



My Aged Care services

How to get your home care package

Easy Read version

How to use this guide



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

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

Not bold

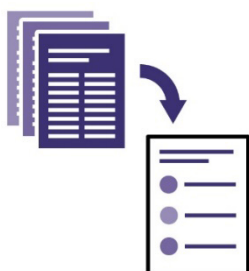
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 25.



This Easy Read guide 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



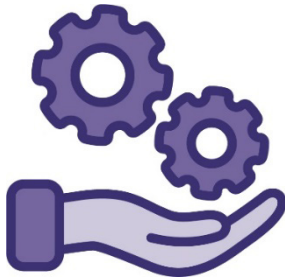
You can ask for help to read this guide.

A friend, family member or support person
may be able to help you.

What's in this guide?

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What's a home care package?



A home care package is a group of aged care supports and services the Australian Government helps to fund.



These supports and services can help you:

- do things for yourself
- live in your own home for as long as you can.



We wrote some Easy Read information about home care package services.

You can find this on the My Aged Care website.

www.myagedcare.gov.au/accessible-all

After your assessment



You need to get an **assessment** to work out if you can connect to services through My Aged Care.



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



They do the assessment with you.



Your **trained assessor** will contact you to let you know if you can get a home care package.



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

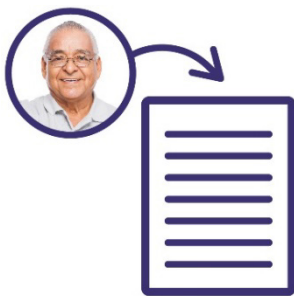
They will work with you to find out what supports you need.



They will send you a letter.

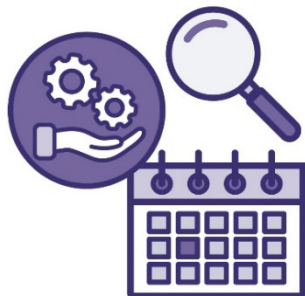
It will tell you if you can get a home care package.

And how much support you can get.



If you can get a home care package, we will add you to a list called the National Priority System.

Everyone who applies for a home care package goes on this list.



To decide where you go on the list, we look at:

- what type of support you need
- how much support you need
- how long you have been waiting.

Finding a provider



You can look for a home care **provider** while you are on the National Priority System list.



A provider supports other people by delivering services.

The Australian Government checks all home care providers.

You can also find out:



- what services they provide



- how much these services might cost.



You can 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



You can also use a tool on the My Aged Care website to find out how much services cost.

www.myagedcare.gov.au/how-much-will-i-pay



You can ask for help to find a provider.

My Aged Care can help you.



You can call My Aged Care.

1800 200 422



They can give you information over the phone.

Or they can send you a letter in the mail.

Getting your home care package



When it's time to get off the National Priority System list, we will send you a letter.

It will tell you that you can get your home care package.

After you get this letter, you will have 56 days to:



- choose a provider



- agree to use their services



- sign a home care agreement with your provider.



We explain what a home care agreement is on page 13.



If you need more time, you can call My Aged Care.

1800 200 422



You can ask them for an extra 28 days.

Next steps with your provider



When you choose a home care provider, they will work with you to choose supports and services.



These supports and services must meet your support needs from your assessment.



Your provider will help you manage your supports and services.

Making a home care agreement



When you have chosen your provider, they must give you a **home care agreement**.



A home care agreement is a written agreement between you and your provider.

It explains:



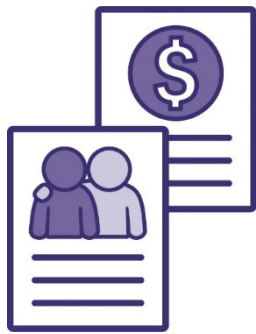
- what services you will use



- how your provider will give you those services



- how much their services cost.



Your provider must work with you to make a:

- care plan
- budget – how your provider will split up the money in your home care package.



They will give you a copy of their prices.



You can find more about making a home care agreement on the My Aged Care website.

www.myagedcare.gov.au/agreeing-home-care-package

Before you sign your home care agreement



It's important for you to understand your **rights** before you sign a home care agreement.



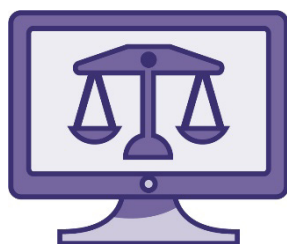
Rights are rules that say people must treat you:

- 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.



You can find the Charter of Aged Care Rights on the My Aged Care website.

www.myagedcare.gov.au/your-right-quality-care



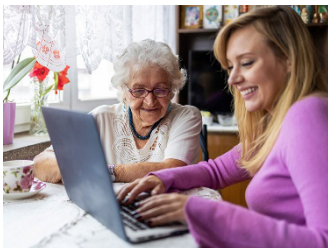
Your provider must:

- respect your rights
- follow these rules.



You might want to ask someone to read your home care agreement before you sign it.

This can be:



- a family member or friend



- an advocate – someone who speaks up for you if you can't speak up for yourself



- a lawyer – an expert who knows and understands the law.

After you sign your home care agreement



After you and your provider sign the home care agreement, your provider must give you a copy to keep.



You can change home care providers at any time.

Your provider must support you to do this.



