

UNDERSTANDING MY AGED CARE AND SUPPORT AT HOME



Macular
Disease
Foundation
AUSTRALIA

The aged care system delivers programs and services to primarily support eligible Australians aged 65 years and over (and Indigenous Australians aged 50 and over). Australians under 64 years may also be eligible for support under certain conditions.

Aged care can be provided to people in their own homes or in residential aged care facilities. Support can be short-term or ongoing, and can include help with daily living, health care, accommodation, and equipment. The Australian Government subsidises many types of aged care services for those who are eligible.



Note:

This fact sheet only focuses on aged care services related to vision.

However, you may be able to access support for other health conditions.

Contact My Aged Care directly on 1800 200 422 or at www.myagedcare.gov.au for more information.





What is My Aged Care?

My Aged Care is the main entry point to government-funded aged care services in Australia.

Through My Aged Care you can:

- Register for aged care support
- Arrange an assessment of your needs
- Be connected to appropriate services

You can contact My Aged Care by:

- Calling **1800 200 422**
- Visiting **www.myagedcare.gov.au**

Most arrangements are coordinated online or over the phone. However, if you need to speak to someone in-person, you can make an appointment with an Aged Care Specialist Officer (ACSO) at various Services Australia office locations.

Appointments are free. For details on where to find your nearest location or how to make an appointment, visit the **Services Australia website**.

To book an appointment with an ACSO, call the Services Australia Aged Care line on 1800 227 475. They are open Monday to Friday from 8am to 5pm.

Am I eligible?

You may be able to access aged care support through **My Aged Care** if:

- You are **65 years or older** (or **50 years or older for Aboriginal and Torres Strait Islander Australians**); or are at risk of, or experiencing, homelessness and over the age of 50 years old; and
- You need help with everyday activities such as personal care, household tasks, mobility, or managing your health.

Support through My Aged Care is applicable to both eligible pensioners and non-pensioners.

There is no formal residency requirement, however people visiting Australia temporarily may not be suitable for aged care services given the waiting times needed for assessments and approvals.

If you are **under 65** and have a **permanent and significant disability**, you may be eligible for support through the **National Disability Insurance Scheme (NDIS)** instead.

For vision-related conditions, this may include permanent blindness or certain inherited retinal conditions.

What is the Support at Home program?

From **1 November 2025**, the **Support at Home** program replaced Home Care Packages. On 1 July 2027, the Commonwealth Home Support Programme (CHSP) will be integrated into the Support at Home program.

This program is designed to help older Australians:

- Live safely and independently at home
- Access support that matches their changing needs

Key features include:

- A **single assessment process** to understand your care needs
- Different levels of support depending on how much help you require
- Short-term support options for recovery, reablement, or end-of-life care
- A priority system so people with urgent needs receive support sooner

When wait times for services exceed expectations, participants will be assigned an interim allocation of their Support at Home classification budget while waiting to receive their full funding. This will be set at 60% of their budget, with the remaining 40% of their budget allocated when the funding becomes available.

Assistive Technology and Home Modifications (AT-HM)

Under Support at Home, funding is available to help you access:

- **Assistive technology**, such as low vision aids, magnifiers, or screen-reading software
- **Home modifications**, such as built-in grab rails, improved lighting, or safety adjustments

This support is designed to improve safety, independence, and quality of life for older people.

Costs and contributions

Support at Home services are funded through a combination of:

- **Government funding**, and
- **A personal contribution**, depending on your financial situation

Your contribution is based on an income assessment.

If paying would cause financial hardship, assistance and fee reductions may be available.

What services can I receive?

Depending on your needs, Support at Home services may include:

- **Clinical care** (such as nursing or allied health)
- **Help with independence** (personal care, transport, mobility support)
- **Everyday living support** (cleaning, meals, shopping, gardening)

Service prices are regulated to ensure fairness and transparency.

Need more information or support?

- **My Aged Care:** 1800 200 422
www.myagedcare.gov.au
- **Care Finder:**
<https://www.myagedcare.gov.au/help-care-finder>
- **For vision-specific support:**
MDFA Helpline: **1800 111 709**
www.mdffoundation.com.au



Join Eye Connect today

Living with vision loss is not easy and there may be challenges ahead. Macular Disease Foundation Australia's Eye Connect support service is free of charge, independent and endorsed by Australia's leading eye health professionals.

It offers tailored support and information that people living with age-related macular degeneration and diabetes-related eye conditions can access in between appointments with their eyecare professional.

Whether you prefer to receive assistance and resources online, in the post, or over the phone, Eye Connect has you covered.

Join Eye Connect via www.mdffoundation.com.au/join-eye-connect or call us on **1800 111 709**.

Disclaimer: Information in this publication is considered by Macular Disease Foundation Australia to be accurate at the time of publication. While every care has been taken in its preparation, medical advice should always be sought from a doctor and individual advice about your eye health should be sought from your eye health professional. MDFA cannot be liable for any error or omission in this publication or for damages arising from it, and makes no warranty of any kind, either expressed or implied in relation to this publication.

Need more information?

Learn more about macular disease at www.mdffoundation.com.au

You can also order information kits and Amsler grids by calling our National Helpline on **1800 111 709**.

We have a free newsletter and you can sign up to receive invitations to education sessions and events in your area.

Contact us today.

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