



Australian Government



myagedcare



Commonwealth Home Support Program

Helping you to live at home

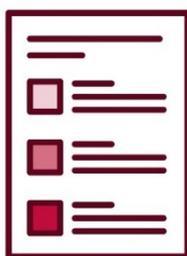
Easy to read version

How to use this document



We are the Australian Government Department of Health, Disability and Ageing.

We wrote this document.



We wrote some words in **bold**.

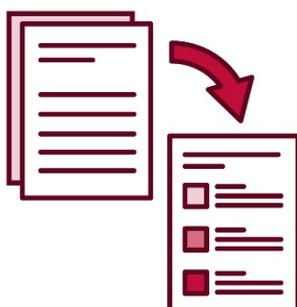
We explain what these words mean.

There is also a list of these words on page **53**.



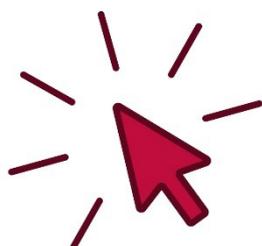
You can ask someone you trust for support to:

- read this document
- find more information.



This is an easy to read summary of a document.

It only includes the most important ideas.



You can find the other document on our website.

www.MyAgedCare.gov.au/Resources

What's in this document?

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What is the Commonwealth Home Support Program?



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

In this document, we call it the program.

Care at home services might include support to:



- clean and wash clothes



- travel to and from appointments



- shower and dress yourself



- make your own meals.



These services can also support you if you only 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 government that pays for services and supports.



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



Providers support 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?

You might be able to use the program if you:



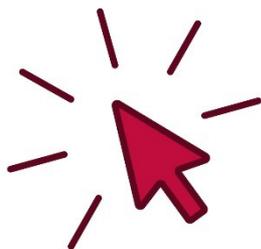
- are 65 years or older



- are 50 years or older and you're an Aboriginal or Torres Strait Islander person.



- are 50 years or older and don't have a home to live in.



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

We call it the 'Should I apply' tool.

www.MyAgedCare.gov.au/Should-I-Apply

How to find and use these services



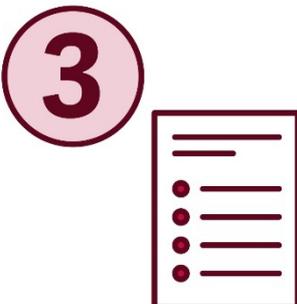
You can find and use these services in 5 steps.



1. Contact My Aged Care



2. Have an aged care assessment



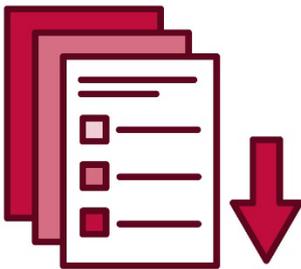
3. Make a support plan



4. Find a provider



5. Manage your services



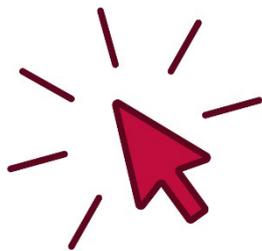
We explain how to do each step on the following pages.

1. Contact My Aged Care



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

This includes support for their families and carers.



You can visit the My Aged Care website.

www.MyAgedCare.gov.au/Apply-Online



You can call My Aged Care for free.

1800 200 422



You can call them from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.

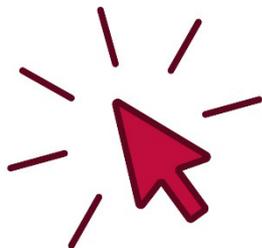


You can call Services Australia for free to make an appointment with someone who can help you with information about aged care services.

You can call them to find out if there's someone you can talk to close to where you live.

1800 227 475

Find out if you can use the services



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

We call it the 'Should I apply' tool.

www.MyAgedCare.gov.au/Should-I-Apply



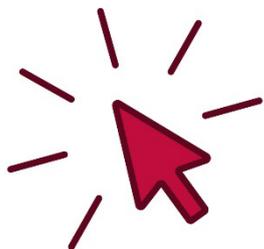
You can use this tool to find out if you can get a free **assessment** to use the program.



An assessment can help work out:

- what you need
- how to support you.

