



Care at Home  
by RFBI

## Q&A about the changes affecting home care packages in February 2017

### **Licenses are moving from providers to consumers – what does this mean?**

The moving of the licenses from providers to consumers means that people who are approved for a home care package can choose their preferred aged care provider, rather than having to find a provider with a vacant package.

### **What does this mean for existing home care package clients?**

Anyone who is already receiving services via a home care package need not be affected. They can continue to receive the same care and services from the same provider. They will receive a letter from the government stating that they are now in control of their home care package and what level package they hold.

### **How do existing home care package clients change their package level post February 2017?**

If you need to change your package level after February 2017 you may need to be assessed again by an Aged Care Assessment Team.

If there is a package available, this will be allocated to you and you can commence receiving services from your preferred home care provider at your new package level immediately.

If there are no packages available you will go onto the national waitlist. You will still be able to receive services under your current package until the new package becomes available.

**If you would like to know more about these changes or have any questions the Care at Home by RFBI team are happy to assist. Please contact us on 1800 181 959 or email [admin@rfbi.com.au](mailto:admin@rfbi.com.au).**



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### **How are people on the national waitlist prioritised?**

Everyone on the national waitlist will be prioritised based on their need for services and the date of their approval to receive home care services. There will no longer be any mandatory geographic distribution of packages, rather all packages will sit in a national pool and be distributed via the national waitlist.

### **How do I access home care services from February 2017?**

The process for accessing home care services will not change very much.

You will still need to be assessed by an Aged Care Assessment Team (ACAT) and approved for a home care package. However once you have been approved for a home care package, you will not need to find a home care provider that has a vacant package, rather you will hold the package and you can choose your preferred provider.

If you are unsure of who provides home care services in your local area, you can search the My Aged Care website or contact the My Aged Care team to be matched with a suitable provider.

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