

HOW TO ACCESS HOME CARE PACKAGES

Let's be honest – the aged care system is confusing. There are lots of options, there's lots of industry jargon, and it has a complex funding scheme! That's why we've put this guide together. It's a step by step guide on how to access a home care package and find a service. You'll then get access to the tailored, personalised support that can help you remain independent and live Your life - Your way.

If you have any questions, either now, or throughout your journey, please don't hesitate to call us on (08) 9470 4075. We're here to help.

Note: Be sure to keep a copy of all the letters and documents you receive from My Aged Care.

Register with My Aged Care

Call My Aged Care to commence the registration and assessment process.

Call 1800 200 422

1

Receive an Aged Care Assessment

Eligibility for help at home services is determined through an aged care assessment often known as the ACAT assessment.

My Aged Care will either refer you for services straight away if your needs are very basic, or will arrange for you to have an assessment.

2

Receive the outcome of your assessment

This letter confirms your eligibility to receive a home care package and notifies you that you are now on the waiting list.

Being on the waiting list can take anywhere from weeks to two years. Once you're at the top of the list, you'll receive a Funding Approval letter.

3

Income assessment for home care packages

You need to have a formal income assessment from the Department of Human Services (DHS) or the Department of Veterans' Affairs (DVA).

If you do not complete an income assessment, you can be asked to pay the maximum income-tested care fee.

4

Be assigned a home care package

This is the letter you've been waiting for. It confirms you can now use your Home Care Package and sets out the level of home care package assigned to you. **Note:**

1. You may initially be assigned a home care package below the level you have been approved for. This is so you can start to access care and services while waiting for a package at your approved level to become available.
2. You have 56 days to start using your package. If you need a bit more time, you can ask My Aged Care for a 28-day extension, else your funding package will expire.

5

Find an approved provider

You can actually start this step while waiting for a package to be assigned to you.

Do your research on approved home care providers in your local area and work out the costs associated with your care.

6

Enter into a Home Care Agreement

Your provider will present you with your home care agreement, and work with you and your family to create your individual support plan. If you are on a home care package, you will also create your personalised budget.

7

Start Services

Your Care Commences!

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