

Getting the Most Out of Your Commonwealth Home Care Package

Home care providers are required to adopt a [consumer directed care](#) approach. This means that you have a say in how your home care package funding is spent – that is, the services you receive; when you receive them; and who delivers them.

Your home care provider must develop a home care plan with you that outlines the services you will receive. You must receive a copy of your agreed care plan, along with an individualised budget which outlines where and how your funding will be spent. Your provider is required to send you a monthly budget statement which details how much funding you have; how much has been spent; and what it has been spent on.

If you have an existing service, care worker or service provider that you would like to use, then you can request your home care provider to include them in your care plan. Your home care provider might charge an additional administration fee to do this.

Your home care provider, in developing your budget with you, must outline any costs they will be charging for administering or coordinating your care package.

You can change your service provider if you are not happy with the services being provided.

Remember – under consumer directed care:

- ✓ You have a say in determining what supports you want, when they are provided, and by whom.
- ✓ If your service provider doesn't deliver the service you want then you can ask if they can broker or buy in the service on your behalf from someone else.
- ✓ You can ask for existing services you receive (e.g. lawn-mowing contractor; handyman; home help worker) to be included as a part of your funding package.
- ✓ Your service provider must give you a copy of the care plan you have agreed to.
- ✓ Your care plan should be reviewed at least every 12 months – you can request it to be reviewed before then.
- ✓ Your care plan cannot be changed without your agreement.
- ✓ You can have another person with you to help develop your plan (eg a family member, friend), or you may ask for someone to [advocate](#) for you.
- ✓ You will receive a monthly budget statement outlining what funds have been spent.
- ✓ Your service provider is required to give you a copy of the [Charter of Care](#) which outlines your rights and responsibilities.
- ✓ If you are unhappy with your service provider, you can change providers (there may be an [exit](#) charge).
- ✓ If you have a complaint, you can contact [My Aged Care](#).