

AGEING AND LIVING WELL

A collaborative initiative between
MWV and **USMAA**.

Sponsored by the **Victorian
Multicultural Commission**
and the **City of Monash**.

Government services



Understanding the Government
Services created for you

First Nations Acknowledgement

We acknowledge the Traditional Owners and Custodians of the lands on which we work and pay our respects to Indigenous Elders past, present, and emerging. Sovereignty has never been ceded. It always was and always will be, Aboriginal land.



Introduction

As we land in Australia, we are supported in our settlement process. From the settlement onwards we proceed in our typical journey of working, settling in a home and raising a family

More important you can make a difference as a contributor to the future generation of older adults an older person's lived experience can.

Our aim in collating information for this booklet is to bring you information on the many support services of support all Federal, State and Local Government have to support us as we retire.

We hope that reading this booklet you can be well informed and access services provided to you.



Important note: Information provided in this document, (in particular text has been copied verbatim from Government sites and/or booklets provided at many locations. Our aim is to convey the same message provided by Federal and State government without any interpretations of services.

The Australian Federal and State Governments have several services to support you if your wish is to continue to live independently at home. If you need some help around the house or think it's time to look into aged care homes, My Aged Care is here to help.

Whilst we are providing you with some of the information in this booklet, it is important that you visit the Government website below, as values, access timing and program details, could have changed.

We encourage you to read this booklet and also visit the following websites for up-to-date information:

Services

Services Australia Ageing

My Aged Care

Victorian Seniors Online

Website

<https://www.servicesaustralia.gov.au/ageing>

<https://www.myagedcare.gov.au/>

<https://www.seniorsonline.vic.gov.au/>

AGED CARE AND SUPPORT FOR CARERS



My Aged Care

My Aged Care is an Australian Government website and phone line to **help you find out** what aged care services may be available to help you.

It's never too early or too late to talk about aged care. Talking about getting some extra help doesn't mean you can't live an independent or active life.

My Aged Care is the central access point for:

- 1. The Commonwealth Home Support Programme** – which provides entry level at-home support such as cleaning, gardening, respite and home maintenance services.
- 2. Home Care Packages** – for people who need a greater level of support to remain at home and includes services to keep people well and independent, safe and connected to their community
- 3. Residential Aged Care** – for people who need more care and support than can be provided in their own home, this includes accommodation, laundry and meals, as well as nursing and allied health services. Residential aged care is available on a permanent and respite (temporary) basis.

My Aged Care **also provides a list of all service providers** for each type of assistance by location, and helps you find the service you require.



HOW TO ACCESS AGED CARE SERVICES



Step 1. How to access aged care services

- You can call on 1800 200 422 or apply for an online assessment at www.myagedcare.gov.au
- You will be asked questions to help work out your needs and existing care arrangements – this takes at least ten minutes.
- You will need your Medicare card.
- If you would like someone to call My Aged Care for you, you will need to give them your consent.
- If you're calling for someone else, they will need to give their consent.

Step 2. Have a face to face assessment

- If you are eligible for aged care, My Aged Care will arrange for a trained assessor to come to your home.
- With your consent they will assess your care needs and eligibility for services and work with you to develop a support plan which addresses your needs, goals and preferences.
- You can ask the assessor any questions you may like, for example: what services are available locally? And, how long will I have to wait?
- Someone else can be with you during this visit.

Step 3. Find out about costs

- Most people will need to contribute to their cost of care. My Aged Care and service providers can give you information about costs. You will also be told if you need a financial assessment.

Step 4. Following your assessment

- You will receive a letter that will let you know if you are eligible for Government subsidised aged care services and if so, what services you are eligible for.
- You can be eligible for more than one service types. For example, you may be eligible for a home care package and residential aged care. It is up to you which service you want to access.

Step 5. Choose services

- The service finders on the My Aged Care website can help you locate and compare some services in your area once you know which type of care you are eligible for.
- Your assessor and My Aged Care can also help you find services in your local area that meet your needs.



COMMONWEALTH HOME SUPPORT PROGRAMME

The Commonwealth Home Support Programme is an entry level home help program for older people who need some help with daily tasks to live independently at home.

Eligibility

You may be eligible for services under the Commonwealth Home Support Programme if you are:

- 65 or over, 50 or over and an Aboriginal and Torres Strait Islander person, or 50 years or over and on a low income, experiencing homelessness or at risk of homelessness;
- Still living at home; and
- In need of help at home to continue to live independently.

Assessment for Commonwealth Home Support Programme

1. To find out if you need an assessment and if you are eligible for help at home services, call My Aged Care on 1800 200 422. The My Aged Care staff will ask you questions about your current needs and circumstances so they can refer you to appropriate aged care services.
2. You will need to have a Regional Assessment Service assessment before you can be approved for care. You are entitled to have a family member, friend or carer present during the assessment.
3. When the assessor arrives at your home, they will ask if you agree to have the assessment. The assessor will have a copy of your client record which includes the information you gave to the My Aged Care contact centre. They may also ask for your permission to talk to people who support you, such as a family member or carer.

The assessor will ask questions about:

- What support you already have and if that will continue
- Your health and lifestyle and any health concerns
- If you have problems with your memory
- How you are going with daily tasks and activities around the home
- Any issues with home and personal safety
- Speaking to your GP or other health professionals



Supporting independence

The aim of the Commonwealth Home Support Programme is to help older people live as independently as possible — with a focus on working with you, rather than doing for you. It is about building on your strengths, capacity and goals to help you remain living independently and safely at home.

If you have been injured or hospitalised you may be eligible for additional services through the program for a short period of time to help you get back on your feet after you return home. Speak to your service providers in the first instance.

