



Australian Government



You have received this letter because you are a Home Care Package client. If you have nominated representatives and/or agents to receive your correspondence, they will receive a copy of this letter.

You've been assigned a home care package



Dear

I am pleased to advise that you have been assigned a Level 4 home care package.

This is based on your approval for this level of package on 15 July 2024. You can now choose a home care provider and enter into a Home Care Agreement to start receiving services.

For your Level 4 package the Australian Government will contribute a yearly amount of up to approximately \$61,440.45 towards the cost of your care. This amount is paid to the home care provider you choose. You may also be asked to pay a contribution to the cost of your care.

What do you need to do?

I suggest you show this letter to a family member, friend or other trusted person to talk through the information and next steps.

To use your home care package you need to:

- choose a home care provider that offers the services you need; and
- agree to receive services and enter into a Home Care Agreement with your chosen provider by 17 September 2024.

Follow these steps to use your package:

1. Find out what you may be asked to pay for your home care package:

- If you're receiving an income tested payment e.g. aged pension or Department of Veterans' Affairs payment, you don't need to do anything for this step. You will receive a letter once you enter into a Home Care Agreement telling you about the fees you may be asked to pay.
- If you're not receiving a pension that is not means tested e.g. blind pension or war widow pension or you're not receiving an income tested payment, you should call Services Australia on 1800 227 475 and ask if you need a formal income assessment.

2. Find home care providers in your area:

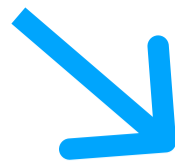
- Use the My Aged Care website www.myagedcare.gov.au to search and compare providers, including their prices for some common services you may receive through your Home Care Package; or
- You can call My Aged Care on 1800 200 422. The person you speak to can give you a list of local home care providers over the phone or send it to you in the post.

3. Talk to providers:

- You can contact as many providers as you like before you choose one.
- The checklist has questions you can ask home care providers to help you choose the right provider for you.

4. Give your preferred providers your referral code:

- This lets them see information about your assessment and support plan.
- They can then discuss with you if they can meet your care needs.



Your referral code is **Your Code Here**

5. Once you've chosen a home care provider **you'll need to set up a Home Care Agreement by 17 September 2024**, using the enclosed **Entering into a Home Care Agreement - Considerations and Checklist**:
- Your provider must tell you about any fees you need to pay.
 - You should read your Agreement carefully before you agree to receive services.
 - You may also want to ask a family member, friend, advocate or a lawyer to read your Agreement.
 - You should work with your provider to develop a care plan and budget to make the best use of your package.

For detailed information about the Home Care Packages Program, you can read the consumer manual. You will find it on the My Aged Care website.

What happens if you don't enter into an Agreement with a home care provider within 56 days?

- Your package will be **withdrawn** if you haven't entered into an Agreement with a home care provider by 17 September 2024.
- If you need more time to find a home care provider you can call My Aged Care before 17 September 2024 to ask for an extension of 28 days.

What about the home care services you are currently getting?

We are aware that you are receiving care services through the Commonwealth Home Support Program (CHSP). Your home care package will meet your care needs better because your home care provider will coordinate your services. Your current service provider has been told you have been allocated a Level 4 home care package.

Please tell us if you don't want the package now so someone else can use it

Contact My Aged Care on 1800 200 422 as soon as possible if you don't want your home care package now, so that another person in need can use it.

Your place in the national priority system will not be affected, because it is based on when you were approved for your home care package and the priority that was assigned to you. There will be no disadvantage to you if you choose not to take up a home care package now.

You can contact My Aged Care at any time in the future and ask for a home care package.

You and your nominated support network can also access information about

your Home Care Package, including approvals, waiting times and letters, through the My Aged Care Online Account via myGov. Further information about creating a myGov account and accessing your My Aged Care Online Account is available at www.myagedcare.gov.au/view-your-my-aged-care-online-account.

Not sure what to do next?

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays.

Yours sincerely

Assistant Secretary, Home Support Operations Branch
Department of Health and Aged Care

23 July 2024