

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.gov.au/aged-care-assessment-application
Phone: 1800 200 422
- 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 your 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!