

Planning aged care services for yourself or a loved one.

Talking about your own, or a family member's, aged care can be difficult. However, the sooner you start talking about and planning your aged care, the more choices you'll have to achieve the best outcome for you and your family.

UnitingCare Wesley Bowden (UCWB) can help you prepare and be more in control of your aged care services by providing you with the resources you need to make informed decisions.

We understand that many people want to live in their own home as independently as possible. Together, we will develop a personalised and affordable home care plan.

- We respect you as individuals and we listen
- We work with you to understand your needs and provide the supports and services to help you to achieve your goals
- Our staff are friendly, dependable and respectful

Start planning early

Sometimes, people don't think about their aged care needs until an unexpected event or health problem occurs. This can make it more stressful for you to find information and support that you need. It's a good idea to start planning for your aged care once you start to have difficulties managing day-to-day living activities.

We strongly advise you to plan before you start to experience serious health problems as the process for getting subsidised services through a home care package can currently take up to 12 months for some people.

Who can I talk to?

A great first step is to speak to someone at My Aged Care to find out your eligibility for help at home services by calling 1800 200 422. You may also wish to speak to family, friends or others you know that have arranged aged care services.

If you need help during any part of this process, the friendly staff at UCWB are happy to help, you can contact our team on 8245 7196.

You may be eligible for a range of services from UCWB through a Home Care Package including:

- Personal care such as help with showering and dressing
- Help to get to social outings and attend appointments
- Home help such as cleaning, shopping or cooking
- Gardening and minor maintenance in your home
- A range of other services suited to your individual needs



How to get help at home with a Home Care Package

- 1 You've noticed you're having difficulties managing day to day tasks**

Contact My Aged Care on 1800 200 422 to see if you are eligible for a Home Care Package. You'll be asked some initial screening questions over the phone to see if you are eligible for an in-home assessment.
- 2 Explain your needs to My Aged Care**

You will have an in-home assessment by the Aged Care Assessment Team, who will ask you questions about your daily life and health concerns. There may be some personal questions but it's important to answer honestly.
- 3 Receive the outcome of your assessment**

My Aged Care will send you a letter to advise you what level of Home Care Package you are eligible for (levels range from 1 - 4). You'll then go on a waiting list for services.
- 4 Research Home Care Package Providers**

The way aged care services are offered has changed. You can now choose which provider delivers your services. Contact UCWB to talk through your needs. We can explain what you are eligible for and talk through the services we offer to help you to stay in your home. UCWB will work with you to understand your needs and provide the supports and services to help you to achieve your goals.
- 5 Be assigned a Home Care Package**

When a Home Care Package becomes available you will receive a letter from My Aged Care with the details of your package.
- 6 Select your Home Care Package Provider**

Make contact with your preferred provider. They will work in partnership with you to plan your services and prepare your Home Care Agreement.
- 7 Start receiving your services**

Your provider will then start providing your services. Simply alert your provider if your needs change.