



I am eligible for a Home Care Package I am assigned a Home Care Package

After your in-home ACAT assessment, a member of your assessment team will make a formal decision about your care needs, your eligibility for a home care package and the level of package that will best meet your needs.

If you are assessed as eligible you will:

✚ **receive an approval letter** from the Aged Care Assessment Team (ACAT) that tells you:

- the level of home care package you are approved to receive
- your referral code

You will need the referral code whenever you (or your nominated representative) contact My Aged Care, your Assessment Team or prospective service provider.

✚ **be listed in a national queue** for a suitable home care package.

Your position in the queue will take into account the details and circumstances set out in the ACAT assessment, and the date of your approval for home care services.

If you don't receive a letter within 3 weeks of the home visit call your ACAT to request a copy.

What happens next?

When a home care package becomes available from the national queue, you will get a **confirmation letter to assign your package**.

The letter from My Aged Care will set out the level of the package offered to you. As the total numbers of packages are capped or limited, **you may first be offered a package below your approved level**. This is to help you access care and services while you wait for a package at your level to become available. For example, if you are eligible and waiting to receive a Level 4 package, you may first be offered a Level 2 package.

You have 56 days to "activate" any package.

If you need extra time to decide on your service provider and enter into a Home Care Agreement, contact My Aged Care and they **can extend the time by a further 28 days**.

If you don't enter into a Home Care Agreement within the time agreed, your package will be withdrawn and you will go back into the national queue, but your place in the queue will still be based on the date of your original approval.



Support to stay at home

What if I am not eligible?

If this happens you will receive a letter setting out why and who to contact for more help. You may be eligible for other care and support services such as Commonwealth Home Support Program, or short term flexible care arrangements.

What if my circumstances change?

If your care needs change at any time, you can request a new assessment by contacting My Aged Care.

Eligibility:

To be eligible for a Home Care Package a person must be:

- 65 years or older (50 years or older for Aboriginal and Torres Strait Islander people)
- homeless or at risk of homelessness, on a low income and prematurely aged 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people)
- in need of help at home to continue to live independently.

What services are available?

You should always ask your service provider if you are unsure. The following list provides a guideline:

- Social support and activities
- Transport
- Personal care
- Domestic help
- Gardening
- Meals (preparation and delivery)
- Counselling and support
- Home maintenance and modifications
- Nursing care
- Allied health support
- Physiotherapy
- Speech pathology
- Occupational therapy
- Podiatry
- Dietician
- Exercise physiology



Australian Government



COTA TAS
'Westella' 181 Elizabeth St
Hobart TAS 7000

www.cotatas.org.au
ABN 71 718 804 307

P: (03) 6231 3265
admin@cotatas.org.au