

Your Side is the support you need

Do you have a home care assessment coming up? Reaching out for support to help you stay living in your own home can sometimes feel daunting. Let's break it down.

The assessors who work out your eligibility for a Home Care Package (called ACAT assessors) are qualified allied health professionals. They also undergo background checks.

Your assessor will talk to you about what you are managing well and where you may need some support.

They will ask you about your social connections, and whether you have any support in place. This can include family members, friends or neighbours who help you every now and then or paid services such as gardening or cleaning. They will talk to you about your health and how you maintain it.

A lot of assessors gather this information by having a natural conversation. Information is only collected if it is relevant to the assessment.

Your assessor will work with you, and your carer, partner, or family member, to develop a Support Plan. This outlines what things you wish to keep doing yourself, what your main concerns are, what you want



to achieve, what support services you need, and any referrals to services that you agree to.

The assessment usually takes about an hour. It may take longer if you need an interpreter, or if you

have someone who is your carer because the assessor will also talk to them about how they are managing, their health, and whether they need any support.

Your assessor should always

explain the assessment to you and tell you about what information they will be recording. They should also tell you about privacy, and who will see the information collected.

Your assessor may take hand-writ-

ten notes, or record information into the Client Record on their laptop. You can have access to your record by contacting My Aged Care.

The assessor will complete the documentation for your assessment and send you a copy of the Support Plan. This contains a summary of the assessment, the basic plan, and how to get in touch with services.

You will also get a letter telling you what level of Home Care Package you have been approved for, and whether you are on a waiting list until it is assigned, and you can activate it.

It's then up to you to phone a service provider of your choice, like Your Side, and talk to them about the details of the support.

These might be preferred times you need the service, the cost of the service and case management, and preferences like workers who speak a particular language or can help you access your kind of activities.

This will help you stay in your own home safely and confidently, which most of us prefer.

For more information, you can contact Your Side's Home Care Package Team on 1300 134 332 or email hcpreferrals@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

✉ hcpreferrals@yourside.org.au

Your Side

yourside.org.au

