



In-home

Home Care Packages Made Simple



kincare.com.au

My Aged Care Process

If you want to stay in your own home, but need support with a range of services like cleaning and preparing meals, gardening, assistance with showering, or with transport to attend appointments and going shopping, a Home Care Package may be for you.

With over 30 years of experience helping KinCare customers to get the most out of their Home Care Package, you can be confident that we'll tailor the perfect plan for you. Plus we'll share valuable advice to guide you through the My Aged Care process, every step of the way.

WHAT ARE THE DIFFERENCES IN HOME CARE PACKAGES?

There are four levels of Home Care Package, designed to give you the care you need now, but rest assured, these can be changed if your needs change later.

- Home Care Package **Level 1** helps people with **basic care needs**.
- Home Care Package **Level 2** helps people with **low-level care needs**.
- Home Care Package **Level 3** helps people with **intermediate care needs**.
- Home Care Package **Level 4** helps people with **high care needs**.

5 Simple Steps to Home Care Package Support

STEP 1

SPEAK WITH US

We're happy to share what we've learned about My Aged Care over the last 30 years and support you every step of the way.

HANDY HINT: *Phone 1300 733 510 or visit kincare.com.au for advice specific to you.*

STEP 2

CONTACT MY AGED CARE

Call the My Aged Care contact centre to request a Home Care Package on 1800 200 422 or visit myagedcare.com.au. They will confirm that you meet the government conditions for aged care funding.

STEP 3

YOUR ACAT ASSESSMENT

An ACAT assessor, who is an experienced clinician, will visit you at home to discuss your personal circumstances and recommend the right support for you.

STEP 4

ACAT APPROVAL

Following your assessment you will receive a letter of approval to let you know whether you are eligible and approved to receive a Home Care Package, and at what level. You will then be placed in a national priority queue. Your position in the queue will be based on your needs and circumstances, as well as the time you have spent waiting for care.

HANDY HINT: *Unless you are a full Pensioner, you will be asked to pay an **Income Tested Care Fee** towards your care. The Department of Human Services (Centrelink) determines this. Providers cannot waive or discount this fee.*

STEP 5

SPEAK WITH KINCARE

Once you reach the top of the queue, you will receive a letter from My Aged Care confirming your package is assigned and your unique referral code. This is the perfect time to get in touch with us to design your care plan and select the range of services perfect for you.

HANDY HINT: *You have 56 days to start your Home Care Package and we can start services in just a few working days.*



WHILE YOU WAIT FOR YOUR HOME CARE PACKAGE:

All KinCare services are available privately and can be adapted for your individual needs. We offer short and long-term options, including 30 minute sessions or 24 hour live-in support. With this fee-paying alternative, no assessment or subsidy is required - so the help arrives immediately.



*“The best care begins
with listening to you,
and your story.”*



In-home

There's no place like home

We support our customers to live the life they choose in the comfort of their own home. For thirty years, we've put them at the heart of everything we do. Our personal in-home aged care services ensure the safety, independence and wellbeing of older Australians, with dedicated, highly trained carers available around the clock.

As our customers' circumstances and needs change, KinCare provides peace of mind with holistic, clinical, connected services that support the care pathway that's right for them, including dignified care at the end of life.

KinCare paves the way so older Australians can stay in their home for as long as they wish.

**Speak with your
local team today**
1300 733 510
mail@kincare.com.au

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