Accessing support at home for over 65's

The new national system for accessing subsidised support at home is called My Aged Care. It is basically an information, referral and assessment system. You can set up entry level care at home - including respite, home care packages and residential care through My Aged Care. To access My Aged Care and set up an assessment you can call 1800 200 422. More information is available on the website www.myagedcare.gov.au

Information about aged care/home support services in your area are available by calling My Aged Care on 1800 200 422 or on the www.myagedcare.gov.au website under the 'Service Finder" tab. Most of these services are accessed through an assessment process conducted by the government either with an Aged Care Assessment Team (ACAT) or Regional Assessment Service (RAS). If you want subsidised services you have to go through the assessments.

Whilst My Aged Care is a referral and assessment gateway consumers are encouraged to find the service providers that they like and prefer. You can request to be referred to a particular provider if you are assessed as eligible for that type of service.



The Big Picture

Increases in Australia's population, a very top heavy ageing population, and a smaller tax base means we have to do aged care differently to how we did it in the past. Basically we are having fewer babies, living longer and have changed the way we spend our time.

"The Productivity Commission's 2011 Inquiry Report Caring for Older Australians recommended fundamental reform of the aged care system to address:

- limited consumer choice.
- inconsistent, inequitable Government subsidies and user contributions,
- and variable quality."

How

Increased consumer choice will be a major change into the future.

A fiscally sustainable aged care system that requires consumers to contribute to their care costs where they can afford to do so means that there will be increased consumer expectations for greater choice and control.

The ability for consumers to choose who provides care and support will create a more competitive and innovative market.

This, accompanied by an aged care sector that has more flexibility to respond to the increasing diversity of consumers' care needs, preferences and financial circumstances will contribute to a sustainable system.

Destination

- Consumers Carers and family are proactive in preparing for their future care needs.
- Societal attitudes about aged care are positive
- Aged care is available for all those in need, and those you can contribute will. People will understand that this may mean utilising their assets more fully.

Assumptions

There's an assumption that services will be responsive and meet your needs.

The system works on the assumption that a consumer will walk if they are not happy with the service or value for money.

There's an assumption that a consumer will ask for what they want even if it is not on the "menu".

There's an assumption that people will talk to their friends and families.

With consumer power there comes a bit of consumer work!

Basically the idea is that services work harder and smarter to do what you – the customer or consumer or client – want because you've got the dollars. You will get the dollars through your own funds and through individualised funding from the government. The government will allocate funding to people rather than organisations. Now, that's a good thing. The money or what I call "allocation of funds", it is also called a package, is allocated to the consumer to choose to give to a service to meet their aged care needs.

This individualised and "consumer directed care" comes into effect on 27 February 2017 for home care packages.

Entry level services that currently can be accessed outside of a package are being encouraged to charge those who can afford it, whereas many services in the past gave away their services for free or very little.

The control should now be in the hands of the consumer as you can move providers if you are not happy with your care or service. You take the funds with you. It will create greater transparency in how an organisation uses funding and more responsiveness to clients' needs. Moving from being a user of services to a purchaser of services has huge impacts on the relationships that a person and their carers have in a community and society. (Mallet in R. Williams 2007)

My Aged Care process – entry level services (not a package)

	1. Individual calls My Aged Care contact centre 1800 200 422	Mrs Brown: Hi, I'd like to find out what help is available to assist with getting to the shops. My Aged Care Contact Centre: Yes, we can help you. First we will ask you a few questions so we can direct you
	2. Individual is contacted by phone by a home support assessor (RAS) who makes an appointment to come to your home.	Home Support Assessor: Hi Ms Brown, my name is Sue and I'm a home support assessor. Can we make a time for me to come round to your house?
	3. Home support assessor comes to your home and completes an assessment with you	Home Support Assessor: So Mrs Brown how are you going?
8 ***	4. Referrals are made to services via the My Aged Care portal	Home Support Assessor: Ok Mrs Brown we agree that you would like to be referred to the Community Transport Service and the Domestic Assistance service? I will just send the referrals through the computer system now.
	5. Service providers contacts you to set up your service.	Hi Mrs Brown, I'm from the Community Transport Service I Mrs Brown, I'm from the Domestic Assistance Service
(S)	6. Service provider asks you your level of income and informs you how much the service will cost you.	Service Provider: Can I ask you what your income level is? Are you on a pension, part pension, over \$50, 000 a year, over \$60,000 a year Ok we can offer you a subsidy of 50% and it will cost approximately \$6 a

