



Home Care Journey

Currently have no home care services, but you are finding some tasks difficult, eg vacuuming or mowing? Then follow these simple steps to get started on your home care journey.

1

Arrange an assessment

Contact My Aged Care on 1800 200 422 to arrange an assessment.

My Aged Care will ask you basic questions over the phone and arrange for an assessor to visit you at home to do an assessment and may approve you for home care services.

2

Home Care Options

If approved, you will be allocated services under one of the below programs, depending on your assessed care needs.

Commonwealth Home Support Programme

This is entry level care. If you are able to manage but need support with a few tasks, recommended to those who need one or two services only.

3

Increased or changed care needs

Contact My Aged Care on 1800 200 422 to arrange a reassessment.

If your care needs change you will need to be reassessed. My Aged Care will arrange for an assessor to visit you at home to do a reassessment and may approve you for a Home Care Package or if you already have a Home Care Package then for a higher level package depending on your care needs.

You will be placed on a national waitlist until a package becomes available.

Home Care Package

This is higher level care, with four different care levels based on how much support you require with everyday tasks.

- Level 1** Basic care needs
Approximately \$8,750 per year
- Level 2** Low care needs
Approximately \$15,250 per year
- Level 3** Intermediate care needs
Approximately \$33,550 per year
- Level 4** High care needs
Approximately \$50,750 per year

You will be placed on a national waitlist until a package becomes available.

Contact us at any time with any questions or additional support you may require.

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