

HOW TO ACCESS SERVICES

Call My Aged Care on 1800 200 422*

or apply for an assessment online

- You will be asked questions over the phone to help work out your needs and care arrangements – this takes at least ten minutes.
- You can also apply for an assessment on the My Aged Care website.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

Have a face-to-face assessment

- My Aged Care may arrange for a trained assessor to come to your home.
- With your consent, they will assess your care needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during this visit.

Find out about costs

- My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through the Department of Human Services.

Find a provider

- My Aged Care website can help you find and compare providers in your area.
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.

Source: Find the help you need with myagedcare brochure.



CONTACT US

Phone:
(08) 9275 4411

Email:
enquiries@umbrellacommunitycare.com.au

Website:
www.umbrellacommunitycare.com.au

Social Media:
[@umbrellamulticultural](https://www.instagram.com/umbrellamulticultural)

COMPARE PROVIDERS

A guide to compare Home Care Package Providers.



Age Care Flowchart

Find the right services for yourself or for your loved one

I AM OLDER than 65 AND I THINK I NEED A BIT OF EXTRA HELP

***ACAT:** Aged Care Assessment Teams: a team of qualified professionals who assess people for Home Care Packages, Residential care and Transitional Care

I'm at home



Am I able to manage at home by myself?

YES

NO

How much help do I need?

Just a Little
(Cleaning, shopping, transport to appointments, socialising)



Commonwealth Home Support Programme

Need more to stay at home
(Medication Prompt, Showering, Nursing)



Home Care Packages

I need 24/7 care



Residential Care

I'm in the hospital (currently)



Will I be able to manage at home after discharge?

NO

Short Term Care

After Transitional Care, do I still need help at home?

YES

NEW - Community Visitor Scheme - FREE One-on-One social support for seniors with an approved Home Care Package or who live in Residential Care.

HANDY TIP: Ask for an ACAT* assessment at the hospital

I'm a carer



Do I need a break/some help?

Carer Gateway

IMPORTANT: Eligibility criteria for these services are varied. Please, check the inside of this flyer for more information on how to get assessed for the government subsidies services.

More Information:
My Aged Care
1800 200 422
CaresWA
1300 227 377
Alzheimers WA
(08) 9388 2800
COTAWA
(08) 9472 0104
Advocare
(08) 9479 7566



	Help at Home		Short-term care	Aged care homes	Social Visits
Program	Commonwealth Home Support Programme (CHSP)	Home Care Packages	Short Term Care	Residential Aged Care	Community Visitors Scheme
Summary of the program	CHSP helps older people living in the community to maintain their independence. Through the delivery of basic entry-level support services that take into account individual strengths, needs and preferences. The services promote Wellness and build on your strengths and abilities. CHSP service providers help people to achieve their goals to remain independent and live safely at home. Only recommended to those who need one or two services.	A Home Care Package is a coordinated package of care and services to help you to live independently in your own home for as long as you can. They are designed for those with more complex care needs going beyond what CHSP can provide. The benefit of a Home Care Package is your home care provider will work with you to choose care and services that best meet your needs and goals and manage your care and services.	Short-term restorative care provides a range of care and services for up to eight weeks (56 days) to help prevent or reduce difficulties older people have with completing everyday tasks. It aims to improve well-being and independence to help them continue living in their own home and can be accessed twice in any twelve-month period.	An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care. Living or staying in an aged care home is all about making sure you receive the care you need. Aged care homes can help you with day-to-day tasks, personal care, or clinical care under the supervision of a registered nurse.	CVS is a national program funded by the Commonwealth Department of Health. The program arranges volunteer visits to older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised residential aged care or Home Care Package. It is a free program for eligible seniors.
Costs involved	You are expected to contribute to the cost of your care if you can afford to do so. How much you may pay varies depending on the type and level of care and services you will receive. Not income tested	The government then pays your provider a subsidy to arrange a package of care services to meet your needs. As everyone's care needs are different, there are four levels of Home Care Packages: Level 1 - basic care needs (approx. \$9000) Level 2 - low-level care needs (approx. \$15,000) Level 3 - intermediate care needs (approx. \$33,000) Level 4 - high-level care needs. (approx. \$50,000) You're also expected to contribute to the cost of your care if you can afford it: - Basic daily fee - Income-tested care fee	You are expected to contribute to the cost of your care if you can afford to do so. How much you may pay varies depending on the type and level of care and services you will receive.	Each home sets their own prices, within a prescribed limit, and costs will vary. How much you will have to pay depends on the place you choose and an assessment of your income and assets. Typically, there are three types of costs associated with all aged care homes: <ul style="list-style-type: none"> • A basic daily fee • Accommodation costs: A varying cost for your room based on a means assessment. • Means-tested care fee: A varying cost for the care services you receive based on a means assessment. 	- This is a FREE service
Type of Services Available	Services that keep me well and independent: Meals and other food services, Personal care, Nursing Help with medicines, telehealth support, Allied health and therapy services, Respite care Services that keep me safe in my home: Domestic assistance, Home maintenance, Home modifications, Goods, equipment and assistive technology, Transport, Social support	<ul style="list-style-type: none"> • Services to keep you well and independent – including personal care, nursing services, allied health. • Services to keep you safe in your home – including cleaning, home maintenance and modifications, assistive technology. • Services to keep you connected to your community – including transport, social support services. 	Short-term restorative care: For those who are starting to need help with daily tasks and want to delay or even avoid the need for long-term care and support services. Transition care: For those who need to recover and regain independence after a stay in hospital. Respite care: For when you or your carer need to take a break for a short period of time.	Accommodation: Your room and all the things that come with it - including your furnishings and bedding. Hotel-type services: Services to meet your day-to-day needs such as meals, laundry and social activities. It also includes the services that maintain the aged care home. Care services: Personal care help such as bathing, eating, help with taking medications, and carrying out health treatments.	A matched volunteer will aim to visit for 1 hour, once a fortnight. Visits can be: <ul style="list-style-type: none"> • one on one or small group visits to residential aged care homes; • one on one visits to people receiving home care packages
Other Programs and Services:	Aged Care System Navigator Aged Care Navigator services are for people who need information about aged care options or help to access aged care supports. This means older people, their families, friends and others who want to link with aged care supports. Contact Umbrella's Aged Care Navigator Officer on 08 9275 4411 Tuesdays and Thursdays 9.00 am – 5.00 pm	Carer Gateway Carers can now access a range of new supports and services to assist them in their caring role through the new Carer Gateway. Services available for carers: Counselling, Connect with other carers, Respite Care, Financial Assistance, Online supports. To receive more information, or to commence your registration process for Carer Gateway, you can contact contact Teresa Niedzwiedz or Wayne Costello on (08) 9275 4411.	Continece Aids Payment Scheme A yearly non-taxable payment to cover some of the cost of products that help you manage incontinence. To apply for a payment under CAPS, you must complete an application form available from the Bladder and Bowel website. You need your registered health professional to complete their section of the form before lodging your application at a local Department of Human Services centre.	Dementia Behaviour Management Advisory Service (DBMAS) DBMAS provides free support and advice to service providers and individuals caring for people living with dementia. If you have questions, or would like more information on DBMAS, contact Dementia Support Australia (https://dementia.com.au/about).	How to access these services: <ol style="list-style-type: none"> 1. Identify the help needed 2. Call My Aged Care on 1800 200 422 and have an initial screening and registration. 3. Have a face-to-face assessment with a qualified assessor. 4. Wait for the outcome of your assessment. 5. Find a service provider. 6. Enter into an agreement.