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/Apply-Online



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

1800 200 422



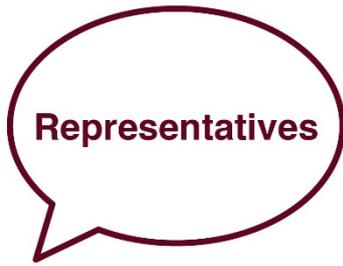
You can call them from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



You can choose someone you trust to help you make decisions.

This person is called a **registered supporter**.



Representatives

We used to call these people representatives.



Your registered supporter can be a family member or friend.



You can ask your registered supporter to apply for an assessment for you:

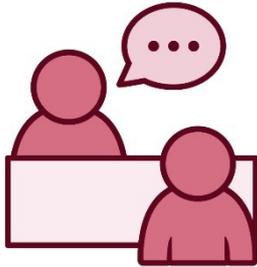
- online
- over the phone.



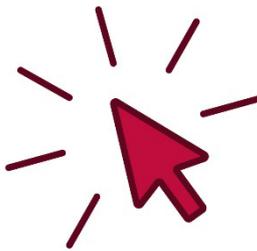
If you need more information about how to choose a registered supporter, you can visit the My Aged Care website.

www.MyAgedCare.gov.au/Registering-Supporter

Services Australia



You can visit a Services Australia office near you for help to apply for an assessment.



You can find an office near you on the Services Australia website.

www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services



You can also call Services Australia.

1800 227 475

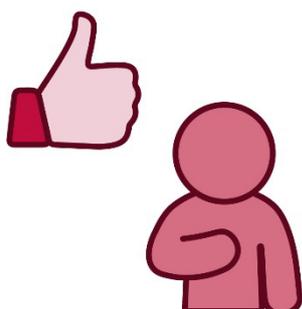
Aboriginal and Torres Strait Islander organisations



Aboriginal and Torres Strait Islander organisations do assessments.



The organisations will understand what older Aboriginal and Torres Strait Islander people need from their aged care.



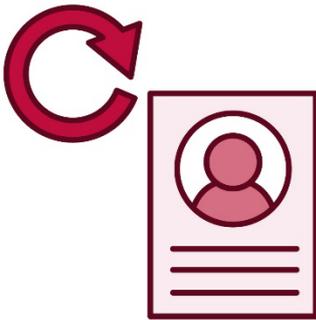
They can help you get aged care that works well for you.

While you are waiting for your assessment



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

You can also use your Online Account to:



- update your personal information



- manage your services and registered supporters



- see information about your assessment.



My Aged Care will create your Online Account when you apply for aged care services.

But we only do this if you say it's okay.



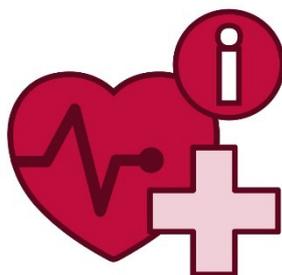
You can get to your Online Account through **myGov**.

www.My.gov.au

MyGov is a website where you can find:



- your tax information



- your medical information



- other government services.



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

www.MyAgedCare.gov.au/Access-Your-Information-Online



Or you can call My Aged Care.

1800 200 422

2. Have an aged care assessment



An aged care **assessor** will contact you if you can get an assessment.



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



They will contact you within **2 to 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.

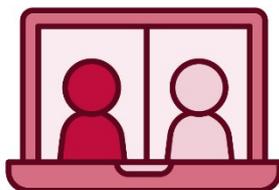
Or a support person, like your carer.

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



- call you on the phone

or



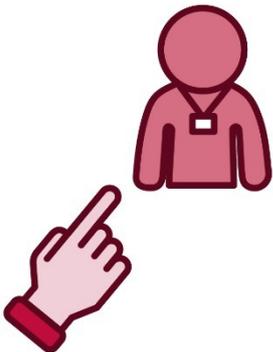
- have a video call with you.

During your assessment



Your aged care assessor will ask you about:

- your daily activities and needs
- what you can do well
- what you want to be able to do.



If you can get aged care services, your aged care assessor will work with you to choose a provider.



