



Australian Government



myagedcare



For more information

www.myagedcare.gov.au

or call **1800 200 422***

Weekdays – 8am to 8pm

Saturday – 10am to 2pm

Closed on Sundays and public holidays.

National Relay Service call
1800 555 677* and ask for
1800 200 422*

Translating and Interpreting
Service call **131 450** and ask for
1800 200 422*.

If you are a veteran or war widow/er you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

**1800 calls are free from landlines and most Australian mobile providers now offer free calls to 1800 numbers. Check with your mobile phone provider.*

All information in this publication is correct
as at 27 February 2017



Your pathway to accessing a home care package

11782 February 2017

Receive the outcome of your assessment



You will receive a letter

You will receive a letter of approval to let you know whether you are eligible and approved to receive a home care package, and at what level.

You will be placed in a national priority queue for home care services and will be contacted when a suitable package becomes available for you.

Your position in the queue will be based on your needs and circumstances as well as the time you have spent waiting for care.

Research home care providers & work out costs

While waiting in the queue you will need to start researching approved home care providers to understand:

- how they can best service your needs
- their fees and charges and what these mean
- any additional services they offer that can set them apart from other providers.

If you need help with researching providers you can use the Service Finder on My Aged Care www.myagedcare.gov.au or, contact My Aged Care on 1800 200 422.

You may be asked to contribute to the cost of your package so it's a good idea to start researching home care fees. You can use the Home Care Fee Estimator on My Aged Care to get an estimate of the fees.

For a formal income assessment you can call the Department of Human Services on 1800 227 475. Your home is not included in the income assessment, only your income is considered.

The Department of Human Services will notify you of your income-tested care fee and you can then use this information when you discuss your Home Care Agreement with your chosen provider in the next stage.

Be assigned a home care package



You will receive a letter

When you reach the top of the queue you will receive a letter with details of your home care package. This will include your unique referral code so you can take up your package.

You will have 56 days to take up your new home care package and enter into a Home Care Agreement with your chosen provider.

If you need an extension for any reason you should contact My Aged Care.

Enter into a Home Care Agreement

When you have selected a provider who can best service your needs, they will work in partnership with you to develop your care plan and personal budget.

Your provider must disclose any fees and charges in addition to your income-tested care fee (if applicable). For example, they may charge you a basic daily fee and/or administration or case management costs.

Review your Home Care Agreement with a family member, carer, friend or advocate. If you want to, you can also seek independent legal advice.

You can change your care plan at any time in consultation with your provider.

Manage your services

Once you are happy with your care plan and package, carefully read before signing your Home Care Agreement to start receiving services.

If your care needs change and you need different care and services, you can arrange with your provider to review your care plan and package.

If for any reason in the future you need to change providers, whether because you're moving to a different location or are looking for a better fit, you can do so.

Before making a decision to change your service provider, review your Home Care Agreement to make sure you are aware of any conditions and exit amount for leaving your provider.

Your provider has obligations to support you if you choose to move to another provider, this includes the transfer of any unspent funds to your new home care provider.