

HOW TO ACCESS A HOME CARE PACKAGE

Triple A Care has developed the following detailed steps as a guide to the process you will need to follow to access support through a Home Care Package:

Step 1 - Contact Triple A Care.

We understand that the process of accessing Home Care can be lengthy and challenging at times. We can work in partnership to guide you through the entire process to meet your needs.

Step 2 - Referral from GP. Please contact your GP to get a referral for the Aged Care Assessment Team (ACAT).

Step 3 - ACAT Assessment. You will require an assessment to evaluate your care needs. This will be conducted by the Aged Care Assessment Teams (ACAT) based at all the hospitals. Once the assessment is completed this will be lodged with Myagedcare and you will join the National System to have a Home Care Package assigned to you.

Step 4 - Call Myagedcare. This is a service established by the Australian Government to help people navigate the aged care system and allows you to access home care support. Myagedcare can be contacted via phone on 1800 200 422 or using the internet at www.myagedcare.gov.au

Step 5 - Assigned Home Care Package. Once you have been assigned a Home Care Package you will receive a letter from Myagedcare confirming this.

Step 6 - Income Tested Fee. Home Care Packages are subsidised by the Australian Government, however people with higher incomes may be asked to pay a contribution to their service provider. This contribution will go towards the cost of your Home Care Package and will be in addition to the basic fee (capped at 17.5% of the single person rate of the basic Age Pension). You can check this with Centrelink.

Step 7 - Choose a provider. Once Home Care Package has been assigned to you, please contact Triple A Care to discuss your care needs.

Step 8 - Plan your package. Triple A Care can offer you a range of care options based on Home Care Levels 1 to 4 and set some specific life goals in collaboration with you and your family as part of your package.

Step 9 - Receive Home Care Assistance. Start benefiting and enjoying the services Triple A Care can offer you.

Eligibility for a Home Care Package

Home Care Packages are available to people of all ages. There are no citizenship or residency conditions, however Home Care Packages are not designed for people who are visiting Australia or for short term or temporary care.



HOME CARE SERVICES (HCP)

WE ARE A NOT FOR PROFIT, APPROVED PROVIDER OF AUSTRALIAN GOVERNMENT HOME CARE PACKAGES.

A LEADING HOME CARE SERVICE PROVIDER FOR CLIENTS FROM CaLD COMMUNITIES (CULTURALLY AND LINGUISTICALLY DIVERSE).

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LEVEL 1 - BASIC CARE NEEDS

LEVEL 2 - LOW-LEVEL CARE NEEDS

LEVEL 3 - INTERMEDIATE CARE NEEDS

LEVEL 4 - HIGH-LEVEL CARE NEEDS

We support independent living

We can coordinate and manage any community, nursing and allied health services you may require to enhance your quality of life at home and help you to continue living independently for as long as you wish to.

Need additional services?

If you need more services than what your Home Care Package can currently provide, additional services can be provided at an affordable price.

Choice, flexibility and control

Most importantly our service philosophy is based on you having choice and control over what you require and we tailor our services to suit your needs in the best possible way.

Eligibility

You may be eligible for a Home Care Package if you are an older person needing support to continue living independently in your own home or a younger person with a disability, dementia or other special care needs that are not met through other specialist services.

Fees

We have a simple and easy to understand fee structure and our fees are **NEGOTIABLE**. We do not charge an exit fee. We have no hidden fees.

Home Care Package Services

Whether you have a Level 1, Level 2, Level 3 or Level 4 Home Care Package; are waiting for an ACAT assessment; or in the national prioritisation queue for a Home Care Package, our services are available to support you to remain at home independently.

REMAIN LIVING INDEPENDENTLY AT HOME WITH CHOICE, FLEXIBILITY AND CONTROL.

We offer the best value for your Home Care Package

Our quality care and support services are available to you 7 days a week and we try to match our clients with Support Workers from similar cultures.

Our Support workers help with a range of personal and lifestyle needs whilst providing you with quality companionship.

Whether you need assistance with

- personal care - showering/grooming
- home help - all domestic assistance
- meal preparation
- medication reminders/prompting
- transport to doctors/hospital/ medical appointments, shopping and social outings.



Choose Triple A Care for your Home Care Needs



YOUR WELLBEING IS OUR PRIORITY

WE SUPPORT YOU TO REMAIN AT HOME INDEPENDENTLY

For more information, please contact Triple A Care on

9328 3435 or 9328 7688

email: hcp.coordinator@aaawa.org.au

website: www.aaawa.org.au