You can make a **complaint** to your assessor if something goes wrong at your assessment.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Sometimes your assessor can't fix your complaint.

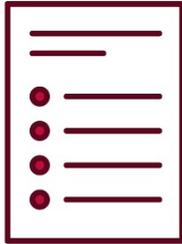
Or you might not want to tell them your problem.



If this happens, you can call My Aged Care.

1800 200 422

3. Make a support plan



Your aged care assessor will work with you to make a support plan.



Your support plan will include information about how to:

- meet your needs
- help you do things on your own.

This might include:



- support to clean your home



- support to cook meals

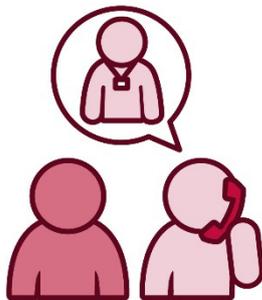


- travel to and from your appointments.

4. Find a provider



When you're ready to find a provider, you can ask your aged care assessor for support.



Your aged care 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 aged care assessor.

And ask them for a 'referral code'.

A referral code lets a provider:



- view your aged care information



- accept the referral

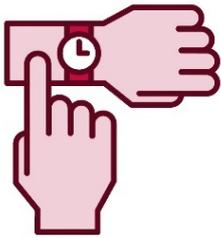


- start planning services for you.

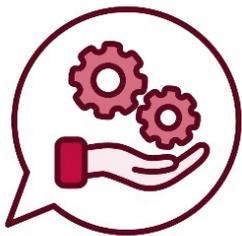


You can give a provider the referral code:

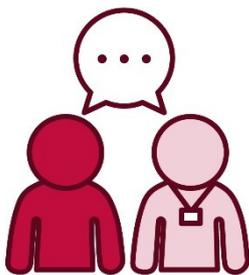
- when you contact them
- if you are happy for them to be your provider.



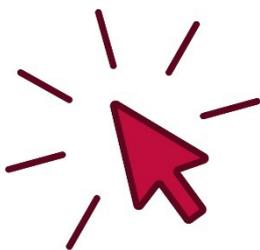
You might go on a waitlist if there aren't any services ready for you.



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

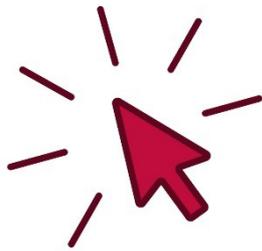


It's a good idea to stay in contact with your provider to find out when your services will start.



You can also use the 'Find a provider' 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 find someone to help you face-to-face on the Services Australia website.

www.ServicesAustralia.gov.au/My-Aged-Care-Face-To-Face-Services

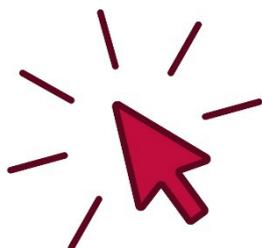


Or you can call Services Australia to find out if there's someone you can talk to close to where you live.

1800 227 475



An Elder Care Support worker can help you find a provider if you're an Aboriginal or Torres Strait Islander person.



You can find out more about Elder Care Support on our website.

www.MyAgedCare.gov.au/Elder-Care-Support-Program

Finding out how much services cost



The Australian Government provides funding to help pay for the cost of aged care services.

But they might not pay for all of it.



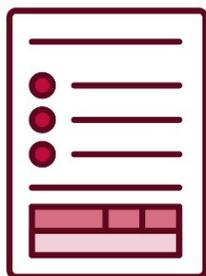
If you can afford it, you might need to pay for some of the services you use depending on what:

- 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.

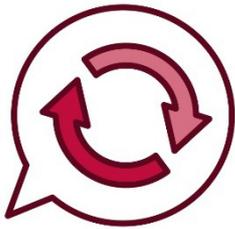


Each provider has a **policy** to work out fees.

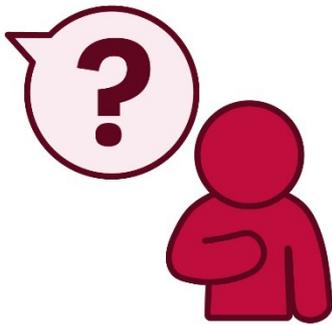
A policy is a plan for how they should do things.



