

Applying for a Home Care Package

5 step checklist

To apply for a Home Care Package, you must:

- Be 65 years or older, or 50 years or older for Aboriginal or Torres Strait Islander people.
- Require support to continue living independently at home.
- Be an Australian citizen or a permanent resident.

If the individual meets these criteria, follow the steps below to begin the application process.

1

Build your profile on My Aged Care

- Visit the My Aged Care website at www.myagedcare.gov.au or call **1800 200 422**.
- Register for a My Aged Care account by providing personal details such as name, date of birth, Medicare number, and relevant medical history.
- If needed, you can request a translator or interpreter service to assist with communication.
- You may be asked to provide information about your health, circumstances and needs over the phone.

2

Contact My Aged Care for an assessment

- After your profile is set up, request an assessment for a Home Care Package (HCP) by a representative from My Aged Care. This can be arranged online or by phone.
- During the in-home or phone assessment, the representative will evaluate:
 - Daily living needs, such as mobility, personal care, and household tasks.
 - Health conditions and medical history to determine the level of care required.
 - Current living arrangements and available support from family or carers.

3

Receive your assessment outcome

- After the assessment, you will receive a letter outlining:
 - The approved Home Care Package level, ranging from Level 1 (basic care) to Level 4 (higher care).
 - Services that may be suitable for your situation.
- The individual will be placed on a national waiting list for their approved care package.

4

Wait for your Home Care Package to be assigned

- While waiting for the package, entry-level support services may be available if immediate assistance is required.

5

Choose a Home Care provider

- Use the My Aged Care Service Finder to search for Home Care Providers in your area.
- Compare providers and choose one that best suits your care needs and preferences. You can contact providers directly or seek further assistance to make this choice.