



Commonwealth Home Support Programme

Supporting you to live at home

About our program

Easy Read version

How to use this booklet



The Australian Government Department of Health and Aged Care (the Department) wrote this booklet.

When you see the word 'we', it means the Department.



We wrote this information in an easy to read way.

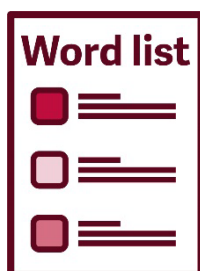
We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 47.



This Easy Read booklet is a summary of another document. This means it only includes the most important ideas.



You can find the other document on our website.

www.myagedcare.gov.au/resources



You can ask for help to read this booklet.
A friend, family member or support person
may be able to help you.

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What's the Commonwealth Home Support Programme?



The Commonwealth Home Support Programme

provides different types of care at home services.

In this booklet, we call it the program.



Care at home services can support you to keep living in your:

- home
- community.



These services can help you keep doing things for yourself in a safe way.



They can also help you focus on:

- what you are good at
- the goals you want to reach.

This might include:



- personal care, like showering and getting dressed



- support with your shopping



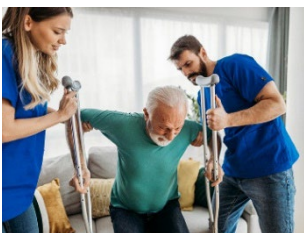
- changes to your home, like a hand rail or ramp



- cooking your own meals.

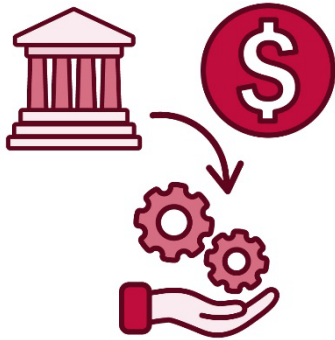


These services can also support you if you need support for a short amount of time.



You might need this support if something happened that stopped you from living your day-to-day life.

Who pays for the program?



The Australian Government provides **funding** for the program.

Funding is money from the Australian Government to pay for supports and services.



The program provides funding to many **providers** across Australia.



A provider supports other people by delivering a service.



This funding makes sure providers can deliver the supports and services to you.



You might need to pay for some of your services if you can afford it.

Who can use the program?

65+



People aged 65 years or older can use the program.

50+



People aged 50 years or older who are Aboriginal or Torres Strait Islander can use the program.



But we can also let people who might need extra support use the program.



This includes people who are 50 years or older:

- whose body has aged quicker than others
- and
- don't earn much money.



These people must also be living in a home that isn't a safe place to live.

This might happen if they hoard a lot of items in their home, which leads to it being very dirty.



If you are an Aboriginal or Torres Strait Islander person, you might be able to use the program if you:

- need extra support for these things
- are 45 years or older.



People can also use the program if they are:

- **homeless**
- at risk of being homeless.



People who are homeless do not have a home.

They must find a place to sleep each night.

How to find and use these services



There are 5 steps you need to take to find and use services in the program.

1



1. Contact My Aged Care

2



2. Have a home support assessment

3



3. Make a home support plan



4. Find a provider



5. Manage your services



We explain how to do each step on the following pages.

1. Contact My Aged Care



My Aged Care is a:

- website
- phone number.

You can use My Aged Care:



- to find information



- for support.



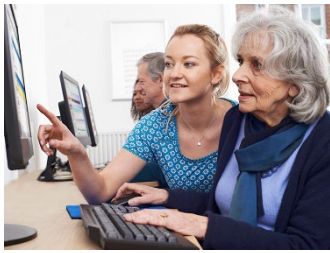
My Aged Care supports older people to find and use the aged care services they need.

This includes their families and carers.



If you need more support, you can talk to someone at My Aged Care.

They can work out how you can get the support you need.



You can also visit some Services Australia service centres to get support from My Aged Care in person.

Find out if you can use the services



The My Aged Care website has a tool you can use.

We call it the Assessment Eligibility Checker.



www.myagedcare.gov.au/eligibility-checker



You can use this tool to find out if you can get an **assessment** to use the program.



An assessment helps someone work out what support you might need.

