

Home Care Packages:

A fact sheet



What is a Home Care Package?

A [Home Care Package](#) is funding provided to eligible people over 65 years old to assist them to live independently in their homes.

How do I apply for a Home Care Package?

- + Visit My Aged Care and apply for an ACAT assessment
- + Receive your assessment
- + Choose a home care package provider
- + Have your package allocated to you

What is the difference between a RAS (Regional Assessment Service) and ACAT assessment?

A RAS assessor will visit if you only need low-level support to remain independent at home. If you need more complex support, more regularly, an ACAT assessor will make a more detailed assessment.

Do I have to pay for an assessment?

No, this is a free service provided by the Australian Government.

What if I don't want to do an assessment?

If you want to access government-funded services, then you need an ACAT assessment. Otherwise, you can use an aged care provider that is not government-funded, such as [Mable](#).

What's the difference between the 4 levels of Home Care Packages?

The [4 levels](#) are designed to provide appropriate care according to your needs.

1

Basic care needs

\$10,272.14 per year

2

Low care needs

\$18,069.16 per year

3

Intermediate care needs

\$39,320.03 per year

4

High care needs

\$59,607 per year

Do I have to pay for my home care package?

No, however your provider may require you to pay:



a basic daily fee, based on the [level of your package](#).



an income-tested care fee, based on your personal income, including your pension.



additional services fee, if applicable.

Learn more about the [costs of your home care package](#).

You can also use the My Aged Care [fee estimator](#) to help you understand how much you may have to pay.

What is a Home Care Package provider?

A Home Care Package provider is a government-approved organisation that provides in-home care and support services to older Australians who need support.

Learn [how to find a Home Care Package provider](#).

Can I change my home care package provider?

Yes, by contacting My Aged Care on 1800 200 422. Check your Home Care Agreement so you know of any conditions such as notice periods. Learn more about [changing providers](#).

Can I choose where my support comes from?

You can [self-manage your home care package](#) if your provider allows it. By self-managing, you may get [more hours of support](#) from your package.

What can I not get with my home care package?

Your Home Care Package **can't be used** to pay for:

- | | | |
|----------------------------------|-------------------------------------|--|
| + medical or healthcare services | + home modifications or renovations | + programs already funded or subsidised by the Australian government |
| + rent or accommodation costs | + gambling | + things already covered by Medicare or Pharmaceutical Benefits. |
| + mortgage payments | + entertainment | |
| + food or groceries | + holidays | |
| | + emergency call-out services | |

Learn what you can [use your package funds for](#).

What is the income tested care fee?

Some people have to pay an [income tested care fee](#) if they receive a Home Care Package. The amount is based on the person's income and is determined through an [income assessment](#).

My support needs have changed, do I need to get reassessed?

Your current service provider might be able to review your care plan. Otherwise, they can contact your My Aged Care assessor who might be able to amend your support plan or request a reassessment.

I am not comfortable talking to My Aged Care - can someone else do it on my behalf?

Yes. You and your trusted individual will need to call together so My Aged Care can confirm your consent. [Find more information](#).