



Support to stay at home

Do you need some help at home to continue living independently?

Most people want to keep living in their own home as they age, staying as independent as possible and making their own decisions about things that affect their life, health and wellbeing. Help at home can assist you to achieve this by giving you extra assistance to remain independent, comfortable and well at home.

If you think you need some services to help you stay at home and continue to live independently, there are a few things to think about. Knowing how to get help at home, understanding the process involved and what to expect will help you navigate the system.

If you're considering home care, you have different options to choose from:

1. The Commonwealth Home Support Program (CHSP)
2. Home Care Package (HCP)
3. Private services or personal networks

You might have a mix of these options to support you to stay at home.

What is the Commonwealth Home Support Program (CHSP)?

The CHSP helps older people living in the community maintain their independence by providing basic entry level support services that take into account individual strengths, needs and preferences. The services promote wellness and build on your strengths and abilities.

Entry level support can be provided on a short term (ie, after leaving hospital) or an ongoing basis.

The CHSP also supports carers by providing planned respite services for eligible older people to allow carers to take a break.

What is a Home Care Package?

A Home Care Package provides coordinated and personalised care at home. There are four levels of care packages to support people with either basic, low, intermediate or high care needs. It can include personal care, support services, nursing, allied health and clinical services.

All Home Care Packages are provided on a consumer directed care basis and include case management. This means your service provider will work with you to identify the care and services to meet your particular needs.

Employing a service provider privately

For some people, private 'fee for service' aged care services which are not subsidised by Government may be a solution. You do not require an assessment through My Aged Care and you can go directly to a provider of your choice to find the services that will help you stay independent in your own home.

Accessing support at home

The first step in accessing support at home is through contacting **My Aged Care** (1800 200 422). My Aged Care is a national online and phone service to help you find out about aged care services, and what services may be available to help you.



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The process after contacting My Aged Care is different for the Commonwealth Home Support Program and Home Care Packages. The flowcharts below show the steps in the process and help sheets are available from COTA to provide extra “knowhow” for each step.

Commonwealth Home Support Program:



Home Care Packages:





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Questions and answers:

What is the difference between the CHSP and Home Care Packages?

Home Care Packages and the Commonwealth Home Support Program (CHSP) both provide support to stay at home. However there are differences between the programs.

Commonwealth Home Support Program (CHSP):

- basic services
- only pay for the services you use
- emphasis is on wellness and maintaining independence
- eligibility and needs are assessed by the Regional Assessment Service (RAS).

Home Care Package (HCP):

- four levels of support (level 1 provides lower level support up to Level 4 that provides the highest level of support)
- a case manager or case adviser helps you to understand the system and work out a Care Plan that suits your individual needs and preferences
- you can decide how to spend the funds allocated for your package, rather than choosing from a set list of services
- you pay a basic daily fee and an income tested component if your income is above approximately \$27,000 for a single person or approximately \$42,000 for a couple.
- once you have a package, it stays in place until your needs change.
- eligibility is assessed by the Aged Care Assessment Team (ACAT).

Can I get help to understand the system?

You can find more information about aged care at home from these places:

My Aged Care

My Aged Care is a national website and phone service to help you find out about aged care services. Call the My Aged Care contact centre on 1800 200 422 or visit the website:

www.myagedcare.gov.au/

Home Care Today website

<https://homecaretoday.org.au/>

COTA Tasmania

COTA Tasmania's website has a number of help sheets available to assist you in accessing aged care at home. You can call COTA to ask for printed copies of the help sheets if you don't have access to a computer. We also offer a peer support program to assist you.

Peer supporters are volunteers who have a mix of their own experience and training about the aged care system and they can help you to navigate the system. They are available to answer any questions you have; to explain the areas you don't understand; explain what is going to happen next; and to give you valuable hints and tips about the system.

You can call COTA for a Peer Supporter in your area on 6231 3265.

<http://www.cotatas.org.au>



Support to stay at home

National Aged Care Advocacy Service – Advocacy Tasmania

Advocacy Tasmania works with older people who are aged 65 or over, or 50 or over if from and Aboriginal or Torres Strait Islander heritage, who have difficulty accessing aged care services or have concerns about the quality of these services.

Advocacy Tasmania Inc

Suite 6, Mayfair Plaza
236-244 Sandy Bay Road
Sandy Bay TAS 7005
Phone: (03) 6224 2240 or
1800 005 131 (freecall)
Email: advocacy@advocacytasmania.org.au
Website: www.advocacytasmania.org.au

Languages other than English

A Translating and Interpreting Service (TIS), is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call on 131 450.

You can use TIS free of charge to call My Aged Care.

When you call TIS, an operator will ask you what language you need. Tell the operator in English the language you speak. The operator will then connect you with an interpreter who speaks your language.

You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.

Once you are speaking with the interpreter, explain to them that you would like to contact My Aged Care on 1800 200 422 and the interpreter will call for you. Once My Aged Care answers the phone, the interpreter will interpret your conversation.

Resources

Starting a conversation about aged care

<https://www.myagedcare.gov.au/getting-started/starting-the-conversation-about-aged-care>

Considering Home Care

<https://homecaresociety.org.au/home-care-options>

Next Step: Calling My Aged Care



Australian Government



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