

How to access Home Care

Overview

Depending on your needs and circumstances, there are several ways to access home care services. If you meet the eligibility criteria, government funding may be available through Home Care Packages or the Commonwealth Home Support Program. Alternatively, you can pay privately for any of our services at any time.

Two types of government-subsidised care

- ✔ Home Care Packages (HCP) for older people requiring a comprehensive range of services.
- ✔ Commonwealth Home Support Program (CHSP) for older people requiring entry level care.

The steps below may help as a guide to accessing government-subsidised services. If you have questions about the process, Bene can provide you with step-by-step assistance. Simply call 08 8131 2000.

Privately funded care

This fee-for-service option means less paperwork, less waiting, and you can work directly with Bene to design a level of service that's tailored for you. You can also access privately funded care while you're waiting for a government-subsidised care service to be approved or if you already receive a government-subsidised care service but would like additional services.

View or download the [Home Care Costs Explained](#) from our website for a more detailed outline.

Step 1 - Eligibility

What's your eligibility?

The first step is to find out your eligibility for seeking aged care services which are subsidised by the Australian Government. This involves registering with My Aged Care for a client record and organising a free assessment of your care needs by the Aged Care Assessment Team (ACAT) or the Regional Assessment Service (RAS).

The assessment and approval process may take several weeks, so it is recommended that you start this process early to ensure that you are better placed to receive care services when you need them.

Contact Bene on 08 8131 2000 and let us make a referral for an assessment on your behalf, or you may wish to register online with My Aged Care at www.myagedcare.gov.au or by calling 1800 200 422.

Step 2 - What is right for you?

What home services are right for you?

If you wish to receive care at home, Bene can provide you with information about the kinds of services we provide to help you consider what is right for you. If you are approved for a Home Care Package following your My Aged Care assessment, you will be placed on a national waitlist and may sometimes experience lengthy wait times for a package to become available.

To find out more about our home care services and the support options available to you while you wait, phone us on 08 8131 2000.

Step 3 - Understanding the costs

Understanding the costs

Care Costs may vary between providers depending on the range and level of services and expertise they offer. We've outlined details of the government-subsidised Home Care Packages scheme at Home Care Costs Explained, which can be found on our website.

For an explanation about the costs for the different levels of care and types of services, simply talk to a member of the Bene customer service team by calling 08 8131 2000.

Step 4 - Develop a care plan

Consult with Bene about your care

Once you have been allocated a government-subsidised care service, a Bene consultant can work with you to develop a tailored care plan that best meets your needs and goals. This plan will detail the level of care and services and associated fees to form an agreement for signature.

To help you develop your care plan, contact us on 08 8131 2000.

Step 5 - Home Care Agreement

Signing the Home Care Agreement

With everything now in place, all you need to do is sign the agreement. It will outline the care and services being provided and the fees payable and will also include a start date to commence services so that you can get on with living life to the fullest.

For further information or step-by-step assistance accessing Home Care services, contact Bene on 08 8131 2000.