

# 7 Steps to receiving Home Care Packages

## Australian Croatian Community Services



### 1. Call My Aged Care on 1800 200 422

The staff will ask you questions to determine your needs and eligibility. If applicable they will arrange a free assessment with the Aged Care Assessment Service.



### 2. Be assessed for a Home Care Package

A professional health & community care clinician who will visit you at home to assess your eligibility. You can have a representative or family member with you.



### 3. Receive the outcome of your assessment

A letter will be sent to you to let you know the outcome. If eligible, it will tell you for what level of home care package and your priority of care.



### 4. Make enquiries about Service Providers

There is a list on the My Aged Care website. Only an approved service provider can provide a Home Care Package. ACCS - Australian Croatian Community Services is a registered provider.



### 5. Be Assigned a Home Care Package

When it becomes available you will receive a letter from My Aged Care that contains a unique referral code that you will need to provide to your chosen Service Provider.



### 6. Enter into a Home Care Agreement

Once a Home Care Package is assigned, you have 56 days to choose a provider and enter into a Home Care Agreement.



### 7. Start Receiving Services

Once you have a Home Care Agreement with a care plan and budget you can start receiving the services you choose.



myagedcare

**Your central gateway  
to aged care services**

**accs** ☎ **9689 5811** Footscray

☎ **9791 6000** Dandenong

**www.accs.asn.au**