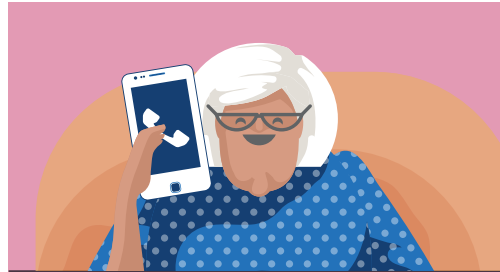


Home Care Services

HOW TO GET STARTED



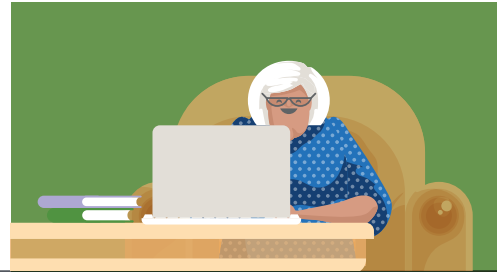
1 INFORMATION

Call our friendly team

We take the time to get to know you, understand your needs, provide helpful information and assist with registering for Government subsidy.

Your Checklist

- **Watch our simple video** on how to get started at webchcs.com/hcs_video
- **What to have ready before you call.** If you would like us to help you register for My Aged Care at myagedcare.gov.au:
 - Your Medicare card
 - Your contact details
 - Representative's details (This is optional. Contact details and Medicare number for this person are required).
- **Call us on** 1800 225 474.



2 APPLY FOR GOVERNMENT SUBSIDY

Register at myagedcare.gov.au (or call us on 1800 225 474 and we can help you with this).

Needs & Eligibility Assessment

A My Aged Care Assessment Team Representative will arrange a time to visit you at home.

If basic care is required

You will be approved to access Commonwealth Home Services Program (CHSP) Government funding and services.

Or if more complex care is required

The Government will send you a letter and place you on the National Queue wait list for a Home Care Package (HCP)*. Upon availability, a package will be assigned to you. You have 56 days to accept it or your package will lapse.



3 DESIGN YOUR CARE PLAN

Needs Assessment Check

Our dedicated team will contact you to determine if your needs have changed since the initial assessment with My Aged Care.

Customised Care Plan

Our dedicated team will work with you to create a Care Plan that matches your lifestyle and care needs.

Your Checklist

- **Call us on** 1800 225 474 when you have either been approved for CHSP or a Home Care Package.



4 RECEIVE SERVICES

Services are booked

Once you are happy with your Care Plan and have signed your services agreement, we will book in your services at times that are convenient for you.

Your Checklist

- **Complete and return** your Catholic Healthcare Services Agreement
- **Call us on** 1800 225 474 to let us know if your needs or scheduling requirements have changed.

For enquiries, please call us on 1800 225 474 or visit catholichealthcare.com.au

**Please note: This process can take up to 12 months. If you require services urgently or have had a health incident, please contact us immediately.*