		trip.
TEIREE	7. You agree and service commences.	Mrs Brown: That sounds fine. I'll go on the weekly bus trip to Hornsby Westfield.

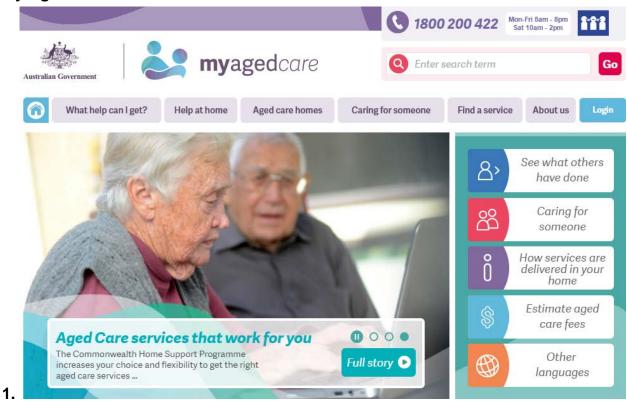
RAS or ACAT?....

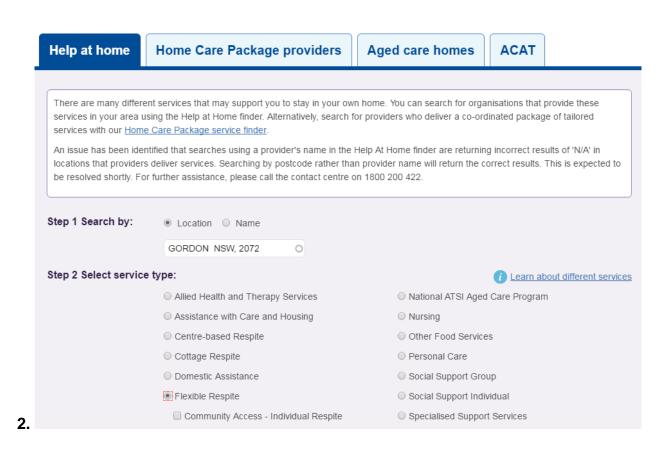
The RAS is the Regional Assessment Service and they assess people with entry level needs. The ACAT or Aged Care Assessment Team assess people who have slightly higher needs and may be eligible for a "package" – which is basically an allocation of funds to pay for a bundle of services. People living with dementia will usually be referred to ACAT. The My Aged Care Contact Centre will determine from the first set of questions they ask you, whether they will recommend an ACAT or RAS to assess your needs.

My Aged Care process – package care

- 1. Individual calls My Aged Care 1800 200 422
- 2. Individual is contacted by a home support assessor (ACAT)
- 3. ACAT assessor completes an assessment with you at your home
- 4. You are deemed eligible for a home care package level 1, 2, 3 or 4
- 5. You are placed on the National Queue
- 5. Shop around and find a provider that suits you
- 6. You are notified that a package is available
- 7. Accept the package
- 8. Call the provider of your choice, work out with them how much you have to spend (including your own money), what their exit fees are, what you want, sign an agreement and commence services.
- 9. Everything rolls along but then...
- 10. Want to change providers
- 11. Inform your provider and go to new provider
- 12. Old provider prepares a reconciliation statement and transfers any unspent funds to the new provider

