



What is a home care package?

It's a coordinated package of care and services to help you to live independently in your own home for as long as you can.

Your home care provider will work with you to choose care and services that best meet your needs and goals. Your provider will also help you to manage your care and services.

Help to access care

If you need help at any stage you can call My Aged Care on **1800 200 422**.

You can also ask My Aged Care about how to get help from an advocate.



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 555 660*** for more information

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 March 2019.



Australian Government



myagedcare



Your pathway to accessing a home care package

Get the outcome of your assessment



You will get a letter from My Aged Care

Your letter will tell you whether you're eligible for a home care package and at what level.

If you're approved you'll be placed in the national priority system.

Everyone will have a waiting period before they receive a home care package. Your position in the national priority system is based on your needs and circumstances as well as the time you've been waiting for care.

Find home care providers and work out fees

While you're waiting you should start looking for home care providers.

This includes finding out about the services they offer and potential fees.

To find local providers and get an estimate of potential fees visit **www.myagedcare.gov.au** and search for:

- find a provider
- Fee Estimator.

You can also call My Aged Care on **1800 200 422** and we will give you information over the phone or post it to you.

Be assigned a home care package



You will get a letter from My Aged Care

Your letter will tell you that you've been assigned a home care package.

You'll have 56 days to:

- choose a provider
- agree to receive services and enter into a Home Care Agreement with your chosen provider.

If you need more time, you can call My Aged Care to ask for a 28 day extension.

Enter into a Home Care Agreement and manage services

Your chosen provider must give you a Home Care Agreement and work with you to develop a care plan and package budget. Your provider must tell you about any fees you need to pay.

Your home care package is covered by consumer law. Before you enter into an agreement you should understand your rights. To speak to someone about your rights, you can find contact details for your local consumer protection agency at **www.consumerlaw.gov.au**.

You may also want to ask a family member, friend, advocate or a lawyer to read your Agreement.

Your provider must give you a copy of your Agreement.

You can move to a different home care provider at any time. Your provider must support you if you choose to move.

You can also choose to end your Agreement and stop receiving home care package services.

You can contact My Aged Care on **1800 200 422** about changing or leaving providers.

Please tell us if you're waiting in the national priority system and don't want your package yet.

You won't lose your place in the national priority system. Your position will be based on when you were approved for care and priority for service. This means there is no disadvantage to you if you do this and you will help others who need care get it sooner.

Call My Aged Care on **1800 200 422**.