

Accessing a Home Care Package

A wide variety of people are eligible for home care packages. These government-funded packages provide subsidies that cover the costs of in-home care and services that can help you safely live at home for longer.

Here are the steps you'll need to take to access your home care package and select your preferred home care provider.

It can take up to 12 months, or even longer to begin receiving services, so it's best to get started when you think you'll need services one day.



Print out this handy guide

You've made the first important step in seeking more help at home. Use this handy guide to stay on track throughout your journey to access government assistance.

STEP 1 Register with My Aged Care

To find out if you're eligible for a government-funded home care package you'll need to register with My Aged Care. You can do this by contacting My Aged Care directly on 1800 200 422 or visiting www.myagedcare.gov.au/help-at-home/home-care-packages

30 mins

STEP 2 Assessment

Phone: Once you register, My Aged Care may require further information. In this case you'll receive a phone call from an assessor who'll determine whether you're eligible for a home care package.

In person visit: If you're eligible, an assessor from My Aged Care will visit your home in person to determine what level of funding you're eligible for.

1-3 weeks

2-8 weeks

STEP 3 Approval

You'll receive a letter telling you if you've been approved for a home care package. If you have, your name will be added to a national waiting list. It can take 3-6 months – sometimes more – to be assigned a home care package. While you wait, it's a good time to research home care providers and compare their services, costs, track record and level of care.

Call 1300 23 63 82 to find out more about our home care services and to receive a handy list of questions to ask prospective providers.

3-6 weeks

3-6 months

STEP 4 Financial Assessment - Income Testing

Depending on your situation, the government may require you to contribute to the cost of your home care services. It's best to complete a Services Australia form declaring your income and circumstances before accepting your home care package. Visit servicesaustralia.gov.au and search for form sa456 available from their website.

STEP 5 Package Assigned

Congratulations! You now have 56 days from the date of your 'Assignment' letter to choose a home care provider. On the letter, you'll see a **referral code** – please have this ready to share with our customer service representative over the phone.

STEP 6 Selecting your Home Care Provider

It's time to complete your research and choose your home care provider. Our client advisers would be delighted to meet with you in person to explain how our uniquely tailored services, caring employees and 'Team You' approach compares with others. We can help you complete all the necessary steps to start enjoying the advantages of your home care package.

Your

56 days

starts

Sound complicated? No problem! Benetas has helped guide thousands of Victorians through their home care journey. Just call one of our caring consultants today on 1300-BENETAS

