

HOW TO GET A HOME CARE PACKAGE

Would you or your loved one benefit from extra support at home? You may be eligible for partly or fully Australian government funded home care services, enabling you to stay comfortable and safe at home.

Follow our guide to get support from a home care package.

1 Contact

Contact My Aged Care to register and make a referral for an assessment.

Call **1800 200 422**.



2 Assessment



A trained assessor will visit you in your home to discuss your need for support.

You may be assessed for:

Commonwealth Home Support Programme

OR

Home Care Package

You can contact Benetas at any time through this journey to arrange immediate home support.

Call **1300 23 64 82** to learn more.

3 Research & Prepare

Begin to explore service providers in your local area by:

- Searching online
- Chatting to friends, family or a medical professional
- Meeting with your shortlisted providers

You can start to think about the type of support you require. This could include:

- Household tasks
- Companionship
- Nursing
- Personal care
- Shopping
- Transport
- Overnight care
- Health
- Aids and equipment



4 You will receive a letter from My Aged Care with the outcome of your assessment.

Are you eligible for a home care package?

Congratulations! You are now on the government's national waiting list.

Are you not yet eligible?

Self-funded home support is available with Benetas.

Call **1300 23 63 82**.



5



National Waiting List

Whilst you wait, you can stay comfortable and safe at home with self funded home support.

Call **1300 23 64 82**.

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You will receive a letter to inform you your package is 90 days away.

1. **Complete a government income assessment**
2. **Research and meet with service providers.** Discuss services suitable for you.

No longer need a home care package? You can opt out and keep your place in the priority system.

7

You will receive a letter from My Aged Care advising you that your package is available.

We encourage you to choose your provider within the government's allocated 56 days to ensure your application does not go to the back of the waiting list.



If you've chosen your provider: Meet with your chosen service provider to plan your services – take your unique referral code and income assessment results.



If you haven't chosen a provider:

1. You can apply for a 28 day extension through My Aged Care.
2. You can meet with Benetas – we can arrange to process your application before your due date.



If your package is below the level you've been approved for:

1. You can use this package whilst you wait for your approved level to become available
2. You can also purchase additional services with Benetas whilst you wait.

8



Enter into an agreement with your chosen service provider

9



Start receiving support at home!

10

Switch providers

Think you've found something better?

You can always switch service providers. If you move over to Benetas you can have any unspent funding come with you!



Contact Benetas for free support and advice.

1300 23 63 82