How to apply for an assessment



If you haven't had an assessment, you can apply on the My Aged Care website.

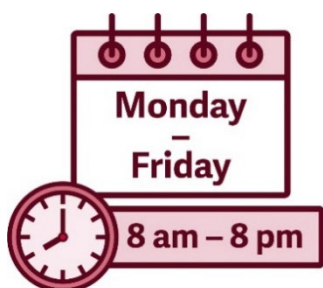
www.myagedcare.gov.au/assessment/apply-online



You can call My Aged Care to apply for an assessment.

1800 200 422

You can call My Aged Care from:



- 8am to 8pm, Monday to Friday



- 10am to 2pm, Saturday.



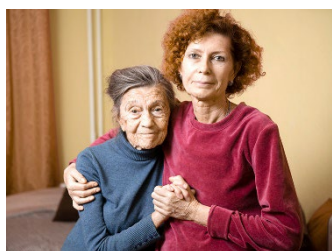
They are not available on:

- national public holidays
- Sundays.

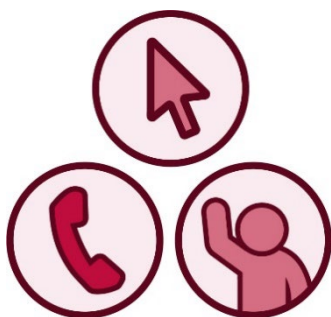


You can also choose someone you trust to make decisions for you.

We call this person your **representative**.



Your representative can be a family member or friend.



You can ask your representative to apply for an assessment for you:

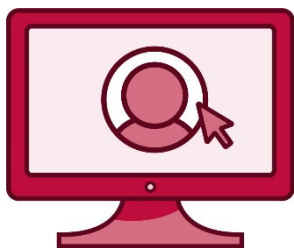
- online
- over the phone.



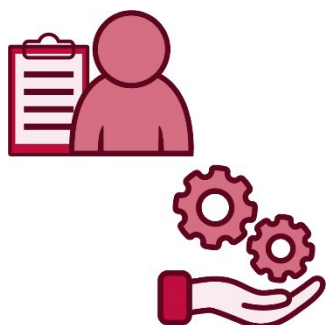
If you need more information about how to choose a representative, you can visit the My Aged Care website.

www.myagedcare.gov.au/arranging-someone-support-you

While you are waiting for your assessment



You can use your My Aged Care Online Account to keep track of your assessment.



Your Online Account has important information about your:

- assessments
- services.

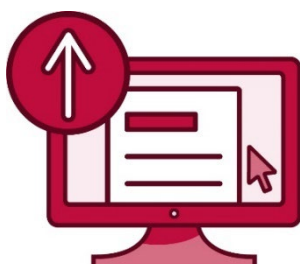


It also shows messages that My Aged Care sends you.

You can also use your Online Account to:



- update your personal information



- upload documents.



You will need to register with My Aged Care to set up your Online Account.



Then you can link your Online Account to your **myGov** account.

MyGov is a website where you can find:



- your tax information



- your medical information

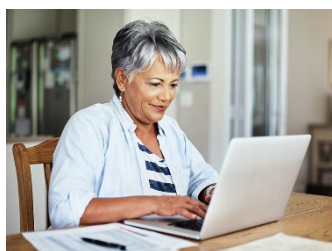


- other government services.



You can sign in to your myGov account online to link it to My Aged Care.

my.gov.au



If you need help, you can visit the My Aged Care website.

**[www.myagedcare.gov.au/
access-your-online-account](https://www.myagedcare.gov.au/access-your-online-account)**



Or you can call My Aged Care.

1800 200 422

2. Have a home support assessment



A **trained assessor** will contact you if you can get an assessment.



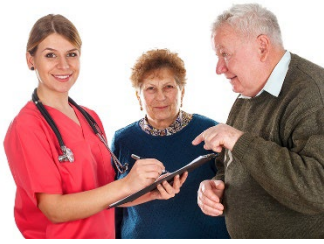
A trained assessor is someone who has the skills and knowledge to do an assessment.



They will contact you within 2–6 weeks.



Then they will visit your home.



You can ask someone you know to be with you during this visit.



For example, a friend or family member.

Or a support person, like your carer.

