



Aged Care, Plainly

Your first call to My Aged Care

A one-page guide to help you get ready.

Call 1800 200 422

Mon to Fri 8am to 8pm. Sat 10am to 2pm. Closed Sundays and national public holidays.

Free to call from landlines and some mobiles.

You can also apply online at myagedcare.gov.au/apply-online

Have this ready

- ☐ Your Medicare card
- ☐ Your contact details
- ☐ A pen and this page
- ☐ About 15 to 20 minutes
- ☐ Someone with you, if you like. A family member or friend can join the call.

What they will ask

- If you meet the requirements for an assessment
- Your age and health
- How you are managing at home
- Any help you already get
- What could help you live well
- If you would like to register a supporter (someone you trust who can help you make decisions and talk to My Aged Care)

Need an interpreter?

Call TIS National on 131 450 and ask them to call My Aged Care.

Free, independent help:

OPAN 1800 700 600. Emergency: 000.

→ What happens next

- An assessment organisation will contact you to explain the next steps and set a date.
- From April to June 2026, the middle (median) wait was 26 days. Some people wait shorter or longer.
- The assessment is usually at home. Someone can be with you.

Watch out for scams.

My Aged Care will never contact you on social media or apps like WhatsApp, or ask for your bank details.

My notes

Date of call:

Reference number:

Who I spoke to:

What happens next:

General information only, not advice. Aged Care, Plainly is an independent guide. It is not a government website and is not part of My Aged Care. Facts checked 26 Oct 2026.

agedcareplainly.pages.dev

Sources: myagedcare.gov.au/how-apply-assessment · myagedcare.gov.au/apply-online · myagedcare.gov.au/how-to-contact-my-aged-care · opan.org.au/contact-us