My Aged Care Service Finder





3.	Search				
	Meals				
	Home modifications				
	Home maintenance				
	Goods, equipment and assistive technology				
	Other planned respite				
	☐ Mobile Respite				
	☐ In-home Overnight Respite				
	✓ In-home Day Respite				
	☐ Host Family Overnight Respite	○ Transport			
	☐ Host Family Day Respite	Transition Care			
	Community Access - Individual Respite	Specialised Support Services			
	Flexible Respite	 Social Support Individual 			

List			Sort by:	Best match		
17 matches, showing 1 to 17						
Name	Phone	At your home	At providers location	Availability	Waitlist available	Commonwealt Government subsidised
Wesley Mission Home and Carer Support						
Services Northern Sydney						
Northern Sydney						
Community Access - Individual Respite, In-home Day	(02) 9907 1481	~	×	×	~	~
Respite, Host Family Day Respite, Host Family						
Overnight Respite, In-home Overnight Respite,						
Mobile Respite, Other planned respite						
HammondCare - HammondAtHome Northern						
Sydney						
Flexible Respite Northern Sydney	1800 826 166	~	×	~	~	~
In-home Day Respite, In-home Overnight Respite						
Northern Sydney In-Home Respite Service						
Waitara Family Centre						
Community Access - Individual Respite, In-home Day	(02) 8968 5100	~	×	×	×	-
Respite, Host Family Day Respite, Host Family	(02) 0000 0100		• • • • • • • • • • • • • • • • • • • •	**	• • • • • • • • • • • • • • • • • • • •	
Overnight Respite, In-home Overnight Respite,						
Mobile Respite, Other planned respite						

Northern Sydney Respite Services

HammondCare - HammondAtHome Northern Sydney

✓ Commonwealth Government recognised organisation

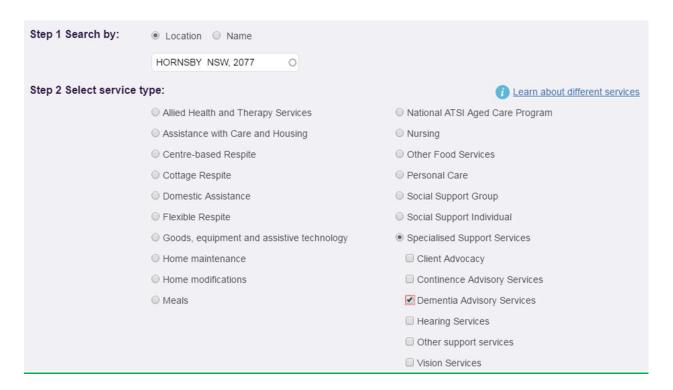
HammondCare believes in the dignity and value of all people. We are passionate about improving the quality of life for people in need, and take every step possible to provide unique and excellent care. In all our practices, we always aspire to promote the dignity, self-esteem and freedom of each individual.

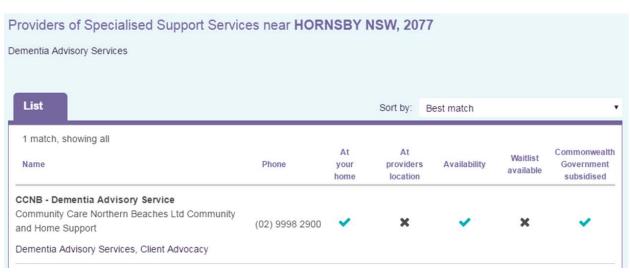
We have a particular commitment to dementia care and research as well as to people who are financially disadvantaged.



4.

Locating Advisory Services





Resources

My Aged Care

- www.myagedcare.gov.au
- 1800 200 422

Carers Gateway

- www.carersgateway.gov.au
- 1800 422 737

NDIS

- www.ndis.nsw.gov.au
- Support Planners
- Local Area Coordinators: Uniting lacinfo@uniting.org

Health Direct

- www.healthdirect.gov.au

National Aged Care Advocacy Line 1800 700 600