



Useful contacts

My Aged Care

Ph: 1800 200 422 or

Visit the website: www.myagedcare.gov.au

Office Hours

Weekdays— 8am to 8pm

Saturday— 1am to 2pm

Aged Care Complaints Commissioner

Ph: 1800 550 552

Aged Right Advocacy Services (ARAS)

Ph: (08) 8232 5377

Alzheimer's Australia

Ph: (08) 8372 2100 or 1800 100 500

Carer Gateway Ph: 1800 422 737

Carers SA Ph: 1800 242 636

Catalyst Foundation Ph: (08) 8168 8776

Commonwealth Respite & Carelink Centres

Business hours Ph: 1800 052 222

Outside business hours Ph: 1800 059 059

Disability Rights Advocacy Service Inc.

Ph: (08) 8351 9500

Translating and Interpreting Service

Ph: 131 450 and ask for 1800 200 422

For further information contact the Home Care Packages Coordinator Community Care Services

282 Waymouth Street

Adelaide SA 5000

Ph: (08) 7088 0500

Fax: (08) 7088 0514

www.gocsacommunitycare.com.au

*We rely on your feedback
to improve our services and
welcome your comments.*

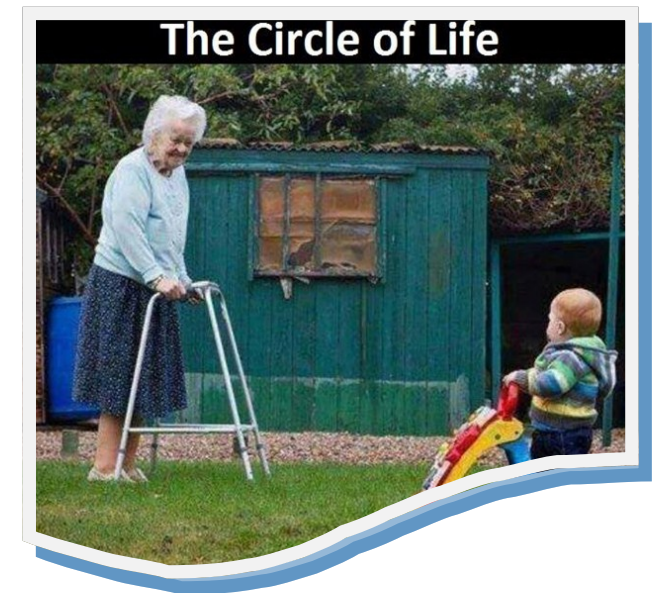
*To make a compliment, suggestion
or complaint contact us on the
above details.*



Australian Government
Department of Health

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HOME CARE PACKAGES



**YOUR PATHWAY TO ACCESSING A
HOME CARE PACKAGE**

*Quality Care at Home with
Dignity and Independence*

Your pathway to accessing a home care package

1. **A referral to My Aged Care is made by phone on 1800 200 422 or on line www.myagedcare.gov.au**
2. **The Assessor sends your referral to the ACAT Team**
3. **They will assess you in your home or hospital**
4. **Level of needs identified and a level of package allocated**
5. **Letter is sent to you to state the level you have been assessed at and you are placed on a wait list**
6. **A second letter will arrive stating you have been allocated a package**

7. **You need to accept within 56 days or your package will be allocated to someone else**
8. **You then select a provider which best services your needs, work in partnership with you and together develop a care plan and a personal budget**
9. **Your contribution fee is determined by Centrelink**
10. **You sign a Home Care Agreement and services will commence**
11. **As your care needs change, so can your care plan to reflect and support you better on your journey**
12. **You are in charge!**

Service Plan

Services aim to assist the older person to:

Every person can design their own service plan according to their needs and preferences.

Services will be tailored to assist the older person to maintain independence and continue to participate in activities which are important to them.

A range of care and services can be included, such as assistance with:

- **Personal care**
- **Activities of daily living**
- **Nutrition, meal preparation and diet**
- **Support services, including help around the home**
- **Clinical care**
- **Continence management**
- **Mobility and dexterity**
- **Leisure interests and activities.**
- **Medication Management**

You have Choice and Control on how the service and care is delivered to you.