



Identify Need for Home Care

Self-Fund Your Home Care Services

Private home care services may be the ideal solution if you are a self-funded retiree, or if you are waiting to be allocated a Home Care Package.

Seek Government Funding

If you're an older person aged 65+ or 50+ for Aboriginal and Torres Strait Islander people, you may be eligible for Australian Government funded home care services.

Contact My Care Solution

My Care Solution is a South Australian family-owned provider of premium quality home care services. Our services can start instantly, with no assessments. Call us on (08) 8331 9922.

If Instant Support Is Needed

Wait to be Allocated a Home Care Package

If you are assessed as eligible, you will be placed in a national priority queue for Home Care Packages. Due to demand, the expected wait time for a Package may range between 6-18 months.

If Support Is Not Urgent

Contact My Aged Care & Arrange Assessment

Call My Aged Care on 1800 200 422 and request an assessment with the Aged Care Assessment Team (ACAT). A formal assessment will be scheduled to take place in your home.

Private Home Care Services Commence

With My Care Solution, you can receive dedicated, around-the-clock support from your Client Care Manager and one-stop access to a suite of quality home care services.

If You Are Transitioning to a Home Care Package

Receive Notification of Assignment

You will receive a letter to let you know a Package has been assigned to you. You may be assigned a Package below the level you have been approved for as an interim care measure.

Choose Your Home Care Package Provider

You have 56 days from the date of your assignment letter to find a Provider and enter into a Home Care Agreement. My Care Solution is an Approved Provider of Home Care Packages.

Am I eligible for home care?

You may be eligible for Australian Government funded home care services if you are aged 65+ or 50+ for Aboriginal and Torres Strait Islander people. You do not need to meet any eligibility requirements to access private home care services. Private home care services can start immediately with no requirement for a formal income and assets assessment. Contact My Care Solution on (08) 8331 9922 to learn more.

What is My Aged Care?

The Australian Government's My Aged Care phone line and website is the start point to access Australian Government funded care services. You can call them on 1800 200 422 or visit their website at www.myagedcare.gov.au.

What is an ACAT assessment?

An ACAT assessment refers to a comprehensive assessment that is provided by a local assessor from an Aged Care Assessment Team. You need an ACAT assessment to work out if you are eligible for a Home Care Package or any other Australian Government funded care service that you may need. The assessment can take place at home or in hospital. You can request an assessment by calling My Aged Care on 1800 200 422.

How do I prepare for an ACAT assessment?

It is useful to have your Medicare number and a copy of any referrals from your doctor ready for when your assessment takes place. The assessor will also request the contact details of your GP or other health professional. You can ask a family member, carer or friend to be with you during the assessment.

What happens during an ACAT assessment?

When the assessor arrives at your home, they will ask if you agree to have the assessment. The assessor will have a copy of your client record which includes the information you gave to the My Aged Care contact centre. The assessment normally takes between 45 minutes and 75 minutes. The ACAT member will ask you questions about what support you already have, your health and lifestyle, how you manage day-to-day tasks, if you are experiencing issues with your memory and how socially engaged you are. The assessor will then help you develop a support plan that records what you discussed, including your strengths, difficulties, goals and preferences regarding home care services.

The assessor will take your assessment information back to the ACAT to decide about your eligibility for a Home Care Package and what level of care they believe you are eligible for. If you are assessed as eligible, you will receive an approval letter from My Aged Care that details the level of Home Care Package you are approved to receive and your priority for care. You will then be placed in the national queue.

How long will it take for me to get a Home Care Package?

The length of time you will need to wait in the national queue depends on the date you were approved for a Home Care Package and the severity of your needs and circumstances as determined through your ACAT assessment. The expected wait time for a Package usually ranges between 6-18 months. You may consider engaging private home care services while you wait to be assigned a Home Care Package. Private home care services can start instantly and do not require any assessments. Contact My Care Solution on (08) 8331 9922 to learn more.

How do I choose a suitable Home Care Package provider?

It's important to consider what's most important to you in a provider. Every provider is different, from their fee structures, to their staff, to the way they communicate and form relationships. Narrow down your list of Approved Providers to your top three choices and invite each Approved Provider to deliver a complimentary care consultation. These consultations will provide you with an opportunity to better understand the different offerings of each organisation. We've listed a few questions to ask below:

- What percentage of my home care package subsidy do you claim for management?
- Do you charge the basic daily care fee? Are there any other charges, such as an exit fee?
- Do you employ your own care staff or do you use agency staff? How do you screen staff?
- How have your care staff been trained? Do you provide continuous training?
- Can I contact you after business hours? If yes, is there a charge for phone calls and emails?
- Will I have a small team of regular care staff? How can you ensure continuity of care?

Do you have any questions that we have not covered?

We offer complimentary care consultations to help you map out your home care options. Call My Care Solution on (08) 8331 9922 or email us at info@mycaresolution.com.au. Consultations are also available after business hours and on weekends.