

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 is 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 (Basic Support)

**“I live at home and whilst I don't need care, but I could do with some general help.
What are my options?”**

- You may access the Commonwealth Home Support Program which is intended to meet basic needs, either in the short-term or on an ongoing basis.
- 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 this more basic support (e.g. helping to clean your home, assist you with meals, take you shopping), a provider that is close to where you live will contact you.
- Whilst it won't affect your pension, you will need to make a financial contribution to the services. These vary but usually you can expect to pay between \$10-\$25 per hour. If this will cause you financial hardship you can ask for the fee to be removed or reduced

Links: <https://www.myagedcare.gov.au/help-at-home/commonwealth-home-support-programme>