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



They must tell you if their policy changes.

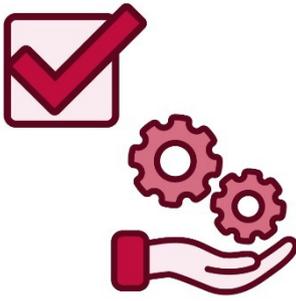


They might ask you questions about:

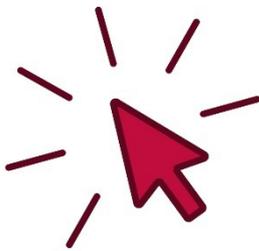
- how many services you want
- what type of services you want
- how much money you can afford to pay.



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.



You can visit the Services Australia website for information to decide how to pay for your services.

www.ServicesAustralia.gov.au/Financial-Information-Service

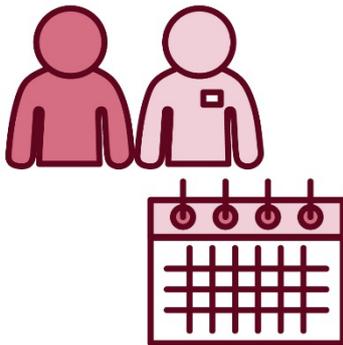
5. Manage your services



You and your provider must work together to agree on how your services will work.

This is called your service agreement.

Your service agreement is a document that explains:



- how and when you receive services



- who will provide your care



- how much services will cost.



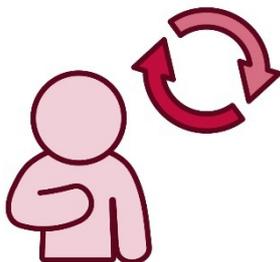
Your provider should also check your support plan at least **every 12 months** to make sure it is still working well for you.



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

What happens if things change?

You can talk to your provider if:



- your needs change



- you want a new provider



- you move to a different place.



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



- a different type of care called Support at Home.

Support at Home services help older people to keep living in their own home for longer.



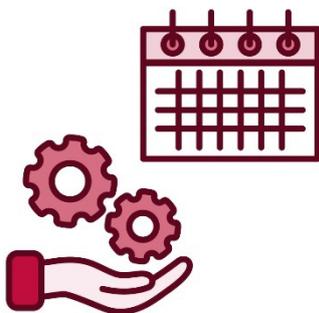
You can also talk to your provider if you go to hospital.



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



You should 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.

What are your rights?



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



Rights are rules that say people must treat you:

- fairly
- equally.



The Australian Government created a new law called the Aged Care Act 2024.



The Aged Care Act 2024 protects the rights of older people who use aged care services.

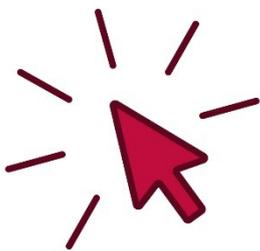


Your provider must:

- respect your rights
- follow these rules.



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 Aged Care Act 2024.

You can find this on the My Aged Care website.

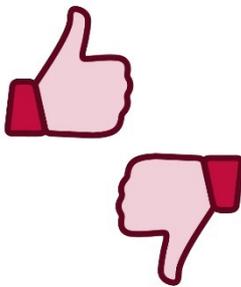
www.health.gov.au/Resources/Publications/A-New-Aged-Care-Act-For-The-Rights-Of-Older-People-Easy-Read-Fact-Sheet

Giving feedback



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

- works well
- needs to be better.



Feedback can be:

- good
- bad.



You can also make a complaint about something that:

- 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 use.



Your provider should tell you how to make a complaint.

And how they will manage it.



The Aged Care Act 2024 says all providers must have their own way to manage complaints.

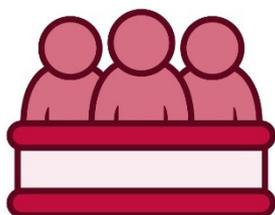


If you make a complaint, it should not affect how your provider gives you supports and services.

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.

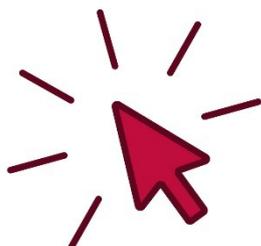


If this happens, you might want to get support from
the **Aged Care Quality and Safety Commission**
(**Aged Care Commission**).



