

living at home support

DO YOU NEED HELP LIVING AT HOME?

If you are over 65 years old and need ongoing help to live independently in your home, or need help for a short period of time, the Commonwealth Home Support Program (CHSP) may be right for you. Program assistance can include:

- domestic help, personal care, meals and food preparation, transport to appointments and activities
- aids and equipment eg. bath seat, raised toilet seat or basic modifications, such as installation of grab rail.

Access to CHSP services is not means tested, but some service providers may require you to pay an amount over the government subsidised rate.

If you are waiting to receive a Home Care Package, you may be eligible for some bridging assistance from the CHSP.



step 1: getting registered

The first step in accessing the CHSP, is to call the Commonwealth Government's My Aged Care helpline. The person who answers your call will register your details and organise for the Regional Assessment Service (RAS) to contact you.

The RAS Assessor will arrange a time to meet you at your home to discuss the Program and assess your needs. You may like to have a carer, family member or friend present at the assessment.

MY AGED CARE

1800 200 422

Monday to Friday 8am to 8pm
Saturday 10.00am to 2.00pm

Tip: Have your Medicare card ready for verification purposes.

www.myagedcare.gov.au

step 2: being assessed

During your assessment meeting the RAS Assessor will ask questions about your day to day activities. You will discuss the areas you are managing comfortably and those you need help with to keep living independently and safely at home. Following the meeting, My Aged Care will advise you by letter whether or not you have been approved to receive CHSP subsidised services.

If approved, your RAS assessor will then work with you to develop a support plan that includes the areas of support you need. If they believe you would benefit from a higher level of support, they will arrange a referral to the Aged Care Assessment Team (ACAT) to conduct a more comprehensive assessment for a Home Care Package.

step 3: choosing service providers

It is important to get the service provider that best suits your needs. Your assessor can give you a list of service providers in your area, you can search for providers on the My Aged Care website's *Help at Home* page at www.myagedcare.gov.au/service-finder/help-at-home and if you know people already receiving services ask for their recommendations.

step 3 continued over page...

step 3: choosing service providers cont.

There are two ways to arrange for your services to be delivered.

1. You can contact your preferred service providers directly and request they deliver the services to you.

To access the services you need you must provide providers with the correct referral codes, which will be sent to you by My Aged Care. Each type of service is identified by a specific service code, for example, a transport referral code is different to the code for domestic assistance.

2. You can ask your RAS assessor to send referrals for the services you need to local service providers.

These referrals notify appropriate providers that you want a service. This should prompt them to contact you to discuss what they can provide and to make arrangements if you agree to accept their services. If they do not contact you within 3 weeks it is likely they are currently unable to provide your services and have put you on their waiting list, and you could be waiting for an extended time. In this case we suggest you ask your RAS assessor to refer you to different providers if they are available.

Tips: When you first talk with service providers, be sure to ask when they can start delivering your services, if you will be charged any fees and what these are. They should also tell you about their complaints handling process and review your service arrangements every 12 months to ensure they continue to meet your needs.

MAKING A COMPLAINT

Aged Care Quality and Safety Commission

Online complaint form:

www.agedcarequality.gov.au/making-complaintlodge-complaint/online-complaints-form

Telephone:

Freecall 1800 951 822

(mobile phones may incur charges)

Staffed 9am - 5pm weekdays

If you need an interpreter ask Commission staff to arrange for one when you call. Alternatively, you can contact one of the services below directly and ask them to help you contact the Commission.

Translating and Interpreting Service:

131 450

Aboriginal Interpreter Service:

1800 334 944

what if...

... you have a problem with a service?

Try to talk to your service provider first. If they do not resolve your complaint, or you do not feel comfortable raising your concern with them, you can contact the Commissioner at the Aged Care Quality and Safety Commission.

... your care needs increase or become more complex?

You may need different types of aged care services, for example a home care package.

...you move to another location?

Talk to your service provider in the first instance. You can also choose to contact My Aged Care directly to talk about your needs. Depending on your circumstances, you may be required to have another assessment.

...you go into hospital?

Tell your Commonwealth Home Support Program provider so your services can be postponed while you're away from home. Do not cancel your services. The wait time can be long to get back on the list.