



Home Care Package

Frequently Asked Questions

Learn all you need to know about Home Care Packages for more complex support at home needs.

What is a Home Care Package?

A Home Care Package (HCP) is coordinated care and services to help you live independently in your home for as long as it is safe and appropriate to do so. With HCP, you qualify for government funding which you can use to assist in paying for your care and service needs.

HCP provides support to older people with complex needs to help them stay at home. You can choose a provider in your area that best meets your needs, and you can also change providers and take your package with you. The approved Home Care Package provider works with you to plan, organise and deliver your Home Care Package.

When you receive a Home Care Package, you have a budget to pay for the services you need. Your budget depends on your level of care, and includes contributions from you and the government. There are four levels of Home Care Packages with different funding amounts. You choose a service provider to assist in managing your package funds to help meet your needs.

When you access our services through HCP, you pay 30% for the cost of ingredients and your Home Care Provider pays the remaining 70% for the cost of preparation and delivery on your behalf. If you have exhausted your funds, you may be eligible to receive meals through CHSP. Contact your HCP provider to find out how.

To find out more about My Aged Care, visit www.myagedcare.gov.au.

What Meals on Wheels services can I get through HCP?

HCP can provide services such as:

- Meal delivery
- Social support
- Centre-based meals (community restaurant)
- Assisted shopping program

Am I eligible for HCP?

Eligibility is based on your care needs as determined through an assessment, but you must also be:

- an older person who needs coordinated services to help you stay at home, or
- a younger person with a disability, dementia or other care needs not met through other specialist services.

An Aged Care Assessment Team (ACAT) will conduct the assessment to determine your eligibility for the HCP, including specific services.

What is the difference between CHSP and HCP?

Clients will either have a Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP). CHSP provides support for people with low level care needs, such as meals, assisted shopping or transport. If you're able to manage, but need support with a few tasks at home, you might start with the CHSP and transition to a HCP. With CHSP, you can choose multiple providers.

HCP is for people who have additional needs, such as nursing, allied health and therapy services. With HCP, you can only have one HCP provider to assist you in finding the right services and help manage your package. You can relax knowing that you can still access Meals on Wheels if you are on HCP. To find out if you are eligible for CHSP or HCP, you will need to have an assessment through My Aged Care.



How do I get an assessment?

Not sure how to get started? There are certain requirements to be eligible for an aged care assessment, but you can relax knowing there are several ways to do this. To apply, you can either:




- Answer a few simple questions using the My Aged Care eligibility checker tool at **www.myagedcare.gov.au/eligibility-checker**. If you meet the requirements, you can apply for an assessment
- Apply for an assessment online at **www.myagedcare.gov.au/assessment/apply-online**, or
- Call My Aged Care Contact Centre to have an assessment on **1800 200 422**.

After your assessment, your assessor will review the information and determine your eligibility. Once a decision is made, the Aged Care Assessment Team (ACAT) will send you an approval letter advising you of the details of your package.

I qualify for HCP – what's next?

Once you have been assessed and received your approval letter, you can start gathering information so that you're prepared for your assigned package. Once you have a HCP provider and want to start receiving meals, you will need to inform your HCP Provider or you can contact us. If you are currently receiving Meals on Wheels as part of your CHSP and are transitioning to a HCP, you are able to take your Meals on Wheels service over with you. It's important to remember no service provider can tell you must use a certain service provider. You can choose who you use to supply meals.

I've signed up with Meals on Wheels – what's next?

-  1. We will arrange a first home visit to help get you started and answer any questions you may have.
-  2. Order from our extensive menu, which offers a variety of dietary options and meal sizes.
-  3. Meals are delivered to you with a smile by a friendly volunteer, who checks in on your wellbeing.
-  4. Enjoy affordable and nutritious meals, helping you to live a flourishing, independent life!