Factsheet

How to **prepare** for your home care assessment

365Care

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Being prepared for your home care assessment ensures you get the care and support you need. It helps the assessor identify your requirements and determines whether or not you get approved – along with what home care funding level you receive.

1.

What to expect?

The assessor will visit you at your home, where they will complete a full assessment of your health and circumstances.

Typically, this takes **45 – 75 minutes.**

To start, you'll be asked to consent to being assessed, including a request to contact others involved in your care as part of the assessment.

Next, you'll be asked lots of questions about your routines, medical history and any health or safety concerns you have. They'll ask what help you have currently, and what help you might want, like help with medications, meals, cleaning or showering.

2.

Speaking the same language

When booking the assessor, you can request to have an interpreter present, including an interpreter if you need one. Just let them know, and they will arrange it for you.

3.

What to bring?

Having the following items with you ahead of time helps keep things moving:

- Medicare care
- Accepted ID (Passport, Driver's License, DVA Card, Healthcare Card)
- Referrals from your GP or other provider (if you have any)
- Contact details of your GP & other healthcare providers
- Info about any supports or services you're currently receiving

4.

Invite family or a friend

Don't feel like you have to do it all alone. You're welcome to have someone else with you at the assessment. It can be really helpful for taking in all that info!

5.

Don’t hold back

Be clear and honest about your situation to avoid missing out on the support you need. Tell the assessor how you feel on your worst day, and give as much details as possible. Also be clear about what matters to you, so they can provide the best help possible.

6.

Prepare for question time

It’s a good idea to write down any questions you may have ahead of time, to avoid forgetting something important on the day. You may want to ask about the process, care options, or about support for your carer.

7.

What happens next?

Fingers crossed, its good news!

About 2-4 weeks after your assessment, you will receive a copy of your Home Care assessment results. It will include the decision, and the reasons behind the decision. If you are approved for funding, it will also include the level of your Home Care.

If unsuccessful, there is information about how to appeal the decision.

→ Why not speak to our friendly Home Care experts today

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