

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 screenshot shows the My Aged Care website interface. At the top, there is a purple header with the phone number 1800 200 422 and operating hours: Mon-Fri 8am - 8pm, Sat 10am - 2pm. Below the header, the Australian Government logo is on the left, and the myagedcare logo is in the center. To the right of the logo is a search bar with the placeholder text 'Enter search term' and a 'Go' button. Below the search bar is a navigation menu with buttons for 'What help can I get?', 'Help at home', 'Aged care homes', 'Caring for someone', 'Find a service', 'About us', and 'Login'. The main content area features a large image of an elderly couple looking at a laptop. Overlaid on this image is a video player with the title 'Aged Care services that work for you' and a 'Full story' button. To the right of the video player is a vertical list of five service categories, each with an icon and a title: 'See what others have done' (person icon), 'Caring for someone' (two people icon), 'How services are delivered in your home' (info icon), 'Estimate aged care fees' (dollar sign icon), and 'Other languages' (globe icon).

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)

	<p>1. Individual calls My Aged Care contact centre 1800 200 422</p>	<p><i>Mrs Brown: Hi, I'd like to find out what help is available to assist with getting to the shops.</i></p> <p><i>My Aged Care Contact Centre: Yes, we can help you. First we will ask you a few questions so we can direct you.....</i></p>
	<p>2. Individual is contacted by phone by a home support assessor (RAS) who makes an appointment to come to your home.</p>	<p><i>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?</i></p>
	<p>3. Home support assessor comes to your home and completes an assessment with you</p>	<p><i>Home Support Assessor: So Mrs Brown how are you going?....</i></p>
	<p>4. Referrals are made to services via the My Aged Care portal</p>	<p><i>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.</i></p>
	<p>5. Service providers contacts you to set up your service.</p>	<p><i>Hi Mrs Brown, I'm from the Community Transport Service...</i></p> <p><i>I Mrs Brown, I'm from the Domestic Assistance Service....</i></p>
	<p>6. Service provider asks you your level of income and informs you how much the service will cost you.</p>	<p><i>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</i></p>

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

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

1800 200 422 Mon-Fri 8am - 8pm Sat 10am - 2pm

Australian Government myagedcare

Enter search term Go

What help can I get? Help at home Aged care homes Caring for someone Find a service About us Login

Aged Care services that work for you
The Commonwealth Home Support Programme increases your choice and flexibility to get the right aged care services ... Full story

- See what others have done
- Caring for someone
- How services are delivered in your home
- Estimate aged care fees
- Other languages

1.

Help at home Home Care Package providers Aged care homes ACAT

There are many different services that may support you to stay in your own home. You can search for organisations that provide these services in your area using the Help at Home finder. Alternatively, search for providers who deliver a co-ordinated package of tailored services with our [Home Care Package service finder](#).

An issue has been identified that searches using a provider's name in the Help At Home finder are returning incorrect results of 'N/A' in locations that providers deliver services. Searching by postcode rather than provider name will return the correct results. This is expected to be resolved shortly. For further assistance, please call the contact centre on 1800 200 422.

Step 1 Search by: Location Name

GORDON NSW, 2072

Step 2 Select service type: [Learn about different services](#)

- Allied Health and Therapy Services
- Assistance with Care and Housing
- Centre-based Respite
- Cottage Respite
- Domestic Assistance
- Flexible Respite
- Community Access - Individual Respite
- National ATSI Aged Care Program
- Nursing
- Other Food Services
- Personal Care
- Social Support Group
- Social Support Individual
- Specialised Support Services

2.

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

Search

3.

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

4.

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.

Service type

Flexible Respite

✓ Availability

Services provided

i In-home Day Respite

i In-home Overnight Respite

Contact details

Street address

Suite 202/280 PACIFIC Highway
LINDFIELD NSW, 2070

Phone: 1800 826 166

Fax: (02) 8572 9493

Email: jkimpton@hammond.com.au

<http://www.hammondcareathome.com.au>

5.

Locating Advisory Services

Step 1 Search by: Location Name

Step 2 Select service type: [Learn about different services](#)

- Allied Health and Therapy Services
- National ATSI Aged Care Program
- Assistance with Care and Housing
- Nursing
- Centre-based Respite
- Other Food Services
- Cottage Respite
- Personal Care
- Domestic Assistance
- Social Support Group
- Flexible Respite
- Social Support Individual
- Goods, equipment and assistive technology
- Specialised Support Services
- Home maintenance
- Client Advocacy
- Home modifications
- Contenance Advisory Services
- Dementia Advisory Services
- Meals
- Hearing Services
- Other support services
- Vision Services

Providers of Specialised Support Services near HORNSBY NSW, 2077

Dementia Advisory Services

List Sort by: Best match

1 match, showing all

Name	Phone	At your home	At providers location	Availability	Waitlist available	Commonwealth Government subsidised
CCNB - Dementia Advisory Service Community Care Northern Beaches Ltd Community and Home Support Dementia Advisory Services, Client Advocacy	(02) 9998 2900	✓	✗	✓	✗	✓

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