

澳洲养老护理申请流程

My Aged Care — Online Application Process (中英文对照)

网址 Website	myagedcare.gov.au/getting-started
电话 Phone	1800 200 422 (周一至周五 8am–8pm / 周六 10am–2pm)
资格 Eligibility	65岁以上；原住民及托雷斯海峡岛民 50岁以上 / Aged 65+ (50+ for First Nations people)
费用 Cost	注册与评估均免费 / Registration and assessment are free

申请步骤 / Steps

1	确认资格 Check eligibility 确认年龄与身份符合要求：65岁以上（原住民 50岁以上）。 / Confirm you meet the age and residency requirements.
2	准备申请材料 Prepare your documents Medicare 卡、健康状况与用药信息、家庭医生（GP）联系方式、照护者资料。 / Medicare card, health and medication details, GP contact, carer details.
3	在线申请评估 Apply for assessment online 访问 myagedcare.gov.au/getting-started，约 15–20 分钟。分三部分：A 现状与需求、B 个人与 Medicare 资料、C 预约 ACAT 评估。也可致电 1800 200 422。 / Apply online (≈15–20 min): Part A needs/situation, Part B personal & Medicare details, Part C book the ACAT assessment. Or call 1800 200 422.
4	ACAT 上门评估 ACAT home assessment 评估员上门了解您的状况，决定最适合的护理方案。等待时间通常 2–12 周。 / An assessor visits your home to decide the best care option. Wait time is usually 2–12 weeks.
5	获得评估结果 Receive the outcome 收到批准通知与可使用的服务类型。 / You receive your approval and the services you qualify for.

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开始使用养老服务

Start using care services

居家照护（Support at Home）、社区支持（CHSP）、院舍护理、临时托管等。/ Support at Home, CHSP, residential care, respite and more.

可选：国家中继服务 / Optional: National Relay Service (NRS)

仅当听力或言语有困难、无法正常拨打电话时才需要。该服务免费且保密，由中继员协助通话。普通申请可忽略此项。

Only needed if hearing or speech makes a normal phone call difficult. The NRS is free and confidential — a relay officer helps with the call. Skip this if you can apply online or call normally.

信息来源：澳大利亚政府 My Aged Care (myagedcare.gov.au)。本文档仅供参考，具体以官方网站为准。 / Source: Australian Government My Aged Care. For reference only — see the official website for current details.