

Follow these six steps to find out how to access the home care you need.

STEP 1. REGISTER

Ring the My Aged Care service on 1800 200 422 and speak to an operator. They will arrange for an assessor to call you or visit you at home. You can also ask a trusted Home Care provider like Home Care Assistance to help you navigate the My Aged Care system.

STEP 2. BE ASSESSED

The assessment process is free of charge and the assessor will look at your needs and home situation. You will be assessed for a level of care between 1 and 4. Level 1 care provides a basic level of support and each tier gradually increases until you reach high support needs at Level 4. Around this time, you will also need to provide details of your finances to Centrelink to work out if you have a co-payment called an income tested care fee.

STEP 3. WAIT FOR FUNDING

There is a queue for federal funding support. You will typically have to wait six to nine months for your funding to become available. You may be sent a letter saying that you were 'approved' but there is some time until the funding package is 'assigned' and ready for use. This is a good time to explore your potential providers.

When it does become available, sometimes, you may initially receive a lower level of funding than you were assessed for. Full funding should become available a few months later.

STEP 4. CHOOSE A PROVIDER

Once your funding comes through, you will be sent a letter saying your package has been 'assigned'. This is when you can engage a provider to deliver your services. If you enter your postcode in the My Aged Care website, you will receive a randomised list of 100 providers. Look for a local provider that fully meets your needs or talk with our community members about how they feel about their service from us. Also check if the provider charges "the basic daily fee", which is approximately \$70/week. Home care Assistance Newcastle does not charge this fee.

STEP 5. CHOOSE HOW TO SPEND YOUR SUBSIDY

You have complete control over which Home Care services your subsidy is spent on. Work together with your provider to establish which services are most important to you and will most benefit your ability to live a full, independent life.

STEP 6. RECEIVE THE FLEXIBLE CARE THAT YOU NEED.

Your services can be adapted to suit your changing needs. Ad hoc services for transport to medical appointments or other one off services can be delivered under your Home Care Package.

Look for a Home Care Provider that is easy to contact, knows who you are and listens. Home Care Assistance Newcastle prides itself on being local, responsive and flexible. A partner on the journey.

