

My Aged Care

Where to start your aged care journey.



To access any type of government-funded aged care service, you need to contact My Aged Care.

You can connect with My Aged Care by phone on **1800 200 422** or via the website.

Some Services Australia offices have an Aged Care Specialist Officer who can see you in person.

My Aged Care staff will talk to you over the phone to confirm your eligibility.

That will be followed by a face-to-face visit from:

- the Regional Assessment Service (RAS) for entry-level home support through the Commonwealth Home Support Programme (CHSP), or
- an Aged Care Assessment Team (ACAT) for more comprehensive support such as Home Care Packages, residential care or flexible care.

If you are Aboriginal or Torres Strait Islander, and over the age of 50 there are services that provide specialised care.

> **Click here** for support for **Aboriginal and Torres Strait Islander people** on the My Aged Care website.

Resource links

My Aged Care where to start

The starting point for My Aged Care and information on what's involved.

> **View here**

My Aged Care contact information

View this page to access My Aged Care's website and their various contact methods.

> **Contact My Aged Care**

Services Australia Aged Care Specialist Officers (ACSO)

You can book a free face-to-face appointment with an ACSO in some locations across Australia, visit the page to find a location or make an appointment.

> **Access here**

Apply for an aged care assessment

Read this important information about the assessment process, what to expect and how to prepare.

> **Read here**

My Aged Care representatives

There may be times when you would like someone to contact My Aged Care on your behalf. A representative is someone who is appointed to speak and act on behalf of another person.

> **View here**