



Australian Government



Mv Aged Care Client ID: [REDACTED]

You've been assigned a home care package

Start this now if
you haven't
already



You have
reached the
top of the queue

You need to
choose a home
care provider in
your area and
work out costs

You have
56 days to enter
into a Home Care
Agreement

Your services
can start once
you have an
Agreement
in place

Dear [REDACTED]

You've been assigned a level two home care package.

This package is lower than the level you are approved for, but it lets you start to receive some home care services. You will stay on the queue for a level four package.

The Australian Government will contribute a yearly amount of up to approximately \$15,250 towards the cost of your care. This amount is paid to the home care provider you choose. You may also be asked to pay a contribution to the cost of your care.

What do you need to do?

To use your home care package you need to:

- choose a home care provider that offers the services you need; and
- agree to receive services and enter into a Home Care Agreement with your chosen provider by {Day Month Year}.

Follow these steps to use your package:

1. **Find out what you may be asked to pay** for your home care package:
 - If you're receiving an income tested payment e.g. aged pension or Department of Veterans' Affairs payment, you don't need to do anything for this step. You will receive a letter once you enter into a Home Care Agreement telling you about the fees you may be asked to pay.
 - If you're not receiving an income tested payment, you should call the Department of Human Services on 1800 227 475 and ask if you need a formal income assessment.
2. **Find home care providers in your area:**
 - Use the 'Find a service' tool on www.myagedcare.gov.au to search and compare providers; or
 - You can call My Aged Care on 1800 200 422. The person you speak to can give you a list of local home care providers over the phone or send it to you in the post.
3. **Talk to providers** using the enclosed *Entering into a Home Care Agreement - Considerations and Checklist*.
 - You can contact as many providers as you like before you choose one.
 - The checklist has questions you can ask home care providers to help you choose the right provider for you.
4. **Give your preferred providers your referral code:**
 - This lets them see information about your assessment and support plan.
 - They can then discuss with you if they can meet your care needs.

Your referral code is **X-XXXXXXXXXXXX**

5. Once you've chosen a home care provider **you'll need to set up a Home Care Agreement by {Day, Month, Year}**:
 - Your provider must tell you about any fees you need to pay.
 - You should read your Agreement carefully before you agree to receive services.
 - You may also want to ask a family member, friend, advocate or a lawyer to read your Agreement.
 - You should work with your provider to develop a care plan and budget to make the best use of your package.

What happens if you don't enter into an Agreement with a home care provider within 56 days?

Your package will be **withdrawn** if you haven't entered into an Agreement with a home care provider by {Day Month Year}. If you need more time to find a home care provider you can call My Aged Care before {Day Month Year} to ask for an extension of 28 days.

Please tell us if you don't want the package now so someone else can use it

Contact My Aged Care on 1800 200 422 as soon as possible if you don't want your home care package now, so that another person in need can use it.

You can contact My Aged Care at any time in the future and ask for a package. Your place in the queue will be based on when you were approved for home care and priority for service. There will be no disadvantage to you if you choose not to take up a home care package now.

Not sure what to do next?

You may want to show this letter to a family member, friend or other trusted person to talk through the information and next steps.

If you have any questions about what you need to do next, you can call My Aged Care on 1800 200 422. My Aged Care answers calls between 8am and 8pm on weekdays and 10am and 2pm on Saturdays.

Yours sincerely

Secretary
Department of Health

Date