

How to Get Services

To receive a Home Care Package from Aboriginal Community Services you must be 50 years or older and be of Aboriginal or Torres Strait Islander descent.

To register with us you must access My Aged Care gateway via these steps:

1. Contact the My Aged Care gateway by visiting the website www.myagedcare.gov.au or phone **1800 200 422**. They will undertake a telephone screening to determine your needs and assess your eligibility. The My Aged Care Contact Centre will ask you a series of questions to determine if you need an assessment by an Aged Care Assessment Team (ACAT). During the assessment, a member of the ACAT will determine if you are eligible for a home care package and which package level best meets your care needs.
2. If you are assessed as eligible for a home care package you will:
 - Receive a letter of approval from My Aged Care that sets out the level of home care package you are approved to receive
 - Be placed in a national priority queue for home care packages and will be contacted when a suitable package becomes available for you.

There may be a waiting period between the time you are approved for care and the time you are assigned a home care package. The time you wait before you are assigned a home care package is based on your needs and circumstances as well as the time you have spent waiting for care. If you don't receive an approval letter explaining your assessment outcome, call My Aged Care and request a copy.

3. When a home care package becomes available, you will get a letter from My Aged Care to let you know you have been assigned a package. The letter will set out the level of Home Care Package that has been assigned to you and include a unique referral code.

4. Your unique referral code can now be given to Aboriginal Community Services. Once a Home Care Agreement has been signed a Client Services Coordinator will work with you to design a care plan based on your needs and provide you with an individual budget and service schedule.



Aboriginal Community Services Home Care Packages (HCP) are funded by the Australia Department of Health. Although funding for HCP services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

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Home Care Packages

Helping Aboriginal Elders live independently at home, maintain quality of life and to enjoy community and cultural activities.



Aboriginal Community Services offers services to assist Elders with health needs, everyday wellness, household tasks and social interactions to keep them involved in the community.

Home Care Packages (HCP) are delivered through a Consumer Directed Care model, where the Elder has complete choice and flexibility on how care and support is provided. It is for people with complex care needs which would normally qualify them for entry into a residential aged care home.

Aboriginal Community Services will assist the Elder to develop a support plan based on their goals in relation to lifestyle, community, health and independence. We will coordinate individualised services to support you to stay healthy and active at home and in the community. Home Care Packages are funded by the Australian Government but Aboriginal Community Services manage the Home Care Package funds to meet legislative requirements.

In consultation with you and your carer, we will discuss funding availability, our subsidy fees and personalise your budget to ensure that your allocated funds are managed by you.

Home Care Package	Support Required
Level 1	Basic care
Level 2	Low level care
Level 3	Intermediate care
Level 4	High level care and dementia

Services We Can Offer You

We offer services to assist Elders with health needs, everyday wellness, household tasks and social interactions to keep them involved in the community. Each Elder can design their individual support service plan to meet their specific needs and preferences. Services may include (but are not limited to):

- **In-Home Services (Domestic Assistance)**
- **Home Maintenance**
- **Transport Assisted / Supported**
- **Social Activities and Events (Community Program)**
- **Social Support, Information and Referral**
- **Personal Care**
- **Dietary Planning**
- **Mobility and Communication Aids**
- **Nursing**
- **Allied Health**
- **Other Clinical Services**



Quality of Care

Aboriginal Community Services aims to offer you the highest quality service possible.

We will provide you with:

- Dignified, honest and respectful support
- Private, confidential and safe service
- Assistance in choosing the right service for you
- Services which suit your changing needs
- Culturally safe, responsive, respectful and sensitive services

