



*Support to live  
well at home*

## Home Care Packages

If you, or someone you care about, needs extra support to live safely at home, a Home Care Package could help get life back on track.

### WHAT IS A HOME CARE PACKAGE?

Home Care Packages (HCP) are the federal government's way of funding services for older people who have more complex care needs, but who still want to live independently. They're designed to be flexible and to provide support across a range of areas, including:

- personal care
- meal preparation
- cleaning and gardening
- wound management
- continence care
- transport
- taking part in social activities.

Home Care Packages can also include nursing, podiatry and allied health services.

Am I eligible for a Home Care Package?

To qualify, you must be 65 or older (50 years or older for Aboriginal and/or Torres Strait Islander peoples) and need help with everyday tasks. Eligibility is assessed by My Aged Care, and is based on your health and wellbeing, mobility, independence and personal support networks.

### Important Terms

#### MY AGED CARE:

My Aged Care is a Federal Government service dedicated to supporting you find and access government-funded aged care services.

#### ACAT:

The Aged Care Assessment Team (ACAT) conduct in-person assessments to determine the level of care required.

#### LEVELS OF CARE:

There are four levels of care under a Home Care Package – from level 1 for basic care needs to level 4 for high care needs

#### NATIONAL QUEUE:

Once approved for a package, you will be placed in the national priority queue. The queue is a way to prioritise people by their care needs. When an available Home Care Package is released, it is assigned to the next person in the queue.



# 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 Trilogy Care on 1300 459 190 with the referral code to activate your Home Care Package funding.



### STEP 5

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

- Start receiving care and services!

