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**My Aged Care**

# Commonwealth Home Support Programme (Entry Level)

If you are an older person and need help to stay at home and to be more independent in the community, you may benefit from the Commonwealth Home Support Programme (CHSP) previously known as Home and Community Care (HACC). The Commonwealth Home Support Programme provides a comprehensive, coordinated and integrated range of basic maintenance, support and care services for older people and their carers. Eligible older people are aged 65 years and over, and Aboriginal and/or Torres Strait Islander people aged 50 years and over. Older people aged 50 years or over, and Aboriginal and/or Torres Strait Islander people who are aged 45 years and over, who have a low income, are homeless or at risk of being homeless are also eligible.

# How does the program work?

After your assessment, a Home Support Plan will be created. Once you are happy with the plan, you will be referred to a government subsidised service provider who will offer you the support you need to maintain your independence.

# What services can I access?

## Commonwealth Home Support (Entry Level) Programme

You can use the programme to access service such as:

* House cleaning and maintenance
* Yard and lawn maintenance
* Support with shopping and meals.
* Assistance with personal care and activities of daily living
* Support with transport and to access the community
* Orientation and Mobility and other allied health services.

# How do I apply for the CHSP?

If you would like to apply for the Commonwealth Home Support Programme, contact the My Aged Care Contact Centre on 1800 200 422 (Monday to Friday, 8am-8pm, Saturday 10am-2pm) and ask for an assessment to be undertaken by the Regional Assessment Service. You should also talk about your disability-related needs when you make this call.

When preparing for your assessment, try to remember the following:

* Consider the things you are finding difficult, and what services you need to make them less difficult. Are there things you want to be doing, but don’t currently have the support to do? Record your thoughts so you can refer back to them during your assessment.
* We recommend that wherever possible, you have an advocate or support person attend your assessment with you. Talk to this person about the sorts of services and supports you need ahead of time, so you are clear and confident when you first meet
* Try to record specific information like the name of the assessor, and any agreements that were made during the assessment.

# Can I choose my service providers?

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You can choose from a list of subsidised providers in your local area.

# What assistive technology can I access?

CHSP offers minimal assistance regarding aids and equipment. If you require a range of assistive technology, talk to your assessor about the possibility of a Home Care Package Program.

# What support is available for my dog guide?

CHSP does not cover any assistance for a dog guide.

# Is there a waiting list for this programme?

There is not currently a waiting list for the CHSP. Once your assessment is complete you will be referred for the services you need.

Individual service providers may have waiting lists. If this is the case, you may choose to be referred to a different service provider.

# Will I have access to case management?

No, there is no case management support available for the entry level program. If you feel that you require case management support, you can ask to be referred for Home Care Packages. Refer to our Home Care Packages factsheet for detailed information.

# What if my care needs change?

Your first step is to discuss this with your service provider. They may be able to make changes to your Home Support Plan and arrange services that meet your needs. If you need more support, you may be referred for a comprehensive assessment which will enable you to receive services through a Home Care Package.

# Do I need to pay fees?

Yes, you are generally required to pay a co-payment of 20% of the overall cost of the services you are receiving through CHSP. In choosing your providers, make sure you ask the organisation for their price list. This can vary between providers.