

# Applying for a Home Care Package in six steps



## Step 1: Consider your needs

If you're over 65 and could benefit from some extra support around the home and to keep active in your community, it might be time to start thinking about applying for a Home Care Package.

You can apply earlier, at age 50, if you identify as an Aboriginal or Torres Strait Islander person, or if you're on a low income, homeless or at risk of homelessness.



## Step 3: Assessment

My Aged Care will contact you with a time and date for your assessment. You should start thinking about the support you might need so you can discuss it during the assessment.

The assessment will determine if you are eligible for a Home Care Package and which package level best meets your support needs. There are four levels – basic, low-level, intermediate, and high-level.

For more information about what happens at an assessment go to [myagedcare.gov.au/eligibility-and-assessment/acat-assessments](https://myagedcare.gov.au/eligibility-and-assessment/acat-assessments) or call My Aged Care on 1800 200 422.



## Step 2: Request an assessment

You can apply for a Home Care Package through a government service called My Aged Care, and to get started you need to request an assessment. Stable Home Care can make a referral for an assessment to My Aged Care on your behalf and help you prepare. We can also assist you with some support services during this time. Phone us on **1300 857 066** to get started.

You can also request an assessment yourself by contacting My Aged Care on **1800 200 422**. If you have a preferred service provider, such as Stable Home Care, you can let My Aged Care know when requesting your assessment. The benefit of doing this is that when a package becomes available, we will also be informed and can contact you to start organising your support plan.





#### Step 4: Assessment outcome

After your assessment, My Aged Care will send you a letter to let you know the outcome. It will tell you if you are eligible to receive a Home Care Package, and what level of funding you've been approved for. If eligible, you will be placed on a national waitlist and notified when your package becomes available.

When you receive your letter, call us, and we can guide you through the next steps. If you're keen to get started, we can help with privately funded services while you wait for your package. We can also look into whether you can access any other government funding in the short-term.

Three months before you can access your package, you will get an important 'Readiness Letter' from My Aged Care, which will include some paperwork you will need to complete. Call us when it arrives, and we'll help you fill it out. On this call we can also start planning your support, so you are ready to receive services when your package becomes available.



#### Step 5: Choose a provider

Once you have been allocated a Home Care Package, you will receive a letter outlining what package has been assigned to you. Call us on **1300 857 066** when you get this letter, so we can help start your services.

You'll have 56 days from the date you receive your letter to choose a provider and commence services. An extension of 28 days is available should you require more time.

To request an extension simply call My Aged Care or Stable Home Care.



#### Step 6: Creating a support plan

The final step is to create your support plan. This is the enjoyable part of the process, where we take time to get to know you, so that together we can create a tailored support plan that meets your needs and goals. Here are some points to consider as you develop your plan:

- What sort of things will help improve my day-to-day life?
- What are my goals?
- What do I enjoy doing the most?
- What support do I need to stay safe?
- What makes my life more enjoyable and meaningful?

Once your support plan is set, it's time to relax! Your services will commence and you can put your energy into doing the things you enjoy most. Your support plan is designed to assist you as your needs evolve and can be added to or cancelled at any point.

Let us help you with your home care journey. Call **1300 857 066** or visit [stablehomecare.com.au/](https://stablehomecare.com.au/)