Easy access to aged care

We’ve listened and we’ve heard that Australians want accessing aged care to be easier. Easier to understand, easier to get support and easier to find information and make decisions about aged care.

The Australian Government is committed to reforming aged care and providing easy, consistent and equal access to aged care information, support and care.

Initiatives and programs to improve access to aged care, assessment and services include:

My Aged Care

My Aged Care is the entry point to government-funded   
aged care services.

‘The things I was really struggling with, I don’t really struggle with anymore – and that is very freeing.’

Helen, aged 81, on accessing services through My Aged Care

You can access My Aged Care through the website, phone line and in person at some Services Australia locations.   
My Aged Care will help you understand the different types of care, assess your eligibility, refer you to an aged care assessor and can help you find services if you are eligible.

Support for vulnerable people

Supports are being developed and rolled out in local communities to give specialist and intensive support to people who are socially isolated, find it difficult to understand information and make decisions or are hesitant to engage with aged care or government.

Culturally safe aged care

A workforce of Trusted Indigenous Facilitators is being developed to help First Nations people, their families and carers to access aged care services that meet their physical and cultural needs.

We have also implemented a verification process to ensure people with diverse backgrounds and life experiences can access more reliable information when choosing their aged care provider.

Making it easier to access the aged care system

Access aged care information now

Do you need some help around the house or are you thinking about aged care homes? Contacting My Aged Care is the first step.

**Phone:** 1800 200 422

For translating and interpreting services, call 131 450 and ask for 1800 200 422.

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

**Online:** myagedcare.gov.au

**In person:** make an appointment, call 1800 227 475 (Monday–Friday, 8am to 5pm).