



The following information has been provided as part of COTA NSW's Information Hubs established in the community. The information is intended as a guide only and should not be considered as advice. As with all matters of this kind, people need to seek and obtain relevant advice before taking any action.

COTA NSW's Information Hubs are part of COTA NSW's commitment to providing information and guidance to older in their own community. This Place-Based Navigation is designed to provide safe, accessible and independent information for older people.

It has three (3) layers;

**Signposting:** This is delivered by peers that provide a safe and welcoming environment for older people to engage and ask questions. Information is provided that is designed to be general in nature and the peer will navigate the person to a more appropriate source if appropriate.

**Information:** This is provided by COTA NSW after the person has received information and aided by the COTA NSW peer, believes they require further information and knowledge to take action.

**Guidance:** Provided by content experts like Financial Planners or Accountants and Solicitors, supporting the person to act.

### **ACCESSING CARE (Complex Support)**

**"I live at home but my husband is frail and I'm really concerned about my ability to look after him"**

- You may be eligible for a Home Care Package which is intended to meet the needs of people that need more services, or have more complex needs.
- In order to get these services, you must first contact and register with My Aged Care on 1800 200 422. They determine if you are eligible for care.
- If you are deemed to be eligible, they will assess you (phone or in-person) and if you need on-going services in your home, they may deem you eligible for a package.
- There are different levels of funding, depending on your situation.
- There is a wait list so whilst you are eligible, you may not receive a care package for a while.
- Your financial situation won't affect your eligibility, but you may also need an income assessment through Services Australia to work out exactly how much you may be asked to contribute.

Links: <https://www.myagedcare.gov.au/help-at-home/home-care-packages>