



# Supporting patients to access aged care services

A national resource for general practitioners, specialists and health professionals

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## My Aged Care

	Help at home			Short-term care		High care	Aboriginal and Torres Strait Islander Elders
Programme	Urgent Services (CHSP)	Commonwealth Home Support Programme (CHSP)	Home Care Packages (HCP)	Short Term Restorative Care (STRC)	Transition Care (TCP)	Residential Aged Care Permanent and Respite	National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)
<b>Description</b>	Time limited service (up to two weeks) to meet urgent patient need.  <a href="#">View the factsheet</a>	Low level support. Recommended for patients needing one or two ongoing or episodic services.  <a href="#">View the Guide to CHSP</a>	Higher level support for patients still living at home with greater or more complex care needs. Package levels 1-4  <a href="#">View the Guide to HCP services</a>	Early intervention to reverse or slow functional decline. Patient must not have been hospitalised in past three months with a condition related to their STRC needs. Time limited (eight weeks).  <a href="#">View the STRC guide for consumers</a>	Specialised care and support to help patients regain functional independence after a hospital stay. Time limited (12 weeks, with possible six week extension).  <a href="#">View the TCP guidelines</a>	Care for patients who can no longer live at home and need ongoing help with everyday tasks or healthcare. Residential respite is short term residential care level support. *Refer to eligibility. (Up to 63 days of subsidised care per financial year. Possible 21 day extension with approval from assessor.)  <a href="#">View the Guide to residential aged care for consumers</a>	Provides flexible, culturally appropriate aged care to older Aboriginal and Torres Strait Islander people. Service providers deliver a mix of residential and home care services, mainly in rural and remote areas.  <a href="#">View the NATSIFAC program manual</a>
<b>Services provided</b>	<ul style="list-style-type: none"> <li>nursing</li> <li>personal care</li> <li>meals</li> <li>transport</li> </ul>	<ul style="list-style-type: none"> <li>nursing</li> <li>flexible respite</li> <li>allied health</li> <li>personal care</li> <li>meals</li> <li>specialised support</li> <li>domestic assistance</li> <li>home maintenance</li> <li>home modification</li> <li>assistance with care and housing</li> <li>transport</li> <li>social support</li> </ul>	Range of individualised in-home support services.	Services provided vary and are guided by a doctor's assessment and team of allied health professionals.	<ul style="list-style-type: none"> <li>allied health</li> <li>nursing</li> <li>social activities</li> <li>personal care</li> </ul> These short-term services can be delivered in the home, community or residential aged care.	<ul style="list-style-type: none"> <li>assistance with everyday tasks</li> <li>personal care</li> <li>nursing.</li> </ul>	<ul style="list-style-type: none"> <li>personal care</li> <li>nutrition and diet</li> <li>continence management</li> <li>mobility support</li> <li>home care</li> <li>clinical services.</li> </ul>
<b>Referral process</b>	Referring health professional contacts service provider directly. For a list of providers see the My Aged Care Find a Provider tool or phone 1800 200 422	Referrals can be made by the patient or a health professional on behalf of the patient (with their consent). For more information on how to make or follow up on a referral: <a href="http://www.myagedcare.gov.au/health-professionals">www.myagedcare.gov.au/health-professionals</a> . Referral options: <ul style="list-style-type: none"> <li>Online referral form <a href="http://www.myagedcare.gov.au/make-a-referral">www.myagedcare.gov.au/make-a-referral</a></li> <li>e-referral option: Use the e-Referral option from within your patient's electronic medical record (available in Best Practice, MedicalDirector, and Genie practice management systems).</li> <li>Phone: 1800 200 422</li> <li>Fax: My Aged Care Community Health Professional an GP Referral Form to 1800 728 174</li> </ul> Advocacy: Older Persons Advocacy Group, <a href="http://opan.com.au">opan.com.au</a> , provide free, independent and confidential services to support older people and their representatives to address issues related to access to the Commonwealth Home Support Programme. If patient needs emergency respite care, contact Carer Gateway on 1800 422 737.				Referral by: <ul style="list-style-type: none"> <li>My Aged Care</li> <li>Regional Assessment Service</li> <li>ACAT</li> <li>GP and specialists</li> <li>Hospitals</li> <li>community health workers.</li> </ul> An ACAT assessment recommended but not required.	
<b>Eligibility</b>	To access aged care services, patients need to be: <ul style="list-style-type: none"> <li>65 years or older (50 years or older for Aboriginal and Torres Strait Islander people)</li> <li>based on current support needs (future needs will not be considered as part of the assessment)</li> <li>assessed as eligible by the Aged Care Assessment Service (Regional Assessment Service or Aged Care Assessment Team/Service).</li> </ul> If the patient is at risk of, or currently experiencing homelessness, they may be eligible for the CHSP Assistance with Care and Housing Program from the age of 50 (45 or older for Aboriginal and Torres Strait Islander People) Aged care services may be short term, episodic or long term. *Patients may be eligible for residential respite care if they have a carer. Patients require a face-to-face assessment to determine eligibility.						Aged 50 years or older and: <ul style="list-style-type: none"> <li>are of descent or identify as Aboriginal and/or Torres Strait Islander</li> <li>are accepted by the community they live in or come from.</li> </ul>
<b>Cost</b>	Subsidised by the Australian Government. Patient co-contribution dependent on service provider, service type and patient's financial situation. Home Care Package and Residential Care require an income assessment through Services Australia.						

**Care finder service navigation** is a no cost service for older people eligible for aged care support, and who need intensive assistance to arrange services. This may include people with difficulty understanding information and making decisions, limited family/social support, difficulty communicating, or reluctance to engage with aged care or government. Visit [Help from a care finder | My Aged Care](#) for referral information.

**Department of Veterans Affairs (DVA) and Veteran's Home Care (VHC).** Available to veterans of any age.

Clients and their dependants with a Gold or White card can access support with non complex care needs via DVA and VHC. Supports can include: medical related transport needs, personal care, domestic support, safety-related modifications, home and garden maintenance. In certain circumstances, patients can access DVA and Aged Care service concurrently. For general enquiries about the VHC program call the Health Provider Line on 1800 550 457 or visit [www.dva.gov.au](http://www.dva.gov.au).

**Carer support - Carer Gateway.** Available to carers of any age.

Practical advice and support for carers including; respite care, counselling, coaching and skills support, advice on financial support.

Phone: 1800 422 737 (available 24/7 for emergency respite support).

Respite fees dependent on provider, length and type of care.



Health professional



Patient

**1) e-Referrals**  
Registration, screening and referral for assessment

**2) Website**  
[www.myagedcare.gov.au/health-professionals](http://www.myagedcare.gov.au/health-professionals)  
Information and online referral form

**3) Contact Centre**  
Phone 1800 200 422 (freecall)  
Fax 1800 728 174  
Information, direct to service referral (for urgent services)

**4) Care Finder**  
[Help from a care finder | My Aged Care Referral Information](#)

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**Patient (or representative)**  
Phone 1800 200 422  
or [www.myagedcare.gov.au](http://www.myagedcare.gov.au)  
Information, registration, self-referral

Regional Assessment Service (RAS)  
(Home support assessment)

Aged Care Assessment Teams (ACAT)  
(Comprehensive assessment)

National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)

Urgent services (CHSP)

Commonwealth Home Support Programme (CHSP)

- Short term restorative care
- Transition care

Home Care Packages (Levels 1-4)

- Residential aged care
- Residential respite

Basic care  
High care

**Further information**

For more information about this resource please contact [community.care@brisbanenorthphn.org.au](mailto:community.care@brisbanenorthphn.org.au)