



Preparing for your assessment

YOUR ASSESSMENT INFORMATION:

Day and time of assessment: _____

Name of assessor: _____

WHAT TO HAVE READY FOR YOUR ASSESSMENT:

- Medicare card
- One other form of ID (drivers licence/DVA card)
- Any referral forms (e.g. GP referral)
- Details of previous services
- List of medications
- List of health conditions

Care Services

Approved provider of Home Care Packages and the Commonwealth Home Support Programme.



DOMESTIC ASSISTANCE

- Household cleaning - vacuum/mop floors, clean toilets, clean bathrooms, kitchens, living spaces
- Light housework, laundry and changing linen
- Meal preparation



PERSONAL CARE

- Help with showering and hygiene
- Assistance with dressing and grooming
- Medication prompts



HOME AND GARDEN MAINTENANCE

- Gardening services
- Window cleaning
- Minor home maintenance



SOCIAL SUPPORT

- Help with shopping and bill paying
- Assistance to attend outings and appointments
- Social visits at home



TRANSPORT SERVICES

- Door to door to appointments
- Shopping excursions

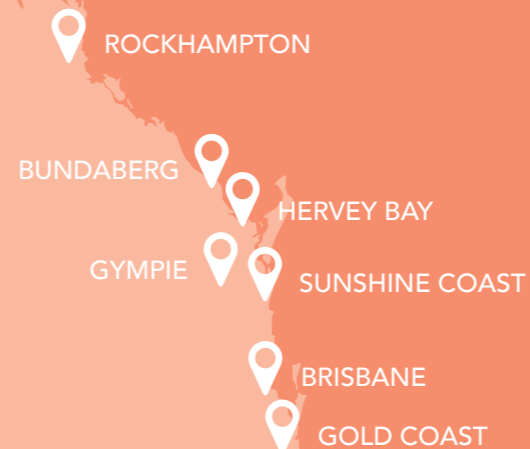


ALLIED HEALTH

- Occupational Therapy
- Physiotherapy
- Nursing review

Service Locations

Servicing South-East and Central Queensland.



Contact Us

- 1800 786 227
- info@suncare.org.au
- PO Box 1896
Sunshine Plaza QLD 4558
- [/suncarecommunityservices](https://www.facebook.com/suncarecommunityservices)
- suncare.org.au



Navigating My Aged Care

Suncare is here to help

Approved provider of Home Care Packages and the Commonwealth Home Support Programme.

We understand how overwhelming it is navigating the aged care system. That's why we offer support and guidance throughout the process to ensure your journey is as smooth and stress-free as possible.

Follow the steps to navigate My Aged Care. If you have any questions along the way contact us on 1800 786 227.

Already have a Home Care Package and want to change to Suncare?

You can change Home Care Package providers whenever you like. You just need to let your current provider know the date you want to stop receiving their home care services before you change to Suncare. Contact us and we'll organise a Care Coordinator to visit you and discuss your needs.

Did you know?

At Suncare we understand that sometimes you would like a little extra help on top of what you already receive, that is why we also offer a 'Fee for Service'. Call us if you would like to discuss.

How to apply for government assistance for home care services.



Step One.

Call My Aged Care (MAC) on 1800 200 422

MAC will organise a referral for a local assessor to contact you. Depending on your initial discussion with MAC, the assessor will come from either the Aged Care Assessment Team (ACAT) or the Regional Assessment Service (RAS).



Step Two.

Your Assessment

You will receive a call from either the ACAT or RAS team to schedule an appointment for an assessor to visit you at home.

The Aged Care Assessment Team will assess your eligibility for more complex home care such as:

- Home Care Package (HCP)
- Short Term Restorative Care (STRC)
- Transition Care Program (TCP)

The Regional Assessment Service will assess your eligibility for low level home care such as:

- Commonwealth Home Support Programme (CHSP)



Step Three.

Assessment Day

Your assessor will visit you at your home on the day of your scheduled appointment to discuss your current needs and goals.



Step Four.

Assessment Outcome

Depending on the outcome of your assessment, you may now be eligible to receive home care services. If you have nominated Suncare for your services, MAC will inform us.

ACAT ASSESSMENT OUTCOME

You'll receive a letter with the outcome of your assessment. If eligible for a Home Care Package, you'll be placed on the national queue.

When you reach the front of the national queue, you'll receive a confirmation letter from your assessor to explain the details of your Home Care Package and start date.

RAS ASSESSMENT OUTCOME

If you're eligible for CHSP, you will be able to receive entry level home support services. Suncare can now schedule a time to visit you to discuss your choice of services and get you started.

If you have any questions phone our Suncare help team on 1800 786 227



Step Five.

Home Care Package Activation

Your letter will have a unique referral code which you can give to your chosen home care provider, for example Suncare, we can then activate your package on MAC.



Step Six.

Home Care Package Services

We can now schedule a time to visit you to discuss your choice of services and get you started.

