

Navigating Government Subsidised Home Care

Subsidised help to support you to remain in your own home is available from the Australian Government under the Commonwealth Home Support Program or the Home Care Packages Program, depending upon your care needs.

Access to both programs is via the government's [My Aged Care](#) website or information line (1800 200 422), which will advise on eligibility, arrange for a free assessment and provide information on services in your local area.

If you are managing okay, but require some help with daily or occasional tasks, then the [Commonwealth Home Support Program](#) (previously known as Home and Community Care) can help with things such as transport, cleaning, meal preparation, social support, showering, dressing, home modifications, or respite for carers. You will need to have a [home support assessment](#) to access the program.

Find home support [service providers](#) in your area on the My Aged Care website.

If you require more significant support to remain at home, then government subsidised support is available under the [Home Care Packages Program](#). This requires a more [comprehensive assessment](#) undertaken by an Aged Care Assessment Team (ACAT).

There are four [package levels](#), dependent upon your support needs.

The government provides your allocated subsidy to an approved home care provider of your choice (find your local provider [here](#)). Your chosen provider will manage your home care package funding through a [personalised budget](#) and coordinate the services you have identified will best support you at home. You will be asked to enter into a [home care agreement](#).

A basic daily fee is payable, and there may also be an [income-tested](#) care fee on top of this. See My Aged Care [fee estimator](#) and [home care costs explained](#). There is provision for [financial hardship](#) assistance.

Home care providers can charge for the costs of administration and coordination of your package. These costs will come out of your care package and can differ across providers. A simple way to compare providers is to ask how many hours of support per week they can offer under your home care package. You can [change your home care provider](#) if you want to. This may incur an [exit fee](#).

It is possible to pay privately for additional services under your home care package.

[Veterans](#) and others who are eligible can access a range of supports through Veteran's Affairs, in addition to the supports available under My Aged Care.

If you are [caring for someone at home](#) then you may be able to access [respite](#) as part of either a Home Care Package or the Community Home Support Program.

If you have been hospitalised and need support at home after you've been in hospital then you may be able to access support for up to 12 weeks under the [after-hospital transition care program](#).

Support for up to eight weeks is also available under the [short-term restorative care](#) program. This program is for people who need help with everyday tasks and want to stay living independently at home. You may be eligible for support under this program if you are receiving support under the Community Home Support Program, but not if you already have a Home Care Package.

Other useful links

My Aged Care

www.myagedcare.gov.au

telephone: 1800 200 422

My Aged Care is the Australian Government's online portal and phone line for older people, families and carers for access to subsidised home care and residential services. It is the official entry point to the aged care system and provides information on eligibility and assessment, fees and support for carers. It also provides a list of government subsidised home care and residential services by local area across Australia and a fees estimator as a guide to potential costs.

Aged Care Complaints Commissioner

www.agedcarecomplaints.gov.au

telephone 1800 550 552

The Aged Care Complaints Commissioner provides a free service for anyone to raise concerns about the quality of aged care services subsidised by the Australian Government.

Ageing and Aged Care – Australian Government Department of Health

<https://agedcare.health.gov.au/>

The Australian Government's Department of Health's website for the aged care sector, includes information on government aged care policy and programs and recent reviews.

Aged Care Guide

www.agedcareguide.com.au

Aged Care Guide is a privately-sponsored website operated by DPS Publishing. It provides an online directory of nursing homes, home care providers, retirement villages and aged care placement specialists across Australia, including private

providers. It includes information on a range of aged care issues and tools to help calculate fees. DPS Publishing produces an annual print directory of residential aged care, community care and retirement living options for each state and territory.

Home Care Today

www.homecaresociety.org.au

Home Care Today was funded by the Australian Government Department of Health to help consumers and providers of Home Care Packages understand and implement Consumer Directed Care. The website, developed by COTA Australia, contains detailed consumer focussed information on Home Care Packages, along with consumer stories. Further information can be found on COTA Australia, www.cota.org.au

Council of the Ageing, COTA Australia

<https://www.cota.org.au/>

COTA Australia provides a range of up to date information and resources on policy issues impacting older Australians, including information on [home care](#) in Australia.

Dementia Australia

<https://www.dementia.org.au/>

telephone National Dementia Helpline 1800 100 500

Dementia Australia (previously Alzheimers Australia) provides information, support and services for individual and their families living with dementia. Includes information on services available, offers counselling, tip sheets and training courses.

Alzheimers WA

<https://www.alzheimerswa.org.au/>

telephone 1300 667 788

Provides information, support, training and resources for individuals and family members about dementia and memory loss. Customer Support Team can provide information and help to navigate government funded services.

Carers Australia

<http://www.carersaustralia.com.au/home/>

Carers Australia information and helpline 1800 242 636

Carers Australia provides information and support for carers, and advocates for policies and programs to support carers.

Office of the Public Advocate (Western Australia)

<http://www.publicadvocate.wa.gov.au/>

Access information and download forms on [Enduring Power of Attorney](#) ; [Enduring Power of Guardianship](#) ; and [Advanced Health Directives](#)

Continence Foundation of Australia

<https://www.continence.org.au/>

The Continence Foundation of Australia website has information and advice on continence management; [financial assistance](#) for continence products and a location guide for your local [continence advisors](#). There is also the [National Continence Helpline](#) , telephone 1800 330 066 which can provide advice and information on available services.

Concessions WA

<http://www.concessions.wa.gov.au/Concessions/Pages/default.aspx>

Concessions WA is a state government website providing information on concessions and subsidies available to Western Australians, including carers and seniors.

Advance Care Planning Australia

<https://www.advancecareplanning.org.au/>

Advance Care Planning Australia is a national program funded by the Australian Government that provides information and resources to assist individuals plan for and document their future health care wishes for a time when they may not be able to communicate their decisions themselves.