

Navigating aged care

The Australian aged care system assists older people needing help with daily living, health care or accommodation. All aged care services are accessed via My Aged Care which is the Australian government's gateway to help older people get the support they need. My Aged Care offers a range of resources and support to help people understand and access various aged care services, whether they need assistance at home, respite care or residential care.

Understanding and navigating the aged care system can seem complex and overwhelming to begin with. You can contact the Fight Parkinson's Health Team on 1800 931 031 or talk to your GP if you need assistance to get started.

Should I be considering aged care services?

If you have received a diagnosis of Parkinson's, MSA, PSP, or CBS, you may be wondering whether you need to think about aged care service. Asking yourself the following questions may assist:

- have you experienced a change in your ability to mobilise safely around your home or in the community?
- do you need assistance to perform daily activities that you used to manage independently? This could include any activity from getting dressed, to gardening or driving to medical appointments
- would you be able to manage at home if your support person was suddenly unable to support you due to an unexpected illness or hospitalisation?

If you answered yes to any of these questions it may be beneficial to investigate what support is available to you now and for the future.

Remember, seeking assistance doesn't mean losing your independence, it can be quite the opposite. Getting support with daily activities means you can stay independent in your own home for longer.

What government funded support might be available?

Receiving support will look different for everyone – it may include:

In home services to help

- access the community and stay social
- do personal care tasks such as showering, dressing and grooming
- plan and prepare your own meals
- do laundry and clean your home
- do the garden, clean the gutters and windows

Nursing and allied health services

Nursing and allied health professionals including physiotherapists, occupational therapists, and speech pathologists may also be available to assist with

- access to equipment to help you stay mobile, communicate, and manage daily tasks
- recommendations for home modifications to make your home environment as safe and accessible as possible
- monitoring and managing chronic health conditions
- managing continence issues.

Residential respite or permanent care

If you are unable to manage at home, you may also consider accessing residential care in an aged care facility which could be short term (respite) or long-term (permanent care).

Am I eligible for government subsidised aged care services?

You may be eligible if you are needing support and are

- aged 65 years and over
- Aboriginal or Torres Strait Islander and aged 50 years or over
- homeless or at risk of homelessness and aged 50 years or over.

Where do I start – what are the first steps?

Before you can access any type of government-subsidised aged care services for the first time you need to apply for an assessment. This includes support provided in your home as well as in residential care. This can be done by calling My Aged Care 1800 200 422 or [applying online](#).

After you submit your form, an assessment organisation will contact you within 2 to 6 weeks. It is worth noting that this contact will be by phone and may come up as an unknown or private phone number. They are unlikely to contact you multiple times, so it is best to answer any phone calls until you have received contact.

They will confirm your needs based on the information you have provided and arrange an assessment. This will most likely take place in your own home. You will also receive a My Aged Care welcome pack in the mail containing helpful information and outlining what your next steps will be.

What is the Support at Home program?

The Support at Home program provides services and resources to support you in your own home

and began on 1 November 2025. This program replaced the Home Care Packages program and the Short-Term Restorative Care program. You can find full details about the Support at Home program here: www.myagedcare.gov.au/support-home-program.

What costs are associated?

These will vary according to your individual circumstances and the type of services you require. You can enquire about this by contacting

My Aged Care 1800 200 422 or www.myagedcare.gov.au/understanding-costs

Services Australia 1800 277 475 or www.servicesaustralia.gov.au/phone-us?context=64107

Will I need to wait for aged care assessment or services?

It is important to note there could be a lengthy wait for an aged care assessment. Once the assessment is complete there may also be a lengthy wait for services. Wait times can be highly variable.

For further information

My Aged Care www.myagedcare.gov.au

Australian Government Department of Health, Disability, and Ageing www.health.gov.au

You can contact Fight Parkinson's to discuss your individual situation on 1800 931 031 or info@fightparkinsons.org.au.