



# integratedliving®

*supporting individuals  
enriching communities*

vices

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1 Research Home Care Providers &amp; Work Out Costs

2 Enter into a Home Care Agreement

## Supporting your decisions

From 27 February 2017 a home care package will be allocated to you as the customer allowing you to decide on a provider. This change gives customers like you, a greater degree of choice in your preferred provider, as well as the type of care you receive.

From mid-November 2016, the Department of Health will be sending letters to all customers with a current home care approval to notify them about the home care reforms and identify any action they may need to take prior to 27 February 2017. This fact sheet has been developed to support any discussions around the decisions you might need to make.

### What is changing?

- Funding for a home care package will follow you as the customer, replacing the current system where home care 'places' are allocated to individual approved providers in particular locations.
- Customers will have more choice and control over their home care, including the ability to change providers if they wish.
- A new national prioritisation process will be established for home care, including the establishment of a national package queue, which will assign packages to consumers based on their individual needs and how long they have been waiting for services, regardless of where they live.

### What do the changes mean for customers?

The reforms will affect existing customers differently depending on their individual circumstances. Some of the key points you may want to discuss are outlined below.

#### I am currently receiving home care...

##### ... at my approved level

- If you are currently in care at your approved level, and are happy with the services you are getting, you don't need to do anything. The home care package that you have on 27 February 2017 will be yours until you no longer need it, for example if you move into residential care.
- If you are not happy with the care you are receiving, we can discuss whether we can adjust your current services to better meet your needs.
- If you would like to change providers from the 27 February 2017, this is your choice and we can support you in the move.

#### I am currently receiving home care...

##### ... but not at my approved level

- If you are receiving care at a lower level than your approved level on 27 February 2017, your services will continue.
- You will automatically be placed in the national queue for a home care package at your approved level.
- Your current approval is at a broad-banded level, either level 1-2 or level 3-4.
- Under the new arrangements, your approval will be changed to a specific package level i.e. level 1, 2, 3 or 4.
- To ensure that you are not disadvantaged:
  - If you were originally approved for level 1-2, you will be approved for level 2;
  - If you were originally approved for level 3-4, you will be approved for level 4.
- If for any reason you do not want to be placed in the national queue for a higher level package, you should contact My Aged Care on 1800 200 422.
- When you are assigned a higher level home care package from the national queue, we should speak further about any additional services and any adjustments required to your support plan and/or Home Care Agreement.
- Your basic daily fee and income tested fee will not change when you receive your higher level home care package.

### I have an approval for home care...

#### ... but I am not currently receiving any subsidised home care package services

(**Note:** this scenario may include people currently on a wait list.)

- Based on the results from your original comprehensive assessment, you were assessed as requiring home care package services.
- Your current approval is at a broad-banded level, either level 1-2 or level 3-4.
- Under the new arrangements, your approval will be changed to a specific package level i.e. level 1, 2, 3 or 4.
- To ensure that you are not disadvantaged:
  - If you were originally approved for level 1-2, you will be approved for level 2;
  - If you were originally approved for level 3-4, you will be approved for level 4.
- You will need to contact My Aged Care on 1800 200 422 if you would still like to be considered for a home care package so that you can be placed on the national queue.
- You may be asked to contribute to the cost of your home care package services.
- To get an indication of what you may be asked to contribute, a Home Care Fee Estimator tool is available on the My Aged Care website. The actual fees you may be asked to pay will depend on a formal income assessment conducted by the Department of Human Services (DHS).
- When a package becomes available you will receive a letter from My Aged Care advising you of your assigned package level. You will have 56 days from the date of your package being assigned to enter into a Home Care Agreement with your chosen provider before it is withdrawn. If you need more time you can contact My Aged Care to get an extension of 28 days.
- It is important that you do your research and start thinking about what is important for you in a service provider, so you can make a decision on your care early.

### I have an approval for home care...

#### ... but I am receiving Commonwealth Home Support Programme (CHSP) services as an interim measure

(**Note:** if you are unsure of the exact package you may be on - call us we are happy to help you in finding this out - call 1300 782 896.)

- Based on the results from your original comprehensive assessment, you were assessed as requiring home care package services.
- You will need to contact My Aged Care on 1800 200 422 if you would still like to be considered for a home care package so that you can be placed on the national queue.
- You may be asked to contribute to the cost of your home care package services.
- To get an indication of what you may be asked to contribute, a Home Care Fee Estimator tool is available on the My Aged Care website.
- The actual fees you may be asked to pay will depend on a formal income assessment conducted by the Department of Human Services (DHS).
- When a package becomes available you will receive a letter from My Aged Care.
- Once you begin receiving home care package services, your CHSP provider should contact you to discuss your transition to a home care package.



### FURTHER INFORMATION

- access the Home Care Fee Estimator tool <http://www.myagedcare.gov.au/fee-estimator/home-care/form>; or
- visit the department's website <https://agedcare.health.gov.au/increasing-choice-in-home-care>; or
- subscribe to receive electronic updates at <https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/advice-to-the-aged-care-industry>; or
- email [agedcarereformenquiries@health.gov.au](mailto:agedcarereformenquiries@health.gov.au)