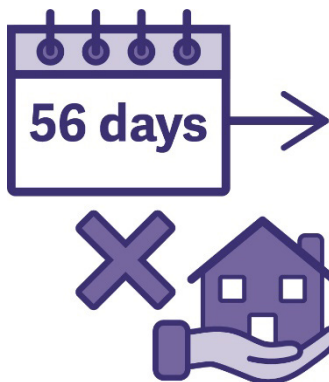
You both need to agree on a date for when their services will end.



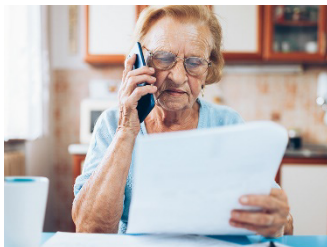
It will take 71 days for your home care package to move to your new provider.



You can also choose to stop using your home care package at any time.



But you will lose your home care package if you don't return within 56 days.



If you need to change or end your home care agreement, you can call My Aged Care.

1800 200 422

What happens if you aren't ready yet?

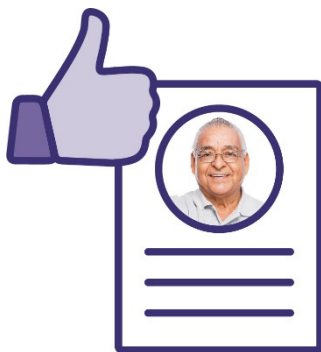


You might not be ready to use your home care package right now.



If you don't want to use it yet, please call My Aged Care as soon as possible.

1800 200 422

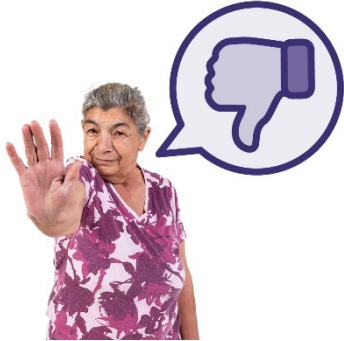


You won't lose your spot on the list.



And you will help other people who need to receive care sooner.

Making a complaint

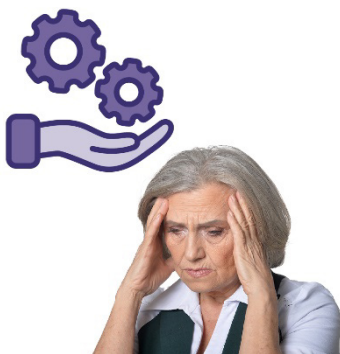


When you make a **complaint**, you tell someone that something:

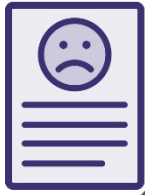
- has gone wrong
- isn't working well.



You can talk to your provider if you need to make a complaint.

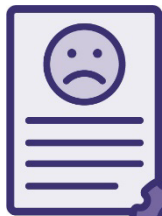


For example, you might have a problem with a service you receive.



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.

Your provider can't punish you for it.

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 who receive aged care services:

- 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:

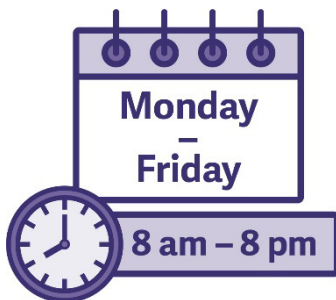
- make decisions
- understand their rights
- fix problems.



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.

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 who receive aged care services:

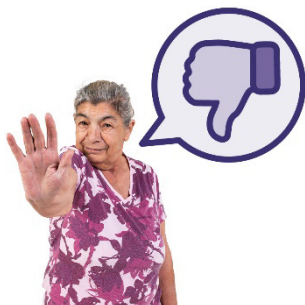
- are safe
- get good services.



Assessment

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

They do the assessment with you.



Complaint

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

- has gone wrong
- isn't working well.



Home care agreement

A home care agreement is a written agreement between you and your provider.



Provider

A provider supports other people by delivering a service.

The Australian Government checks all home care providers.



Rights

Rights are rules that say people must treat you:

- fairly
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Trained assessor

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

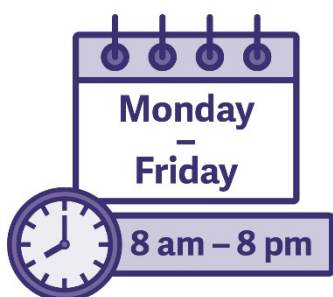
Contact us



You can call My Aged Care.

1800 200 422

You can call My Aged Care from:



- 8 am to 8 pm, Monday to Friday



- 10 am to 2 pm, Saturday.



They are not available on:

- national public holidays
- Sunday.



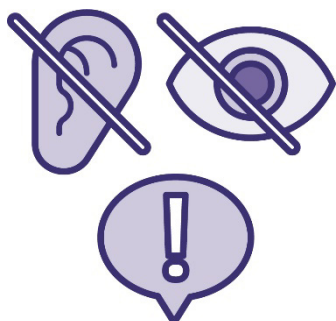
You can visit My Aged Care's website.

www.myagedcare.gov.au



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

131 450



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



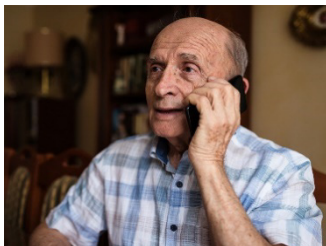
If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

133 677



The Department of Veterans' Affairs supports veterans.
We call this department DVA.

A veteran is a person who served in the military.



If you want support from DVA, you can call them.

1800 838 372



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