



Get care at home- <https://www.dailycare.com.au/>

What is Home Care?

Home care describes the help and support services you can access from the government, community groups and private organisations to help you stay in your home and live a comfortable life.

Who can access Home Care?

Anyone needing some help at home with daily living tasks can access private home care. The Australian Government also provides funding for Home Care Packages to older people with complex care needs to live independently in their own homes.

Who is eligible for a home care package?

Eligibility is based on your care needs as determined through a face-to-face assessment, but you must also be:

- an older person who needs coordinated services to help them stay at home, or
- a younger person with a disability, dementia or other care needs not met through other specialist services.

How much will it cost?

The government makes a subsidy available to some people who need home care. Known as a Home Care Package, the amount you could receive is based on an assessment of your personal care needs and financial situation.

You can use the funding to help cover the cost of home care services, equipment and case management.

How does home care work?

After the initial assessment and package approval, you then choose a service provider that is right for you. The government pays your provider a subsidy to arrange a package of care services to meet your needs.

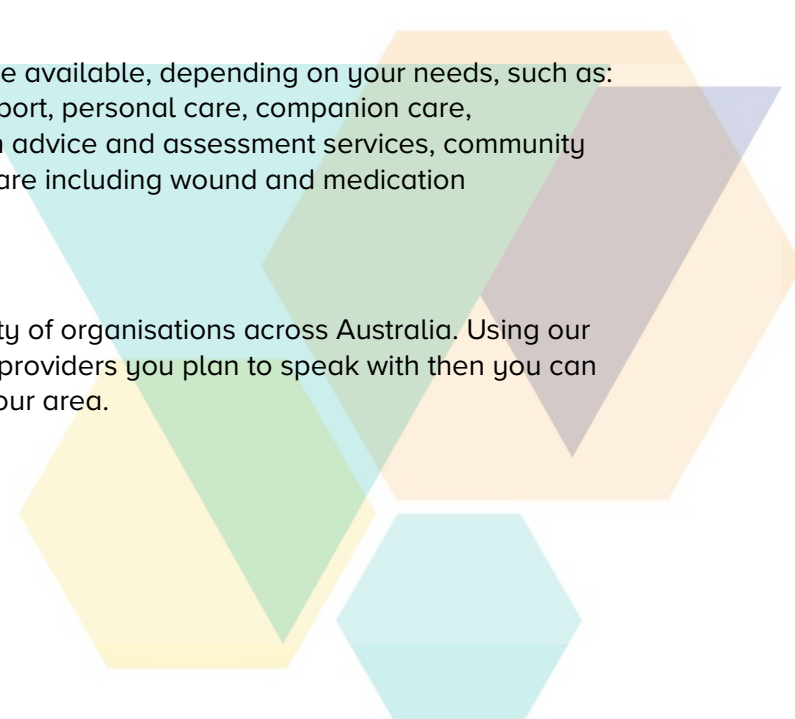
There are four levels of Home Care Packages with different funding amounts, one will be assigned to you based on your needs. These cover basic support needs through to high care needs.

Types of care available in your home

There are lots of different types of home care available, depending on your needs, such as: domestic care including shopping and transport, personal care, companion care, maintenance services for your house, health advice and assessment services, community programs such as art therapy and nursing care including wound and medication management.

Who provides home care services?

Home care services are provided by a variety of organisations across Australia. Using our guide, compile a list of questions to ask the providers you plan to speak with then you can search our site for everyone who services your area.



How long will it take to get a Home Care Package?

If you qualify for a package, you're put in a needs-based queue; the wait depends on the level of care you need. The expected wait time for approved Home Care Package levels to become available is currently:

Package Level 1 wait time 3- 6 months

Packages Level 2, 3 and 4 wait time 12+ months.

Steps to take to access Home Care

1. Decide Home Care is right for you.

You can access help and support from the government, community groups and private organisations to help you stay in your home and live a comfortable life.

2. Get assessed

To qualify for a Home Care Package, you'll first need an Aged Care Assessment- a simple process where health professionals ask you about your health needs. The assessment will determine whether you qualify for a Home Care Package, and what your care needs are.

Your free assessment will be carried out by an Aged Care Assessment Team (ACAT); usually a nurse, social worker, or another health professional.

Call My Aged Care on 1800 200 422 to arrange it.

3. Income and Assets Assessments

You need to contribute to the cost of your care if you can afford to. To work out the type of fees and costs you may have to pay you do one of two things:

If you don't receive a pension (i.e. self-funded retiree), you'll need to provide information to Services Australia for an income assessment:

<https://www.servicesaustralia.gov.au/individuals/forms/sa486>

If you already receive a pension (means-tested income support payment), call Services Australia on 1800 227 475 to request a pre-commencement letter for home care. Services Australia will already have enough information to calculate the maximum fees payable.

4. Find a provider

While waiting on your ACAT application, there are things you can do in the meantime. You'll want to research the providers available in your area.

Here are some recommended questions:

What is & isn't included in the service?

How much does the service cost?

Are there any exit fees and a minimum notice period for cancellation?

How are carers recruited?

What happens if the carer is unavailable?

What happens if there is an issue?

5. Sign your service agreement with your chosen provider

Once you've chosen your preferred provider, they will offer you an agreement before you start to receive services. Your Home Care Agreement is a legal agreement between you and your service provider. Informed by your care plan, it sets out how your services will be provided, who will provide them, and how much they will cost.

6. Manage your services

Monthly statements and unspent funds: Your monthly statement of available funds should include funds from the previous month that have not been spent. These funds must be held by your provider and remain yours to use as part of your package over time, including if your care needs change.

Budget: you can request a review of your package budget with your provider

Problems/ complaints: All services are required to have a complaints system in place. It's important to discuss your concerns directly with your case/ care manager. After consulting your care plan, explain to them exactly what the problem is – it may help you to put your concerns in writing to clarify the issue to yourself, and have as a guide to refer to in the discussion. If you need additional support and feel the discussions are not going well you can contact the Aged Care Quality and Safety Commission on 1800 951 822

If your needs change and you need to get reassessed for a higher level of care, call My Aged Care on 1800 200 422

