HOW TO ACCESS YOUR HOME CARE PACKAGE

1 STEP ONE

First you will need to contact My Aged Care by calling **1800 200 422** or visit **www.myagedcare.gov.au**

My Aged Care will register you over the phone and organise for an assessment team (ACAT) to visit you at home and complete an assessment.

2 STEP TWO

My Aged Care will contact you and advise the outcome of your assessment, the level of care you are eligible for and approved to receive, within 10 days.

It can take between 6 to 12 months to be allocated a package; however Futurecare approved Home Care Providers can provide the care and support required during this waiting period
– Call **1300 765 051** to find out more or visit **www.glenvalevillas.com.au**

3 STEP THREE

Once you have had your assessment with My Aged Care and received your approval this is the time you need to start looking for an approved home care provider.

Not all home care providers are the same: they offer different types of services and fees. It is important that you get all the information to make an informed decision.

Family & friends are also able to be included in any decisions that are made.

4 STEP FOUR

Once you receive your Home Care Package allocation letter you will need to nominate your chosen provider and enter into a Home Care Package agreement

Services will start normally within 14 days

You are able to change your approved provider at any time and transfer your funds.

If you choose to change providers, you may have to wait 30 days for your package to be released by your current provider, this is at the discretion of the individual providers.

WE ARE HERE TO HELP!

Futurecare approved Home Care Providers are here to lend a helping hand with navigating your way around the aged care system – let's face it, the industry jargon alone can be confusing.

The process may seem complicated, we are here to help you. Call us on **1300 765 051** or visit **www.glenvalevillas.com.au** to make an appointment.

Once you have decided on your Home Care Provider or nominated Futurecare as your preferred provider, My Aged Care will direct your funding and your care will commence.

Home care packages (HCP) - Levels 1 – 4

- **Level 1** - supports people with basic care needs.
- **Level 2** - supports people with low care needs (formerly Community Aged Care Packages)
- **Level 3** - supports people with intermediate care needs.
- **Level 4** - supports people with high care needs (formerly Extended Aged Care at Home and Extended

THE TYPES OF CARE & SERVICES AVAILABLE UNDER A HOME CARE PACKAGE ARE:

- Nursing care and other clinical services
- Personal care including help with dressing and showering
- Nutrition and meal preparation
- Continence management
- Allied health support e.g., Podiatry & Physiotherapy
- Mobility aids and equipment
- Social support and companionship
- Transport to get you from A to B i.e., medical appointments, shopping etc.

Do you have any questions?

Call us on 1300 765 051 and speak with our friendly team to organise an appointment or visit www.glenvalevillas.com.au