7 Steps to your Home Care Package

Call us for dedicated assistance



Let one of our dedicated Home Support Partners guide you through the process.

Call **1800 236 762** for help with:

- Contacting My Aged Care to start the process to receive your Home Care Package.
- **2.** If your needs are fairly simple, through My Aged Care, you will be assessed for a Commonwealth Home Support Program.

ACAT Assessment

If you have ongoing or complex support needs, you will be referred to your local Aged Care Assessment Team. Your Home Support Partner can join you for the assessment.



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A visit to your home

ACAT will arrange a time to visit you at your home. When they do, we can be there to support you. One of our Home Support

Partner's will discuss what questions to expect, what information you may need, and help you understand some of the terms that may be discussed.

What will they ask?

- how you are managing day-to-day
- what services you would like to apply for
- permission to speak with your doctor





ACAT letter

You will receive a package approval letter from My Aged Care to let you know whether you have been approved for funding.





National waiting list

If you are eligible to receive support, you'll join a national waiting list.

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Allocation letter

Following that, you will receive another letter from My Aged Care. This will let you know that you have been allocated a Home Care

Package, which is great news for you, as you can now start choosing the services you want. However, please note that it can take some time for this second letter to arrive.



Home Care services

Your level of funding will determine the services that are available to you. These can be provided by The Benevolent Society.



Home support



Maintain health



Community transport



Personal care





Home Care Package

Contact your Home Support Partner with your unique referral code to start receiving support.