

# HOW DO I APPLY FOR A HOME CARE PACKAGE?

## Step-by-Step Guide

### STEP 1



#### 1. Check your eligibility

- Apply for an assessment with My Aged Care
- You can do this on their website or over the phone:  
[Website: myagedcare.com.au](http://myagedcare.com.au)  
[Phone: 1800 200 422](tel:1800200422)
- If eligible, you will be booked in to have a visit from the Aged Care Assessment Team for an ACAT assessment.

### STEP 2



#### 2. Have your ACAT assessment

- An ACAT assessor will assess you at home or over the phone
- They will determine the level of care you need and your priority level

### STEP 3



#### 3. Find out your assessment outcome

- My Aged Care will mail you an outcome letter
- The letter will include:
  - whether you're eligible for services
  - the services you're eligible to receive, and
  - other supporting information
- You will be placed in the National Priority System until a package assigned
- The National Priority System is the way the Australian Government prioritises the allocation of Home Care Packages. It is a waitlist based on needs and circumstances of individuals, regardless of where you live.

### STEP 4



#### 4. Being assigned a package and your referral code

- When you're assigned a package, you will receive a letter from My Aged Care with a referral code.
- Call you preferred Home Care Package provider.
- If you would like to use Trilogy Care, call us on 1300 459 190

### STEP 5



#### 5. Start self-managing with Trilogy Care

- Start receiving care and services!