



Australian Government

Department of Social Services



myagedcare

Home Care Package

Checklist: Developing your care plan

Once you have been assessed as eligible for a Home Care Package and found a home care provider, you will need to co-design your care plan with your provider and enter into a Home Care Agreement.

Before you meet with your home care provider

Decide if you would like someone at the meeting with you

You can have another person, such as a carer or family member, with you to help develop your care plan.

If you don't have a carer or a family member that can help, an advocate can be made available through the National Aged Care Advocacy Programme (NACAP) by calling **1800 700 600**. This is a free service.

Think about your goals

A goal could be something like maintaining a healthy lifestyle or achieving independence in mobility. This will help guide the choices you make about which care and services best support your needs.

Think about what care and services could help you

What would help you achieve your goals and help you stay in your home for longer? Talking to your friends and family can give you ideas about what can work for you.

You can find a list of care and services at www.myagedcare.gov.au

Think about what is important to you

What needs, goals and preferences do you have? Home Care Package services are delivered based on your preferences, which are especially beneficial to people from diverse groups and people with special needs.

When you meet your home care provider

Have a chat about your social life and staying active in your community

Your home care provider can help you participate in social activities and stay in contact with people. Talk to your provider about the Community Visitors Scheme (CVS), which provides social support services to help you maintain an active social life. CVS is free of charge and will not affect your home care package budget.

Have a chat about your safety at home

Your safety includes how you feel about new people in the house, medication control and the possibility of a fall.

Decide how involved you would like to be in managing your package

This can include choosing which service providers deliver your care and services, negotiating fees, and deciding how your individual budget is spent.

Choose your care and services

Do you need help cleaning the house, doing the gardening or getting dressed? Or, help managing your medication? Your provider can help you choose the best services for you.

Work out your individualised budget

The individualised budget shows you and your provider the total amount of available funds you have.

Your individualised package budget is made up of:

- The Government subsidy (and eligible supplements)
- The basic daily fee, which all consumers receiving a Home Care Package can be asked to pay
- Your income-tested care fee, which you may need to pay depending on your assessable income
- Any other amount you've agreed to pay.

It is important that the care and services identified in the care plan fit within the available budget for your package. If not, further negotiations will be required with your provider.

Decide how you would like to receive your monthly statement

Your monthly statement shows the available funds and expenditure under your package, as well as any unspent funds. These statements will be set out in a simple and easy to understand format. You can receive a paper, email or web-based version of the statement.

Have a chat about any changes in circumstances

If your care needs change and you need different care and services to meet them, you can arrange with your provider to review your care plan and budget. Your care plan cannot be changed without your agreement.

Make sure you know your rights and responsibilities

You can get a copy of the *Charter of Rights and Responsibilities for Home Care* and a copy of the *Home Care Standards* from your home care provider.

Sign your Home Care Agreement

If you are happy with what you and your home care provider have agreed, sign your Home Care Agreement.

If you are unable to sign because of any physical incapacity or mental impairment, another person representing you may sign the Agreement on your behalf.

If you choose not to sign the Agreement, your provider is required to continue to negotiate and to deliver the level and type of care and services you need.

Need more information?

The My Aged Care contact centre and website provide you and your family and carer with information on aged care and services.

You can call the My Aged Care national contact centre on **1800 200 422** or visit the website at www.myagedcare.gov.au.

The Home Care Today website at www.homecaresociety.org.au has some useful resources to help you understand what Consumer Directed Care (CDC) means for you and your Home Care Package.