Services

Depending on your needs, support services that you may be eligible for include:

Community and home support

- **Domestic assistance** – household jobs like cleaning, laundry
- **Personal care** – help with bathing, showering or getting dressed
- **Home maintenance** – minor general repairs and care of your house or garden, for example, changing light bulbs or replacing tap washers
- **Home modification** – minor installation of safety aids such as alarms, ramps and support rails in your home
- **Nursing care** – a qualified nurse to dress a wound or provide continence advice in your home
- **Social support** – social activities in a community-based group setting
- **Transport** – help getting people out and about for shopping or appointments

Food services

- Providing meals at a community centre
- Helping with shopping for food
- Help with making meals and storing food in your home
- Assistance with learning to cook
- Delivering meals to your home

Respite care

Care for you while your carer takes a break. If your carer is in need of additional support, contact the Carer Gateway on 1800 422 737.



HOME CARE PACKAGES

The Home Care Package program is designed to help you to live independently in your own home for as long as you can

Services available

There are three main categories of services:

1. Services to keep you well and independent, this include:

- Personal care, such as assistance to shower and dress
- Nursing services
- Allied health and therapy services

2. Services to help keep you safe at home, this includes:

- Minor home modifications
- Home maintenance
- Assistive technology

3. Services to keep you connected to your community, this includes:

- Transport services
- Social support services



PACKAGE VALUE

The Home Care Package program provides a subsidy towards a package of care, services and case management to meet your individual needs.

There are four levels of home care packages. Each level of home care package provides a different subsidy amount. This amount is paid to an approved home care provider that you have selected. The subsidy contributes to the total cost of your service and care delivery. It is also expected that you will contribute to the cost of your care.

The four package levels are structured as follows:

Package level	Aged care services for people with:	Yearly subsidy up to approximate value of
1	Basic care needs	\$9,000
2	Low-level care needs	\$15,750
3	Intermediate care needs	\$34,250
4	High-level care needs	\$52,000

In addition, the Australian Government may pay more through different supplements for people who have specific care needs, such as for people living with dementia and cognitive decline or people who need continuous oxygen.

Package costs

There are three different fees you may be asked to pay:

- **The basic daily fee** (nearly everyone receiving a home care package is asked to pay this fee)
- **An income tested care fee** (people whose income is over the maximum income for a full pensioner will probably be asked to pay this)
- **Additional fees** (this is a fee you may be asked to pay if you would like more services than are covered through your home care package)

Package costs

There is a waiting list for home care packages.

The level of support you need will impact how long you may have to wait for a package to become available. For people who are eligible for a higher-level home care package (for example, a level 4), you may be offered a temporary package at a lower level whilst you wait for your package to become available.

As at May 2021, the waiting times start at 3 months for a Level 1 package and are over 12 months for a Level 4 package.

For more information about the waiting times, speak with My Aged Care or your assessor.

SUPPORT FOR CARERS – CARER GATEWAY

The Carer Gateway is a single entry point for carers to access help and advice, respite and financial support.

The Carer Gateway can be found at www.carergateway.gov.au or contacted on **1800 422 737**.

Whilst changes are being made to improve the interaction between My Aged Care and the Carer Gateway, at the moment, you will need to contact the Carer Gateway separately to My Aged Care.



AGED CARE FACILITIES

An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care.

Leaving your own home and entering an aged care home isn't an easy decision. But it doesn't have to be a daunting experience. **An aged care home can give you the care and services you need to maintain your quality of life.**

The government funds a range of aged care homes across Australia so that they can provide care and support services to those who need it. Each aged care home is different, so it is important to choose the right one for you.



The Australian Government subsidises a range of aged care homes in Australia. **This means affordable care and support services can be accessed by those who need it.**

The subsidies are paid directly to the aged care home. The amount of funding that a home receives is based on:

- an assessment of your care needs by an independent assessor
- how much you can afford to contribute to the cost of your care and accommodation (using a means assessment)

To get the funding, subsidised aged care homes have to meet Aged Care Quality Standards to ensure quality care and services are provided.

AGED CARE FACILITIES

Australian Government-funded aged care homes

- Receive subsidies to make care more affordable
- Regulated by the [Aged Care Quality and Safety Commission \(ACQSC\)](#)
- Some can also offer places that aren't subsidised

You can find a list of subsidised aged care homes on this website using the [Find a provider](#) tool.

Aged care homes not funded by the Australian Government

- Some aged care homes don't receive subsidies from the Australian Government
- Retirement homes or independent living units don't necessarily provide care services
- Retirement homes are regulated by state and territory governments

These aged care homes and retirement homes aren't listed on this website, but you can read more about them on our [non government-funded providers](#) page.

What will it cost?

Each home sets their own prices, within a prescribed limit, and costs will vary. **How much you will have to pay depends on the place you choose and an assessment of your income and assets.** Typically, there are three types of costs associated with all aged care homes:

- **A basic daily fee** (the maximum is currently \$56.87 per day) A maximum amount that everyone pays for the hotel services they receive.
- **Accommodation costs** A varying cost for your room based on a means assessment.
- **Means tested care fee** (the maximum is currently \$358.41 per day) A varying cost for the care services you receive based on a means assessment.



You can get an idea of what you may have to pay by using the [fee estimator](#).

Read more about the costs and fees on the [aged care homes costs](#) page.





My Aged Care in 4 steps

1 


See what might help you – You are here >

2 

Get assessed >

3 

Arrange your services >

4 

Get the most from your services >

Create a personalised 4 step guide

To find out what's involved in each of these steps and what you need to do next, you can create a personalised 4 step guide. Just answer a few questions about the type of care you are looking for to get started.



[Create guide](#)

To better understand how to access an Aged Care Facility, **go to the My Aged Care website**, :list at the beginning of this report.