



Getting-started checklist

Large print. Tick each box as you go.

The short version

- Print this page, or download the PDF.
- Tick each box as you go.
- Take it to your assessment.

Before you apply

- ☐ Medicare card ready
- ☐ Choose: online, phone (1800 200 422) or in person (1800 227 475)
- ☐ Ask family or a friend to help, if you like
- ☐ Decide if you want a registered supporter

For the assessment

- ☐ Medicare card and one other ID
- ☐ Any letters from your doctor
- ☐ Your doctor's contact details
- ☐ Details of help you already get
- ☐ Someone to be with you, if you want
- ☐ Your questions, written down

Questions to ask

- What help could I get?
- What is near me, and how long is the wait?
- What help is there for my carer?
- How do I contact you later?

→ After the assessment

- ☐ Notice of Decision letter kept safe
- ☐ Referral code: _____
- ☐ Used the fee estimator
- ☐ Funding letter date: _____
(56 days to choose a provider)
- ☐ Compared providers and prices
- ☐ Checked one provider offers all my services
- ☐ Read the service agreement before signing

Useful numbers

My Aged Care	1800 200 422
OPAN advocates	1800 700 600
Services Australia aged care	1800 227 475
Aged Care Quality and Safety Commission	1800 951 822
Elder abuse help	1800 353 374
Emergency	000

Where this information comes from

1. My Aged Care: Apply for an assessment online
myagedcare.gov.au/apply-online
 2. My Aged Care: How to apply for an assessment
myagedcare.gov.au/how-apply-assessment
 3. My Aged Care: Preparing for your assessment
myagedcare.gov.au/preparing-your-assessment
 4. My Aged Care: Assessment outcome: Support at Home
myagedcare.gov.au/assessment-outcome-support-at-home
 5. My Aged Care: Connecting with Support at Home providers
myagedcare.gov.au/connecting-support-at-home-providers
 6. My Aged Care: How to contact My Aged Care
myagedcare.gov.au/how-to-contact-my-aged-care
 7. Older Persons Advocacy Network (OPAN): Contact us
opan.org.au/contact-us
 8. Aged Care Quality and Safety Commission: Contact us
agedcarequality.gov.au/contact-us
 9. Department of Health, Disability and Ageing: Elder abuse phone line
health.gov.au/contacts/elder-abuse-phone-line
- Last checked 25 Oct 2026.

General information only. This is not financial, legal, medical or personal advice. We are an independent website. We are not part of the government or My Aged Care.

Facts last checked 25 Oct 2026. Always check with My Aged Care (1800 200 422) or OPAN (1800 700 600). **agedcareplainly.pages.dev**