



How do I get a Home Care Package?

- 1** Please contact our Intake Officer on **0498 808 004** or [email **hcp@accs.asn.au**](mailto:hcp@accs.asn.au) to discuss your situation and register with My Aged Care. Alternatively *request a call back today.*

We can start the application process with you over the phone.

- 2 Assessment for Home Care Package**

An Aged Care Assessment Service (ACAS) representative will visit you at home to discuss your needs and level of Home Care Package. You can have someone with you during the assessment to help you raise your concerns. This can be a family member or trusted friend. The interpreter can also be arranged and you can request ACCS representative to attend as your support.

- 3 Eligibility for Home Care Package**

When you are assessed as eligible for a home care package you will:

- receive a letter of approval from My Aged Care that sets out the level of Home Care Package you are approved to receive; and
- be placed in the national priority system for Home Care Packages. You will be contacted when a suitable package becomes available for you.

- 4 Finding an approved Home Care Package Service Provider**

You will receive letter from My Aged Care around three months before the expected assignment of your Home Care Package. The letter will encourage you to prepare for your package. You can find an approved Home Care Service provider by using the My Aged Care **Service Finder** or by calling My Aged Care on 1800 200 422.

5 You are assigned a Home Care Package

If you choose ACCS, we will work closely with you to design a tailored package to support your quality of life in the way you would like.

Home Care Packages have four levels. The Home Care Package level you receive will be based on the discussion you have with the ACAS representative.

Levels of care support

- **Home Care Level 1** - a package to support people with basic care needs.
- **Home Care Level 2** - a package to support people with low level care needs.
- **Home Care Level 3** - a package to support people with intermediate care needs.
- **Home Care Level 4** - a package to support people with high care needs.

- 6 Enter into a **Home Care Service Agreement** with your preferred provider. When you decide that ACCS is the right provider for you, please call our Intake Officer on **0498 808 004** to arrange a visit to your home and guide you through the process.

7 Manage your services

Whatever your needs, requirements or budget, all of our services are designed with the flexibility to suit your personal circumstances.