

How to ACCESS A PACKAGE

STAGE 1

- Contact **My Aged Care - 1800 200 422** and set up your MyAgedCare account.
- Discuss your needs with My Aged Care and ask to be assessed for a **Home Care Package (HCP)**.
- They will send your information to Access Care Network Australia (ACNA). The ACNA will contact you directly to organize visiting you in your home.
- If you have trouble accessing care or find phone calls hard, we can refer you to other organisations that can assist.

TIP: If you are able to use MyGov, you can link MyAgedCare online to your MyGov account so you (and your family members if you allow them) can see updates.

STAGE 2

- **You will receive a call from ACNA to set up your visit date.** It is recommended to have a family member or friend there during the assessment to support you.
- When they arrive they will discuss your health and wellbeing, your home, check your main safety areas, and discuss accessible living modifications, if need be.
- It is important that you are very honest and open.
- Afterwards they will create an assessment summary which will be posted or emailed to you in the coming weeks.

TIP: This is the time to really explain all things you can and cannot do in relation to your daily tasks. Think about the year ahead and where you may be at.

STAGE 3

- You will **receive the Assessment Summary** which has referral codes you can use for interim support such as home modifications, cleaners, OT assessments etc.
- These are not HCP codes. The assessor will send the referrals to the WA Country Health Service (WACHS), who will then contact you directly to provide interim support through their Home and Community Care (HACC) or Commonwealth Home Support Program (CHSP). This type of support will have fees so you can decide to pay for this service or wait for your assigned HCP.

TIP: At this stage you will end up with quite a lot of paperwork, pamphlets and info, which can be very confusing. Keep it all together with your Assessment Summary, as we can help you sort through it all and (hopefully!) have it make sense.

STAGE 4

- You will **receive a letter from MyAgedCare** stating 'you have been assigned a Home Care Package, you have 56 days to find a provider', and a referral code written in **RED**.
- Woohoo! It's time to contact Dalwallinu Staying In Place at the Dalwallinu CRC to let us know the good news!
- Please call us on 9661 1802 or 0400 941 412 to make an appointment. We will plan this to be either in at the Dalwallinu CRC office or at your home, to begin your onboarding with us & InCasa Country.
- Appointments are usually scheduled for Wednesdays but other arrangements can be made on a case by case basis.

TIP: We will advise you of what you need to bring and it is recommended to bring along a support person with you.

STAGE 5

- **It is finally time to meet with the Dalwallinu Staying In Place Coordinator!** Remember to bring along any information outlined to you, along with any other forms, info or pamphlets you have so we can go over everything together.
- At this meeting we will discuss your care needs, let you know what support workers are available in town, and fill out several forms.
- InCasa Country will contact you or your authorised representative directly to discuss your HCP Budget and other medical questions with their experienced nursing team.
- You will also be supported through the completion of a Home Safety Assessment, have a local nurse visit for a baseline clinical assessment and sign a Home Care Agreement with InCasa Country.

TIP: The initial onboarding meeting with the local coordinator will take at least an hour, and will be followed up with multiple visits to finalise all forms and assessments.

With all the stages complete, you should now be set up through the Staying In Place Program and ready to receive thr local home care support and services you need.

ALREADY HAVE A HOME CARE PACKAGE, AND WANT TO TRANSFER TO US?

If you are already receiving a Home Care Package and wish to transfer to the Dalwallinu Staying In Place Program, you will need to call MyAgedCare and let them know. They will reinstate your referral code.

Call your provider and advise them you are transferring, they will give you a cessation date. Call our office for an onboarding appointment, and bring the referral code and date with you, and any other important docs.

LOCALLY COORDINATED BY



IN PARTNERSHIP WITH