If there is a reason you can't have the assessment in your home, your trained assessor can:



- call you on the phone



- have a video call with you.

During your assessment

Your trained assessor will ask you about:



- your day-to-day activities



- your needs



- what you want.

They will also ask you what you:



- can do well



- need some help with



- want to do.



If you can receive home support services,
your trained assessor will work with you
to choose a provider.

3. Make a home support plan



Your trained assessor will work with you to make a home support plan.

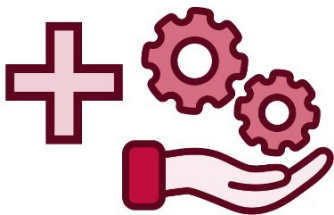
Your home support plan will include information about how to:



- meet your needs



- help you do things on your own.



Your trained assessor might suggest supports and services that aren't part of the program.

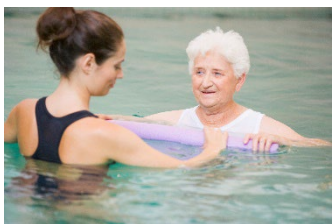
This might include things in your local area, like:



- community services



- groups



- activities.

4. Find a provider



When you're ready to find a provider, you can ask your trained assessor.

Or you can call My Aged Care.



You can also use a tool on the My Aged Care website to help you find a provider in your local area.

www.myagedcare.gov.au/find-a-provider



Your trained assessor can contact providers in your local area to tell them you need their service.

We call this a 'referral for service'.



A referral for service will let providers know they can contact you.



You can also contact providers on your own:

- in person
- by calling them.



If you want to do this, you need to tell your trained assessor.

And ask them for a 'referral code'.

A referral code lets a provider:



- view your information



- accept the referral



- start planning services for you.

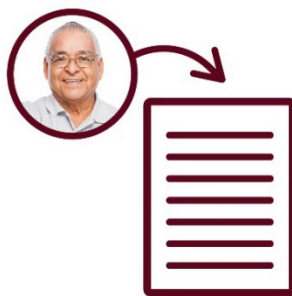
You can give a provider the referral code:



- when you contact them



- if you are happy for them to be your provider.



You might go on a waitlist if there aren't any services ready for you.



But they will contact you when they can offer you services.



It's a good idea to stay in contact with your provider to find out when your services will start.

Finding out how much services cost



The Australian Government provides funding for the cost of home support services.

But they might not pay for all of it.



If you can afford it, you might need to pay for:

- some of the services you use
- all of it.



The amount you pay for services might change if you have over a certain amount of money.

This includes the value of the things you own, like your house.



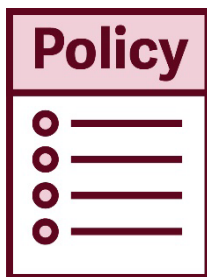
You might also have to pay more depending on what:

- provider you use
- services you need.



When you have chosen a provider, they will tell you about any fees you need to pay.

This will happen before you receive any services.

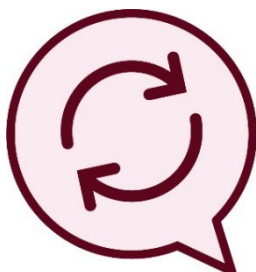


Each provider has a **policy** to work out fees.

This is a plan for how they should do things.



You can ask your provider for a copy of their policy before you accept their service.



They must tell you if their policy changes.



To work out how much you need to pay, your provider will think about the information you gave your trained assessor.



They might ask you questions about:

- how much money you can afford to pay
- how many services you want
- what type of services you want.



If you can't afford to pay any of the fees, you should tell your provider.



They can work out what to do so you can still receive services.

5. Manage your services



Your provider should support you to do as much as you can.



They will help you:

- do things for yourself
- build your strengths.



They should think about what you need when they provide services.

And work with everyone to reach your goals.

When we say ‘everyone’, this includes your:



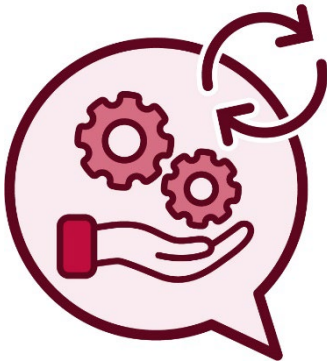
- family and friends



- carer.



