

# HOW DOES HOME CARE WORK?

Home Care can seem confusing, but the expert team at Regis can take you through each step to make sure you get the right package to help you live confidently at home. It's all about choice. It can take some time before your government-funded care package starts. If you want, you can have services starting now, with Regis privately-funded home care.

- 1 It starts with a chat** Book a time for a chat with Regis Home Care. We'll talk you through options to support your choice.
- 2 You are referred for assessment** You can call MyAgedCare. They decide if you need to be assessed and by whom. Or you can submit a referral via their website. They contact you to verify details. You may need to provide more information. The referral is then submitted.  
**Who can refer you?**
  - Your carer
  - A family member
  - Doctor or Practice Nurse
  - A social worker
  - Service providers
  - Regis Home Care Client Services Manager
  - You can refer yourself
- 3 You are contacted** The Assessment Team will contact you. Timing can vary depending on wait times in your location.
- 4 You are assessed** You choose a time they have available. You'll be interviewed and assessed to establish the care you require
- 5 Your Home Care Package is approved** You receive a letter from the Department of Health telling which level of care you have been approved for. Once approved, you are put onto the National Prioritisation Queue.
- 6 Your Home Care Package is assigned** The Department of Health will notify you with a letter. This means the home care package is active and, once you find a home care provider who can meet your needs, your home care services will begin.
- 7 You choose your Home Care provider** Once a package has been assigned, you have 56 days to find a suitable Home Care provider that can meet your needs. The expert Client Services Managers at Regis can help you develop your plan.
- 8 Your Home Care begins** After ensuring you have the services to meet your needs, your home care plan is implemented.
- 9 Ongoing review of care needs** Choose Regis Home Care and we review your plan regularly, in consultation with you, to ensure your plan continues to meet your home care needs.