



4. Help at home

For most people, living as independently as you can in your own home as you age is what you want. But sometimes you might need a bit of help with daily tasks that you can no longer manage as well on your own.

What types of services could I get?

There are a range of services available. The services you receive will depend on your needs.

How services are delivered

Depending on your situation, you may be eligible to access services within your own home or community that will allow you to remain living in your own home:

- If you only need a small amount of support, the [Commonwealth Home Support Programme \(CHSP\)](#) can help.
- If you have more complex needs, you may need a [Home Care Package](#).

Commonwealth Home Support Programme

If you want to stay in your own home but need help with daily tasks the CHSP may be able to help.

The CHSP provides a small amount of support for people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people) who need assistance to remain living independently at home.

It is for older people who are mostly — able to live and cope on their own with a bit of assistance, and don't yet need higher levels of care at home. To get support at home you can call the My Aged Care Contact Centre who will look at your situation and help you to work out what's best for you.

Some facts about the CHSP:

- it delivers services to more than 500,000 older people nationwide
- common services include domestic assistance, social support, meals and transport

- you can talk to the My Aged Care Contact Centre about your home support requirements and your individual needs.

What types of services could I get?

There are a range of services available. The services you receive will depend on your needs.

Common services include:

- **Domestic assistance** – household jobs like cleaning, clothes washing and ironing
- **Personal care** – help with bathing or showering, dressing, hair care and going to the toilet
- **Nursing care** – a qualified nurse comes to your home and may, for example, dress a wound or provide continence advice
- **Meals and other food services** – assistance with preparing and eating meals, delivery of meals, or help for those with special diets
- **Transport** – helps people get out and about to shopping or appointments
- **Social support** – gives people a hand by taking them shopping, banking or to appointments, or community based social activities
- **Home maintenance** – minor general repair and care of your house or yard, for example changing light bulbs or replacing tap washers
- **Home modifications** – installing safety aids such as alarms, ramps and support rails in your home
- **Flexible respite** – access to good quality respite care so that your regular carer can take a break.

What to expect?

If you are thinking about getting services to help you at home, there are several things you will need to think about such as eligibility, and how much the services will cost you.

Who is eligible for help at home?

If you are looking to receive services under the CSHP you can simply call the My Aged Care Contact Centre to talk about what services are best for you. This will get you started and the screening and assessment to identify what type of help you might need. There is also an online service finder that will assist you in finding CHSP services in your local area.

You can call the My Aged Care Contact Centre on **1800 200 422**.

How much will it cost me?

The Australian Government pays for the bulk of aged care in Australia. But with all aged care services, it is expected you'll contribute to the cost of your care if you can afford to do so. You will never be denied a service you need because you can't pay for it. You will need to negotiate with your service provider the costs you will be asked to pay.

These costs will be agreed upon and fixed in your agreement before you receive any aged care services. This is your legal agreement with your service provider.

Home Care Packages

If you have more complex needs, a Home Care Package may be right for you. You can access similar services to the CHSP, but on top of this, the services are coordinated and tailored to meet your specific needs.

Some facts about Home Care Packages:

- there are [four levels of packages](#) to cater for different needs
- a formal assessment by a member of an Aged Care Assessment Team (ACAT or ACAS in Victoria) is required before you can get a package.

What types of services can I get?

- **Personal services** – help with showering or bathing, dressing and mobility
- **Support services** – help with washing and ironing, house cleaning, gardening, basic home maintenance, home modifications related to your care need, and transport to help you do your shopping, visit your doctor or attend social activities
- **Clinical care** – nursing and other health support including physiotherapy (exercise, mobility, strength and balance), services of a dietician (nutrition assessment, food and nutrition advice, dietary changes) and hearing and vision services.

What to expect

If you are thinking about getting services to help you at home, there are several things you will need to think about such as eligibility, the cost to you and how to organise the services you need through a service provider.

If you are looking to receive a Home Care Package, you will need to be assessed and found eligible by an ACAT.

An ACAT assessment is a meeting with a member of the team such as a doctor, nurse, social worker and/or other health professional to assess your care needs and talk to you about how well you're managing in your day-to-day life. They will help identify the right services for your needs and work out what level of care you require. The ACAT will provide you with a letter that tells you which types of subsidised services you have been approved to receive. The team might also put you in touch with organisations in your local area that can deliver the services you need.

Find out more about [Home Care Packages](#) and what to expect.

What if I have a concern?

If you are not happy with a service or the organisation providing your services, you have the right to complain or to find a different organisation if one is available.

The process for making a complaint may vary depending on the programme or package through which you receive your services.

You can make a complaint directly to the Department to DSSfeedback@dss.gov.au or by phoning the Aged Care Complaints Scheme on 1800 550 552

My Aged Care 1800 200 422

 Translating and Interpreting Services (TIS) 131 450