Your provider should also check your home support plan every 12 months to make sure it is still working well.



And they must tell you if the services in your home support plan change.

What happens if things change?



You can talk to your provider if:

- your needs change
- you want a new provider.



They might tell My Aged Care to contact you.



Or you can contact My Aged Care on your own.



You might need to have another assessment.

This means you might need:



- a new provider
- or
- new services
- or
- a different type of aged care, like a home care package.



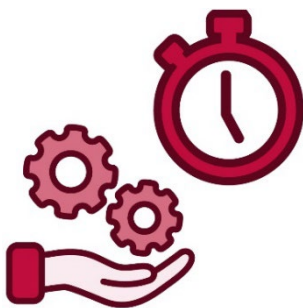
You can also talk to your provider if you go to hospital.



They will stop your services while you're away from home.



You should make sure to let your provider know when you come back home so your services can start again.



You might be able to get extra services for a short amount of time to help you when you come back home.

Talk to your provider about these services.



You might also get care services for a short amount of time.

Talk to the hospital staff or My Aged Care about these services.

What are your rights?



It's important for you to understand your **rights**.



Rights are rules that say people must treat you:

- fairly
- equally.



There is a document called the Charter of Aged Care Rights.

It explains the rules everyone must follow when they provide aged care services.



Your provider must:

- respect your rights
- follow these rules.



Your provider should give you a copy of the Charter.



You can talk to your provider if you need someone to help you understand your rights.

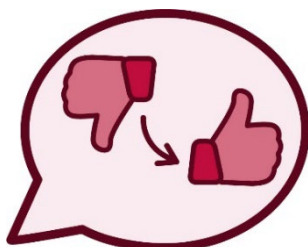


We also wrote some Easy Read information about the Charter of Aged Care Rights.

You can find this on the My Aged Care website.

www.myagedcare.gov.au/accessible-all

Giving feedback



When you give **feedback**, you tell someone what:

- works well
- needs to be better.

Feedback can be:



- good



- bad.



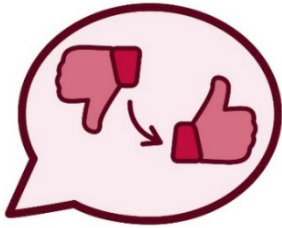
When you make a **complaint**, you tell someone that something:

- has gone wrong
- isn't working well.



Complaints are more serious than feedback.

You can talk to your provider if you need to:



- give feedback



- make a complaint.



For example, you might have a problem with a service you receive.



Your provider should tell you how to make a complaint.

And how they will manage it.



If you make a complaint, it should not affect how your provider gives you supports and services.

If you need more support to fix your complaint



Sometimes your provider can't fix your complaint.

Or you might not want to tell them your problem.



If this happens, you might want to get support from the **Aged Care Quality and Safety Commission (Aged Care Commission)**.



The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



You can visit the Aged Care Commission's website.

www.agedcarequality.gov.au



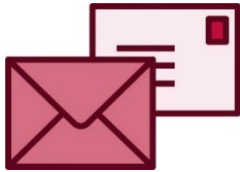
You can call the Aged Care Commission.

1800 951 822



You can also send a letter to the Aged Care Commission.

They have a mailbox in each state and territory.



You can address your letter to:

Aged Care Quality and Safety Commission
GPO Box 9819



Then you can add your:

- capital city
- state or territory.



You can also ask the Older Persons Advocacy Network (OPAN) to support you with your complaint.



The OPAN helps older people get the information they need to:

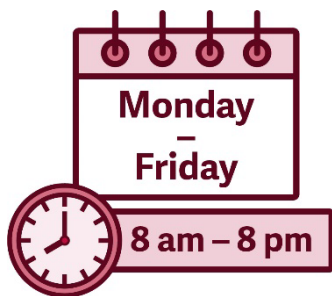
- make decisions
- understand their rights
- fix problems.



You can call the OPAN.

1800 700 600

You can call the OPAN from:



- 8 am to 8 pm, Monday to Friday



- 10 am to 4 pm, Saturday.

