



Next steps after receiving your assessment outcome



You have received your assessment outcome (Notice of Decision), confirming you are approved for **home support services**. You have also received your support plan and may have received a referral code letter and other supporting information. The steps below explain what you need to do next.

1

Check your support plan and referral code letter (if applicable)

A referral code is a unique number that links you to a provider so you can start receiving services.

Support at Home program:

- **No referral code:** This means you already have a Support at Home provider, or you are waiting for ongoing Support at Home funding. **You will receive a funding assignment notice letter when your funding becomes available.**

Commonwealth Home Support Program (CHSP):

- **Referral code:** If you are approved for the CHSP and your assessor has not referred you directly to a CHSP service provider, you will get a referral code for each service you are approved for. **You will need to contact providers yourself with the code(s).** Please read your referral code letter for more information.
- **Referral actioned:**
Next to your referral code you will see a message like '*referral accepted*' or '*referral sent to provider*' this means you can wait for the provider to contact you.

2

Find an aged care provider

If you already have a provider, you can ask them if they offer the new or additional services you have been approved for. Some providers have limited availability or may not offer the services you need in your area.

Look for a provider



[MyAgedCare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)



Call My Aged Care on **1800 200 422**

3

Check how much you need to contribute

You may need to pay some of the cost of your services. Costs vary between providers, ask for a quote before you agree to services.

- **For Support at Home clients:** If you are approved for Support at Home, you will be given a classification level. This shows how much money you have to use for your aged care services. You will be required to pay a contribution towards some services based on an assessment of your income and assets. If you need to discuss how much you need to contribute, call Services Australia's aged care line on **1800 227 475**.

Learn more about service costs and classifications



[MyAgedCare.gov.au/working-out-your-costs](https://myagedcare.gov.au/working-out-your-costs)



health.gov.au/support-at-home-funding-classifications

- **For CHSP clients:** If you are approved for CHSP services, you will not have an individual budget. You are expected to pay a contribution fee towards the cost of services. Talk to your CHSP service provider about their client contribution policy.

4

Enter into a service agreement and start services

- **For Support at Home clients:** When your funding has been allocated to you, you will need to enter into a service agreement with your provider before or on the day they start delivering services to you. Your provider will work with you to create a service agreement before your services begin.
- **For CHSP clients:** Contacting or being referred to providers does not mean you have agreed to their services. You should talk with them first. Once you are ready, you can agree to services and sign a service agreement.

Need more information



Visit: MyAgedCare.gov.au/receiving-your-assessment-outcome



Visit the My Aged Care website: MyAgedCare.gov.au



Call My Aged Care on **1800 200 422** (free call) from 8am to 8am on weekdays or 10am to 2pm on Saturdays.



In-person support with an Aged Care Specialist Officer at select Services Australia service centres around the country. To book an appointment call the Services Australia aged care line on **1800 227 475** from 8am to 5pm on weekdays.

If you need more support

Register a supporter

You might also want to ask someone you trust about becoming your supporter.

Registering someone as a supporter makes it easier for them to help you. It allows them to request, access and receive information about you, and communicate your decisions.

How to register a supporter



MyAgedCare.gov.au/registering-supporter



Call My Aged Care on **1800 200 422**

Older Persons Advocacy Network (OPAN):

Older Person's Advocacy Network (OPAN) provides free advocacy services to support clients to access and interact with Commonwealth-funded aged care services.

Contact OPAN



Visit their website: opan.org.au/contact-us



Call **1800 700 600**
(8am to 8pm Monday to Friday, 10am to 4pm on Saturday)

Improving Australia's aged care system

The Australian Government continues to deliver major changes to improve aged care.



Visit health.gov.au/aged-care-reforms



Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.