



May 2015

Changes are coming to the way aged services are delivered

The Commonwealth Government has been implementing a number of changes in the aged care sector, including community care. This fact sheet will help you understand how these changes may affect your services.

Currently all Communityfy aged services come under the Commonwealth Home Support Program (CHSP), these services used to be referred to as Home and Community Care (HACC) Services. These services include:

Home Assist Secure, Domestic Assistance, The Paddington Centre, Social Support and Activities, Door to Door Transport, Meals on Wheels, Personal Care and our Allied Health and Nursing programs. If you are a current user of one or even a few of these services your services WILL NOT CHANGE. The services and worker you are used to will continue exactly the same way you have always been used to, the only difference may be about the amount you have to pay.

My Aged Care www.myagedcare.gov.au or 1800 200 422

My Aged Care is the new information and referral centre for everyone wanting aged care services. This website and hotline is the place to go to for new aged care service users or the place to go if you receive services and your needs change.

For example, if a stay in hospital or an illness means you need extra care or support at home, the My Aged Care call centre staff will help you access the services you need. They may even talk to you about an assessment in your home with a Regional Assessor, who will assist you to choose the best services for you. You can ask a family member or Communityfy staff to help you find information about your choices through My Aged Care for you.

Fees

One of the most significant changes to services you receive will be the changes to the fees you will be asked to pay. From 1 July 2015 there will be a National Fees Schedule. This schedule is intended to ensure that everyone who receives community services will be expected to pay the same amount for their services, regardless of where they live. As soon as we receive more information about these fees we will let you know.

Care Packages

From 1 July you will have more choice about who delivers the services in your care package. You can even choose different providers for each of the services you receive. To make a change or to find out what your options are, talk to your package provider.

To Find Out More

Information sessions about the changes are coming soon.

To find out more about how these changes might affect you or to register your interest in attending an information session, contact The Paddington Centre on 3368 3723 or Home Assist Secure on 3366 3066

together we can