More support

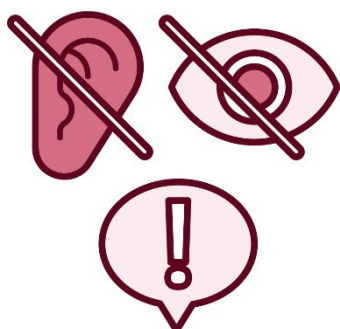
Translating and Interpreting Service (TIS)



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450

Deaf Connect



You can visit the Deaf Connect website if you:

- are deaf
- are both deaf and blind
- have a hearing or speech impairment.

Deaf Connect can provide services to support you.

www.deafconnect.org.au

National Relay Service



If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

133 677

LiveUp



If you need help to manage your health, you can visit the LiveUp website.

www.liveup.org.au



If you need to talk to someone, you can also call LiveUp.

1800 951 971

Dementia Australia



Dementia Australia has a program called the National Dementia Support Program.

This program supports carers who look after someone who struggles with the way they:



- think or make decisions
- remember
- talk.

This includes people with dementia.



You can call Dementia Australia:

- Monday to Friday
- 8 am to 8 pm.

1800 100 500

National Elder Abuse



Elder abuse is when someone treats an older person badly or hurts them.



If you are worried about elder abuse, you can call National Elder Abuse.

1800 353 374



You can also visit the Compass website.

www.compass.info

Carer Gateway



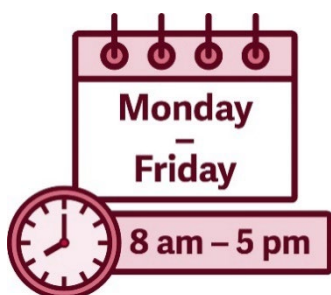
An **unpaid carer**:

- takes care of a family member or friend
- is not paid any money.



Carer Gateway provides services and support to unpaid carers across Australia:

- in person
- over the phone
- online.



You can call Carer Gateway:

- Monday to Friday
- 8 am to 5 pm.

1800 422 737



Select 'Option 1' to speak to someone.



You can also visit the Carer Gateway website.

www.carergateway.gov.au



They can talk to your carer to work out their needs.

And help them find services to support them.

Word list

This list explains what the **bold** words in this document mean.



Aged Care Quality and Safety Commission (Aged Care Commission)

The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



Assessment

An assessment helps someone work out what support you might need.



Commonwealth Home Support Programme

The Commonwealth Home Support Programme provides different types of care at home services.



Complaint

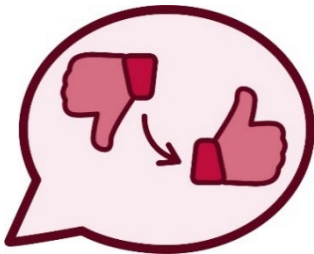
When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Elder abuse

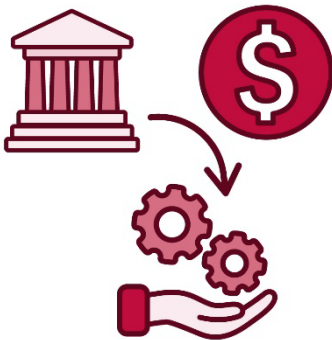
Elder abuse is when someone treats an older person badly or hurts them.



Feedback

When you give feedback, you tell someone what:

- works well
- needs to be better.



Funding

Funding is money from the Australian Government to pay for supports and services.



Homeless

People who are homeless do not have a home.

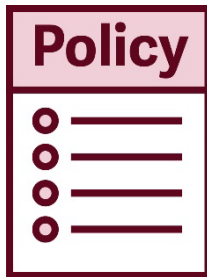
They must find a place to sleep each night.



myGov

myGov is a website where you can find:

- your tax information
- your medical information
- other government services.



Policy

A policy is a plan for how they should do things.



Provider

A provider supports other people by delivering a service.



Representative

You can also choose someone you trust to make decisions for you.

This person is called a representative.



Rights

Rights are rules that say people must treat you:

- fairly
- equally.



Trained assessor

A trained assessor is someone who has the skills and knowledge to do an assessment.



Unpaid carer

An unpaid carer:

- takes care of a family member or friend
- is not paid any money.



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