

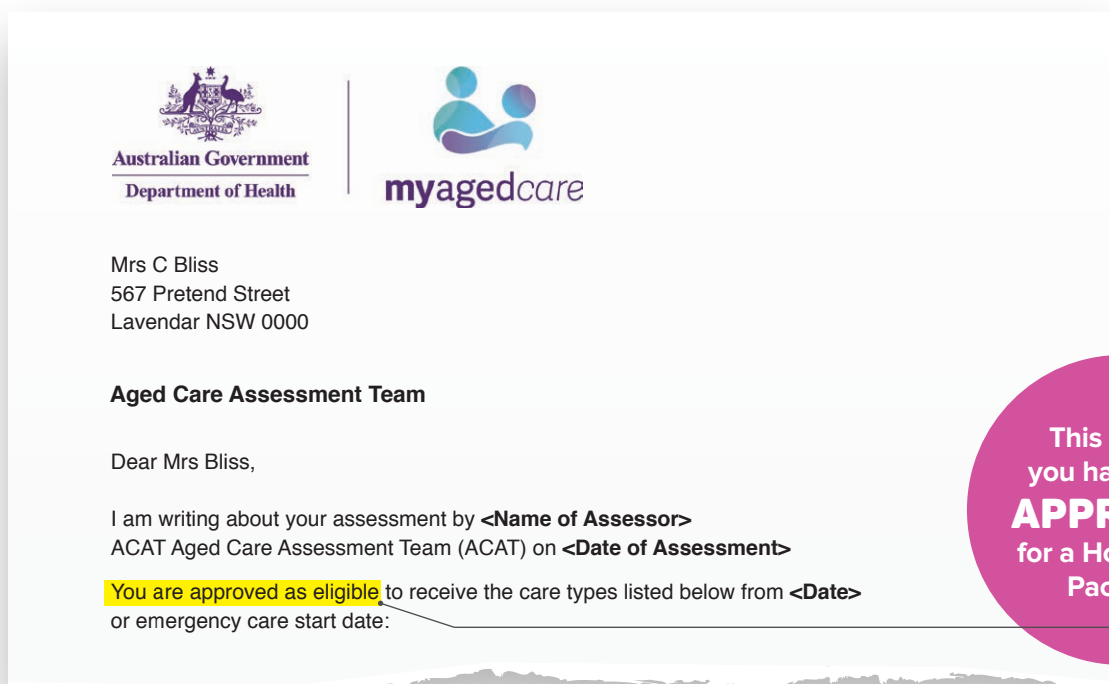
APPROVED OR ASSIGNED?

YOUR GUIDE TO UNDERSTANDING MY AGED CARE LETTERS

If you have recently had an Aged Care Assessment Team (ACAT) assessment for a government-funded **Home Care Package (HCP)**, it can take some months before you hear back. But when you do, there are two letters you should keep a look out for. These letters will let you know where you are in the approval process for your Home Care Package.

HOME CARE PACKAGE LETTER OF APPROVAL FROM THE AGED CARE ASSESSMENT TEAM WHAT DOES THIS MEAN?

If you are successful in your My Aged Care assessment for a Home Care Package, you will receive a letter that looks similar to the below and includes the words **'you are approved as eligible'**.



This letter means that you have been **approved** for a Home Care Package. However, this does not mean that you can start your Home Care Package yet. There will likely be a waiting period between the time you receive this letter and when you are assigned a Home Care Package. Waiting periods differ depending on individual circumstances and the national queue.

Once you get this letter call **Feros Care** on **1300 763 583**. Our friendly team will be able to guide you on the next steps, advise where you are in the national queue, and see how we may be able to assist you with care while you wait.

Estimated wait times for people as published by My Aged Care, by package level are listed as follows:

APPROVED HOME CARE PACKAGE LEVEL	EXPECTED WAIT TIME FOR AN APPROVED PACKAGE
1	3–6 months
2	6–9 months
3	6–9 months
4	6–9 months

*Last revised 31 October 2021

APPROVED FOR A HIGHER LEVEL PACKAGE, BUT OFFERED A LOWER LEVEL PACKAGE WHAT DOES THIS MEAN?

If you have been approved for a higher level package you may be offered a lower level package (Level 1 or Level 2) within 3–6 months, to enable you to access services while you wait for your higher level package to be assigned to you. We recommend that you accept this lower level package and once your higher level package is assigned we can increase services and supports.

HOME CARE PACKAGE LETTER OF ASSIGNMENT FROM MY AGED CARE WHAT DOES THIS MEAN?

Once your Home Care Package funding has been made available by the government, you will receive a letter from My Aged Care that looks similar to the below and includes the words **'you have been assigned'** as well as your referral code.

The image shows a sample letter from the Australian Government Department of Health and My Aged Care. The letter is addressed to Mrs C Bliss at 567 Pretend Street, Lavendar NSW 0000. It includes the My Aged Care Client ID: Ex00000000. The main heading is "Your Australian Government Subsidised Home Care Package". The letter begins with "Dear Mrs Bliss," and states: "You have been **assigned** a level 3 Home Care Package. This assignment reflects your approval for this level of package on <Date> and lets you start home care services with an approved provider." A pink circular callout on the right side of the letter reads: "This means you can now **START** your Home Care Package".

This letter means that you can now **begin to receive services** through your Home Care Package funding. To commence services, contact Feros Care as soon as possible after receiving your letter and provide your referral code.

You only have 56 days from the date on your letter to activate your Home Care Package funding and we don't want you to miss out on well-deserved services. Once you call, we will arrange a day and time for one of our experienced Wellbeing Managers to come and see you in your home and work with you to figure out what services best suit your needs.

QUESTIONS?
CALL OUR AGED CARE EXPERTS TODAY ON 1300 763 583

