

Receive the
outcome of your
assessment

Wait to be
allocated
services

Find a Support
at Home
provider

Enter into
a service
agreement

Manage your
services

Researching Support at Home providers

Now that you have been approved for the Support at Home program, you will need to research providers and find out if they offer services that meet your assessed needs and your budget. You should consider any special requirements. For example, some providers specialise in services, such as a specific language or dementia support.

You can find providers in your local area using the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au/Find-A-Provider** or call My Aged Care on freecall **1800 200 422**.

You can also visit a Services Australia service centre or book online for a free face-to-face appointment for general information. For in-depth support, you can also talk to an Aged Care Specialist Officer if there's one in your area, or using video chat. Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

Can I choose which services will be provided to me?

You can have a say as to which approved services you want delivered as well as who delivers those services. Discuss your assessed care needs and goals with potential providers to understand how they can best support you.

Your approved services may include cleaning, household tasks, light gardening, help with bathing, showering and dressing, nursing services, respite, social support or transport services.

Take a copy of your Support at Home approval letter and support plan as well as your income assessment outcome (if you have it) to potential providers, as this will help your discussions.

How much will each service cost?

Under Support at Home, you will only pay for services you receive.

Each provider must publish their most common price for services they deliver on their website and the My Aged Care website. You can view and compare pricing information using the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au/Find-A-Provider**

There are protections in place to ensure your prices are reasonable and transparent. Learn more at **MyAgedCare.gov.au/Support-Home-Program**

How much will I have to contribute to the cost of the services I receive?

The government will fully fund clinical care, such as nursing and physiotherapy. Your level of contribution will vary by the type of service received and your income and assets.

Services Australia will conduct an income and asset assessment, similar to the age pension means test, to determine your contribution rate.

Services Australia or the Department of Veterans' Affairs (DVA) may already have your financial details from a relevant income support payment. You will need to make sure your financial details are up to date.

Confirm if you need to complete a means assessment by going to the Services Australia website: **ServicesAustralia.gov.au/AgedCareCostOfCare**

If you need help to understand or complete the means assessment:

- freecall Services Australia **1800 227 475**, Monday to Friday from 8am to 5pm
- visit a Services Australia service centre or book online for a free face-to-face appointment at **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

If you don't complete a means assessment, your contributions will be set at the maximum rate.

You must tell Services Australia within 14 days of any changes in your financial status that may affect your contribution.

To get an estimate of the contributions you may be asked to pay, use the Support at Home fee estimator on **MyAgedCare.gov.au/Support-At-Home-Fee-Estimator**

Financial hardship assistance may be able to help you if, for reasons beyond your control, you can't afford to contribute.

Learn more at **MyAgedCare.gov.au/Financial-Hardship-Assistance**

How does the provider ensure quality of service?

The Statement of Rights in the new Aged Care Act will make sure you are at the centre of your aged care. You can ask providers how they will ensure you can make decisions about your life and have your choices not just accepted but respected.

The strengthened Aged Care Quality Standards define what quality care looks like. You can ask providers to give you information in a way you can understand and explain what it means for you.

All aged care providers and workers must also follow the Code of Conduct for Aged Care. You can ask providers how they are acting in accordance with the Code to ensure best practice care and support.

The government is working on a new worker screening model that will introduce more robust screening checks by aligning aged care worker screening to the National Disability Insurance Scheme. You can ask providers how they will check that all workers are suitable to work in aged care.

All aged care workers must have the appropriate qualifications, skills and experience. You can ask your provider whether they have a training program and what qualifications they expect before they are able to work for their participants.

Learn more at **MyAgedCare.gov.au/ Know-Your-Rights**

How does a provider manage complaints?

You direct your own care and have control over who delivers your care, and where and when they deliver it. Ask the provider what process they have to request a change of care worker, any notice periods and/or cost implications and if there is a complaints process.

If you cannot resolve a concern or complaint with your provider, or do not feel comfortable doing so, you can contact the **Aged Care Quality and Safety Commission (ACQSC)** on **1800 951 822**.

For information on your aged care rights and for support when raising concerns, call the Older Persons Advocacy Network (OPAN) on **1800 700 600** or visit **OPAN.org.au**. These services are free, confidential and independent.

Can I bring someone to my discussion with providers?

You can bring a support person like a family member, friend or carer with you to talk with the provider about how you want to be supported.

Your support person can be your registered supporter. Having a registered supporter does not prevent you from doing something you can do yourself.

For more information, visit

MyAgedCare.gov.au/Registering-Supporter or call **1800 200 422**.

Next steps

- Work out what you may need to contribute to the cost of your care by using the Support at Home fee estimator on **MyAgedCare.gov.au/Support-At-Home-Fee-Estimator**
- Wait for a letter from My Aged Care advising you of the assignment of your Support at Home funding. This will include a referral code for you to give to your provider.
- You can track your progress through your My Aged Care online account via myGov. You and your nominated representative/s can also access information about your Support at Home support plan, including approvals, expected wait times and letters.

Find more information about creating a myGov account and accessing your My Aged Care Online Account at **MyAgedCare.gov.au/Access-Your-Information-Online**

More information

For detailed information about the Support at Home program, you can read the Support at Home booklet on the My Aged Care website at **MyAgedCare.gov.au/Resources**

You can also order a hard copy of this booklet by contacting National Mailing and Marketing by emailing **Health@NationalMailing.com.au** or phoning **(02) 6269 1025**.

For help

- Visit: **MyAgedCare.gov.au**
- Phone: **1800 200 422**
- In person: visit a Services Australia service centre or book online for a free face-to-face appointment for general information and support. For in-depth support, you can talk to an Aged Care Specialist Officer if there's one in your area, or using video chat.

Visit **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.

Checklist

- ☐ Consider what is important to you and how potential providers can deliver the services you need and want to help you manage at home.
- ☐ Create a shortlist of providers in your local area:
 - ☐ use the 'Find a provider' tool on the My Aged Care website at **MyAgedCare.gov.au/Find-A-Provider**
 - ☐ compare providers including their prices for some common services you may receive through your Support at Home support plan
 - ☐ visit a Services Australia service centre or book online for an appointment: **ServicesAustralia.gov.au/MyAgedCareFaceToFace** or freecall **1800 227 475**.
- ☐ Discuss your options with your support network.