

Getting Started with Support at Home: Your Application Guide

Step 1: Confirm Eligibility

You must be:

- Aged 65 or older (or 50+ for Aboriginal or Torres Strait Islander people)
- Need support to live independently at home
- Be an Australian citizen or permanent resident

Step 2: Contact My Aged Care - Call **1800 200 422** or visit www.myagedcare.gov.au

Have the following information ready:

1. Full name & date of birth
2. Address and contact details
3. Current health conditions or medical history
4. Daily living challenges (mobility, personal care, cooking, cleaning)
5. Emergency contact details
6. Medicare Number

Step 3: Proof of Identity

You may need to verify your identity using one of the following:

- Medicare card
- Driver's licence
- Australian passport
- Centrelink concession card
- DVA card

If you're calling on behalf of someone else, you'll need:

- Them to be present during call, your own ID to set up your linked Aged Care account

Step 4: Once registered

- You'll be referred for an Aged Care Assessment
- An assessor will contact you to arrange a home or phone assessment
- Once assessed you'll receive a decision about your eligibility and level of support

Step 5: Income Assessment (for co-contribution)

To determine your contribution, Services Australia will assess your income. You can call them on **1800 227 475** or complete the form: **SA456 – Calculation of your cost of care**. You will need:

- Tax file number
- Recent income details (e.g., pension, superannuation, investments)
- Centrelink or DVA statements
- Bank account balances
- Property or asset details

Step 6: When You Are Assigned a Package

- You will receive a letter confirming your package level
- You will be given a referral code
- You have 56 days to choose a provider or your package may be withdrawn.

We can support you through this process....

