



integratedliving[®]
*supporting individuals
enriching communities*

Increasing Choice in Home Care

The Australian Government subsidises the cost of a range of different aged care services to support older Australians, no matter what their needs might be.

One of these services is a home care package. Home care packages help older Australians living at home access a range of clinical care, personal and support services to assist with day-to-day activities.

From 27 February 2017, home care packages will change to give you more choice about your care and who delivers it. You will be able to choose a provider that best meets your goals and needs. It will be easier for you to change providers if you wish, for example if you move to another area to live. If you make a change, the funding for your package will follow you to your new provider. You do not have to change providers if you are happy, but the choice will be yours.

Home care packages will be assigned to people based on their individual needs and circumstances. This will make sure people receive care in a fair and consistent way around the country.

I'm currently receiving a home care package. What do the changes mean for me?

You do not need to do anything. You will continue to receive care and services at your existing package level. More information about the changes and what they mean for you will be provided closer to 27 February 2017.

I have been assessed as eligible to receive a home care package, but haven't started receiving care yet. What do the changes mean for me?

If you have been assessed as eligible to receive a home care package, the path you follow will depend on whether you have found a provider who can offer you a suitable package and are able to enter into a Home Care Agreement by 27 February 2017.

If you find a suitable provider before 27 February 2017 you can enter into a home care agreement with them.

If you have not entered into a home care agreement before 27 February 2017, you will be contacted by My Aged Care when a package at a suitable level becomes available. You will receive more information about the changes and what they mean for you closer to 27 February 2017.

As an approved provider, integratedliving can assist with the services you may require or simply answer any questions you may have. Call our friendly Customer Service team on 1300 782 896



FURTHER INFORMATION

For more information about the changes to home care visit:

<http://www.myagedcare.gov.au/news/more-choice-and-better-care-older-australians>

For more information about home care eligibility visit <http://www.myagedcare.gov.au> or call the My Aged Care contact centre on **1800 200 422*** (Monday to Friday 8am to 8pm and Saturday 10am to 2pm AEST).

If you need an interpreter, we can help through the Translating and Interpreting Service. Call **131 450** and ask for **1800 200 422***.

*Calls to 1800 numbers are generally free when made from a landline. All calls made from mobile phones are charged at the rates applicable to each telephone provider.