



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 aged care needs and goals, and support you to manage care and services in line with your agreed care plan.

For detailed information about the Home Care Packages Program, you can read the consumer manual by searching for 'home care packages manual' on the My Aged Care website.

Help to access care

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

For more information

myagedcare.gov.au
or call **1800 200 422***

Weekdays – 8am to 8pm

Saturday – 10am to 2pm

Closed on Sundays and public holidays

Visit any Services Australia service centre for general assistance or book a free, in-depth appointment with an Aged Care Specialist Officer if there is one in your area by calling **1800 227 475*** weekdays from 8am to 5pm.

If you are deaf, deafblind, or hard of hearing, you can contact My Aged Care via **deafconnect.org.au**. They can provide in-person sign language interpreting and Video Remote Interpreting services.

The National Relay Service can also assist if you find it hard to hear or speak using a phone. Choose your preferred access option at **communications.gov.au/accesshub/nrs** and ask for a relay to My Aged Care on 1800 200 422.

Translating and Interpreting Service call **131 450** (for the cost of a local call), tell the operator the language you speak and ask them to call My Aged Care on 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.*



Your pathway to accessing a Home Care Package

Get the outcome of your assessment



You will get a letter from your assessor

You will get a letter from your assessor and it will tell you whether you're eligible for a Home Care Package and at what level.

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

Everyone will have a waiting period before receiving 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, 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 myagedcare.gov.au and search for:

- Find a provider
- Fee estimator.

Call My Aged Care on **1800 200 422*** and ask for information over the phone or for it to be posted to you. Or you can also visit any Services Australia service centre or call **1800 227 475*** to make an appointment with an Aged Care Specialist Officer.

Be assigned a Home Care Package



You will get a letter from My Aged Care

You will get a letter from My Aged Care letting you know 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, call My Aged Care on **1800 200 422*** 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.

Before you enter into an agreement you should understand your rights. The Charter of Aged Care Rights sets out your rights as a person receiving Home Care Package services. Your provider must comply with the Charter and respect your rights. You also have rights under the Australian Consumer Law. You may also want to ask a family member, friend, advocate or a lawyer to read your Home Care Agreement.

Your provider must give you a copy of your Home Care 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 Home Care Agreement and stop receiving Home Care Package services.

Call My Aged Care on **1800 200 422*** about changing or leaving providers.

Please tell us if you don't want your package now so someone else can use it.

Call My Aged Care on **1800 200 422*** as soon as possible. You won't lose your place in the national priority system. It is based on when you were originally approved for your Home Care Package and the priority that was assigned to you. There will be no disadvantage to you if you do this and you will help others who need care to get it sooner.