

Home care that's on Your Side

So, you've taken the first vital step in securing the support you or a loved one needs to age confidently at home.

After undergoing a thorough assessment by the Aged Care Assessment Team (ACAT), you have received a letter that tells you the level of home care package you qualify for. At this point you may be on the government's Home Care Package waiting list for some time while your package is assigned.

You'll know it's assigned when you get a referral code. Having an assigned package means you've been granted a financial subsidy to use on services. It's then up to you to share this code with providers of your choosing.

In Your Side's experience, some people don't realise this – a referral code doesn't mean you have been referred to any services – it means you now need to choose a provider for yourself.

To ensure you make an informed decision, begin by researching and comparing these providers through the My Aged Care website or other online sources, or give them a call.

Don't hesitate to ask questions like, "What is your fee structure?" and "What services can I expect in exchange for these fees?" Crucially,

enquire about whether they offer a personalised care manager who can tailor your package to your unique needs within your budget.

A good provider will send a care manager to your home to do an assessment. Don't forget to also compare their hourly rates for services (these vary a lot) and check for hidden fees like travel or exit charges.

Once you've found a Home Care Package provider that suits you, it's time to sign a care plan and agreement with them.

Your chosen provider will work with you to provide a variety of services that fit your specific requirements while staying within your budget.

The services covered can range from gardening, cleaning, and household tasks to mobility equipment, social outings, occupational therapy, or other allied health services.

Home Care Packages offer a lot of choice – you've taken control of the home care journey by ensuring that you or your loved ones can age with dignity and support. But the process can be confusing. Your Side Australia offers home care package services right across Sydney. Reach out for a friendly, no-obligation chat today. Call 1300 134 332 or email hcpreferences@yourside.org.au.



Age Confidently at *Home*

- ✓ **Affordable fees** with more hours of care
- ✓ **One** contact person
- ✓ **Choice** in home care services

Contact our Home Care Package team today:

☎ 1300 134 332

✉ hcpreferences@yourside.org.au

Your Side

yourside.org.au



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