come to your home. They will assess your care needs and eligibility for services.

If you are eligible for subsidised aged care, the assessor will work with you to develop a support plan which addresses your care needs, goals and service preferences.

Someone else can be with you as your support person at this assessment visit. You can also ask the assessor about having an Auslan or in-language interpreter.

You should have:

- ID for you and anyone you want to be a representative and talk on your behalf: Medicare card and one other form of ID - such as DVA card, driver's licence, healthcare card, or passport
- any information you already have about aged care services that you may want to discuss
- information on any support you receive.

## What happens after the assessment?

After the assessment you will find out if you are eligible for subsidised aged care services and which type.

Then you need to:

- choose services: the 'Find a provider' tool on the **myagedcare** website can help you locate and compare services. Your assessor and **myagedcare** can also help.
- find out about costs: **myagedcare** and service providers can give you information about costs. You will be told if you need a financial assessment.

