



Australian Government
Department of Health



myagedcare

Changes to 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.

These services include home care packages, which help older Australians living at home to access a range of clinical care, personal care and support services to assist with day-to-day activities.

Recent changes to the Home Care Package Program mean you now have more choice about your care and who delivers it. You can choose a provider that best meets your goals and needs, and change providers more easily if you want to.

What are the main changes to home care?

Choice and Flexibility

You now have more choice of home care providers and the flexibility to move to another home care provider if you wish, for example if you move to another area to live.

Fairer Access

There is a nationally consistent process for packages to be assigned to consumers. Through this process, home care packages are assigned to people based on how long they have been waiting for care and their individual needs and circumstances, regardless of where they live.

Unspent Home Care Amounts

The unspent home care amount is the amount of funds left in your package after all expenses and fees have been paid. If you plan on changing home care providers or are leaving home care you might want more information about your unspent home care amount and what it means for you.

Exit amounts

If you change providers or leave home care, your provider may be able to deduct an exit amount from your unspent home care amount, if it is included in your Home Care Agreement.

I currently have a home care package. What do the changes mean for me?

If you are happy with the services you are getting you do not need to do anything. You will continue to receive care and services at your existing package level.

It is now easier for you to change providers if you wish, for example if you move to another area to live. If you change providers, your package funding will follow you.

I have been approved for a home care package, but haven't started receiving care. What do the changes mean for me?

There is a nationally consistent way for packages to be assigned to consumers, through a national queue. Your place in the queue is based on how long you have been waiting for care and your needs and circumstances as determined through your comprehensive assessment.

When you reach the top of the queue and a package becomes available, you will be assigned a package through My Aged Care. Once a package has been assigned to you, you will be able to select a provider that best meets your needs.



KEY POINTS TO REMEMBER

- If you are currently receiving a home care package this won't change, your home care package will be yours until you no longer need it.
- You now have more choice and flexibility to change to another home care provider if you wish.
- My Aged Care can assist you with any further questions you might have. You can contact them on 1800 200 422.



FURTHER INFORMATION

For more information about the changes to home care visit: <http://www.myagedcare.gov.au/help-home/home-care-packages>

For more information about home care eligibility visit 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). 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.

**RELATED DOCUMENTS**

- Your guide to home care package services
- Your pathway to accessing a home care package
- Researching home care providers – considerations and checklist
- Entering into a Home Care Agreement – considerations and checklist
- Changing providers – considerations and checklist
- Exit Amount – Fact Sheet
- The Charter of Care Recipients' Rights and Responsibilities – Home Care