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/
Complaints-Concerns](http://www.AgedCareQuality.gov.au/Complaints-Concerns)**



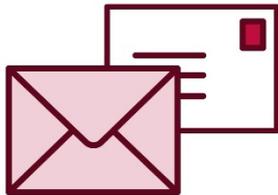
You can call the Aged Care Commission.

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.



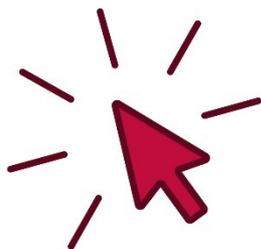
The OPAN helps older people get the information they need to:

- make decisions
- understand their rights
- fix problems.



You can call OPAN.

1800 700 600



You can visit the OPAN website.

www.OPAN.org.au

Support services

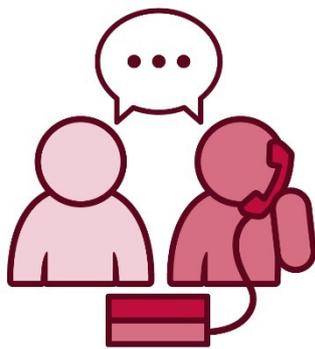
Support for translating

Translating and Interpreting Service (TIS National)



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

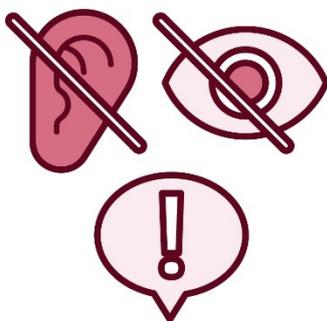
131 450



Ask the interpreter to call My Aged Care for you.

1800 200 422

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.

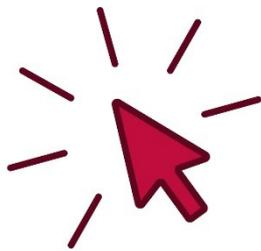
www.DeafConnect.org.au

National Relay Service



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

1300 555 727



You can choose different services on the National Relay Service website.

www.AccessHub.gov.au/About-The-NRS

Support for veterans

Department of Veterans' Affairs



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 for free.

1800 838 372



You can call DVA from 8 am to 5 pm, Monday to Friday.

Support for Aboriginal and Torres Strait Islander people



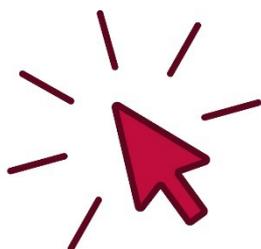
My Aged Care can connect you to someone who:

- uses your language
- helps you understand what someone is saying.



You can call My Aged Care.

1800 200 422



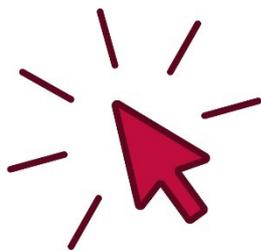
You can also visit the My Aged Care website for a list of the languages they can support you with.

www.MyAgedCare.gov.au/Accessible-All

Elder Care Support



Elder Care Support is a program that helps Aboriginal and Torres Strait Islander peoples find and use aged care services.



You can find out more about Elder Care Support on our website.

www.MyAgedCare.gov.au/Elder-Care-Support-Program

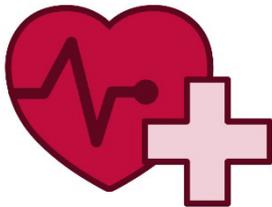
Support for older people without a carer

Care Finder Program

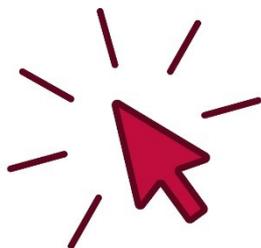
The Care Finder Program supports older people without a carer who need more support to get:



- aged care services



- other supports in the community – like health services.



For more information, you can visit our website.

