



Steps to Accessing Support at Home

A wide variety of people are eligible for Support at Home. 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 Support at Home and select your preferred Support at Home provider.

It can take several months to begin receiving services, so it's best to get started as soon as you begin to consider using in-home care services. You won't pay for what you don't use.



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 Support at Home 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

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 Support at Home classification.

In person visit: In some cases, an assessor from My Aged Care may schedule a visit to your home in person to determine what level of funding you're eligible for.

STEP 3 Approval

You'll receive a letter telling you if you've been approved for a Support at Home package. It can take 3-6 months – sometimes more – to be assigned Support at Home. While you wait, it's a good time to research home care providers and compare their services, costs, track record and approach to care.

Call **1300 23 63 82** to find out more about Benetas Support at Home services.

STEP 4 Financial Assessment - your Co-Contribution

Depending on your situation, the government may require you to contribute to the cost of your home care services. You must complete a Services Australia form declaring your income and circumstances before accepting your Support at Home package. Visit servicesaustralia.gov.au

STEP 5 Your Support at Home funding is granted

Congratulations! You can now choose your Support at Home service. Our Care Partners 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 Support at Home package.

30 mins

1-3 weeks

2-8 weeks

3-6 weeks

3-6 months

Your

56 days

starts



For more than 70 years, Benetas has helped guide thousands of Victorians through their home care journey. Just call one of our caring consultants today on **1300 23 63 82**

Notes

[illegible]

Date:



STEP
1

Date:



STEP
2

Date:



STEP
3

Date:



STEP
4

Date:



STEP
5

Call

1300 23 63 82

