



Your step-by-step guide to accessing Support at Home with Coolibah Care



Staying at home shouldn't mean doing it alone.

The Support at Home Program helps older Australians access services that make everyday life easier and safer.

At Coolibah Care, we'll guide you through every step - from your first phone call to receiving services in your home - so you feel supported and confident throughout the process.

You'll notice our difference straight away.

Our approach is Caring, Conscientious, and Collaborative, and every conversation begins with understanding what matters most to you.

Live well at home with local care you can trust.

The 5 Steps



Step 1 – Contact My Aged Care



Call 1800 200 422 or visit myagedcare.gov.au to register for support.



Have your Medicare details and any relevant information ready.



Consider if you need someone to support you in this and register them with My Aged Care as your supporter.



Make a short list of tasks or activities where you'd like more support as they'll ask a few questions about your health and daily life to understand your needs.



Coolibah Care can assist you from the very beginning. We can help you register, prepare for your assessment, and understand what to expect so the process feels simple and stress-free.

Step 2 – Have Your Assessment



Once you've registered, a trained assessor from an approved organisation will contact you to arrange a convenient time for a home visit.



During this visit and assessment they'll learn more about your lifestyle, health, and the kind of support that will best help you stay independent at home.



Here's what to expect:

- An open discussion about areas where you may need help, like cleaning, transport, or personal care.
- An assessment of the supports you need to help you stay independent at home.
- A chance to ask questions about what happens next or which services might suit you.
- A support person - you can have a family member, friend, or carer present.



Complete your income and asset assessment with Centrelink to ensure your assessed contributions are known before you start your services

The 5 Steps



Step 3 – Receive Your Approval & Funding



After your assessment, you'll receive a letter explaining what you're eligible for under the Support at Home Program. When your funding becomes available, you'll be notified of when your services can begin.



You can nominate Coolibah Care as your provider at any stage.

Step 4 – Create Your Care Plan with Coolibah



Our Coolibah team will visit you to plan your services. This will include:

- A friendly home visit to talk about your daily life and what's important to you.
- A discussion about what services you require to meet your assessed needs .
- A tailored plan created from your responses to determine the right services
- A chance to ask questions
- You are welcome to have a support person join you.



Your plan can be adjusted at any time as your needs change and where necessary we can support you to get another assessment if your needs change

Step 5 – Begin Your Services



Once your plan is confirmed, our caring local team will start delivering your services with consistency and compassion.

A Care Partner will stay in touch to make sure everything continues to suit you.





Why Choose Us

Over 55 years of trusted aged care in Mandurah.

Not-for-profit organisation focused on people, not profit.

We're Caring, Conscientious, and Collaborative in everything we do.

Seamless support across home, respite, and residential care.

At Coolibah Care, you're never just a client; you're part of our community.

Get in Touch

If you'd like help to start the process, or you're supporting a loved one,
contact our friendly team today.

Phone (08) 9535 0300 | Email: info@coolibah.org.au | www.coolibah.org.au