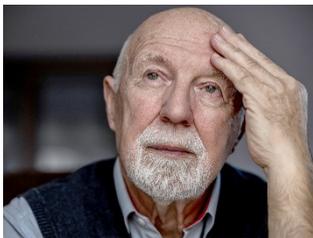
www.MyAgedCare.gov.au/Help-Care-Finder

Support if you have dementia

The National Dementia Support Program



Dementia Australia runs the National Dementia Support Program.



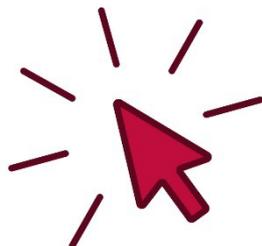
This program supports carers who look after someone who struggles with the way they:

- think or make decisions
- remember
- talk.



You can call Dementia Australia any time.

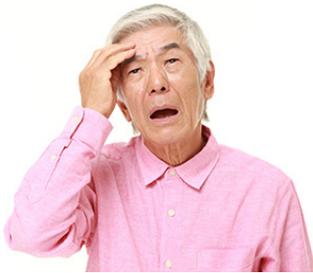
1800 100 500



For more information, you can visit our website.

www.Health.gov.au/Our-Work/National-Dementia-Support-Program-NDSP

Dementia Support Australia



Dementia Support Australia supports people who struggle with the way they:

- think or make decisions
- remember
- talk.

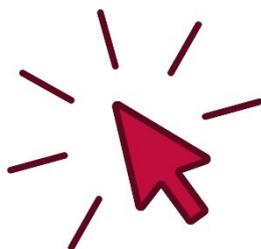


They also support family members and carers.



You can call Dementia Support Australia any time.

1800 699 799



You can also visit their website.

www.Dementia.com.au

Support if you're experiencing elder abuse

National Elder Abuse

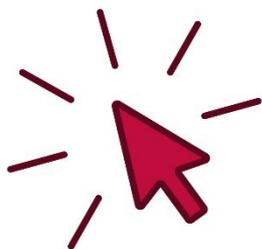


Elder abuse is when someone treats an older person badly or hurts them.



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

Support for carers

Carer Gateway



Carer Gateway provides services and support to **unpaid carers**.

An unpaid carer:

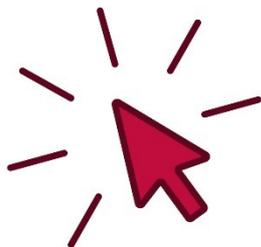
- takes care of a family member or friend
- is not paid any money for the care they give.



Carers can call Carer Gateway for free:

- Monday to Friday
- 8 am to 5 pm.

1800 422 737

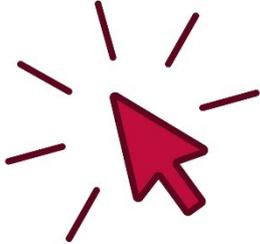


Carers can also visit the Carer Gateway website.

www.CarerGateway.gov.au

Support for your health

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

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.



Assessor

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



Assessment

An assessment can help work out:

- what you need
- how to support you.



Commonwealth Home Support Program

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



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well for you.



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

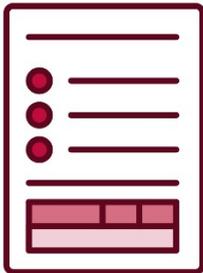
Funding is money from the government that pays for services and supports.



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 people should do things.



Provider

Providers support people by delivering a service.



Registered supporter

A registered supporter is a person you trust that you've chosen to help you make decisions.



Rights

Rights are rules that say people must treat you:

- fairly
- equally.



Unpaid carer

An unpaid carer:

- takes care of a family member or friend
- is not paid any money for the care they give.



Veteran

A veteran is a person who served in the military.

Contact us



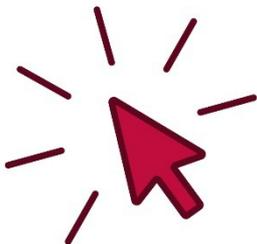
You can call My Aged Care for free.

1800 200 422



You can call My Aged Care from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



You can visit My Aged Care's website.

www.MyAgedCare.gov.au



You can call Services Australia for free.

They can help you make an appointment with someone who can help you with information about aged care services.



You can call them to find out if there's someone you can talk to close to where you live.

1800 227 475



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