



1 Where to start?

Call Brightwater on 1300 223 968.

Organising Home Care can be a daunting task. We can help you make sense of the whole process. **If you're in need of care services while you're waiting for funding, we can help you with that too.**

2 Phone assessment

Call My Aged Care on 1800 200 422 to register for a free assessment to help you work out your needs and care arrangements, and determine whether you're eligible for:

Commonwealth Home Support Program (CHSP) support or a Home Care Package (HCP).

We can talk you through the type of questions you'll be asked and how to answer them so you get the most out of your funding.

Commonwealth Home Support Program (CHSP)

CHSP is entry level support, funded by the State Government. It covers things like help with housework, personal care, transport and shopping.



If your assessment shows you need CHSP support, you'll be referred to the Regional Assessment Service (RAS).



Based on the face to face assessment, the RAS will determine the services you require and provide you with a list of possible providers.



Home Care Package (HCP)

Home Care Packages are for people with more complex care needs and are funded by the Commonwealth Government. HCP are flexible programs that include services such as:

- Support services
- Personal care
- Nursing, allied health & other clinical services
- Care coordination & case management

If your assessment shows you need a Home Care Package your GP will need to send a referral to the Aged Care Assessment Team (ACAT).



1. Based on the assessment, ACAT will determine the right package level and funding for you.
2. You will then receive an approval letter confirming your level of support and you will be placed on a waiting list.
3. Once you have progressed up the waitlist ACAT will call you to inform you.

3 Face to face assessment

Depending on your level of needs, My Aged Care will arrange a face to face assessment.

4 Choose a provider

My Aged Care will provide a list of providers and their services. Think about what's important to you, then choose the provider that best meets your needs.



Your referral code will help providers to review your needs.



5 Enter an agreement

The process with Brightwater:



All you have to do is call us once you have your letter of approval.

Once we have determined the level of support you have received funding for, we'll talk you through the range of services available for you to choose from.



One of our client coordinators will visit you at home to develop a detailed support plan.

During this visit we sort out details such as the exact services you require, how often you require them and your preferred times to have our care workers call on you.



If there are tasks you used to enjoy but now find difficult, we can often help by making those tasks easier.

Simply let us know. For example, we can support by installing raised garden beds so you can continue to potter in your garden.

6 Manage your services

If your care needs change, and they often do, we can help you adjust your support plan to ensure it continues to meet your needs so that you can go on living happily and independently in your own home.