



Regional Assessment Service

The need for Aged Care reforms?



Aged Care Reforms.

Our aged care system is currently world class. However, people are living longer thanks to better health and better health care. Fundamental changes were required to ensure the system:-

- be sustainable and affordable, long into the future
- offer greater choice and flexibility for consumers
- support people to stay at home, and part of their communities, for as long as possible
- encourage aged care businesses to invest and grow
- provide diverse and rewarding career options.

Moving towards consumer directed care is a big part of the changes being made to the aged care system. It means people will have greater choice, and care will be based on needs.

To receive services from the Commonwealth Home Support Programme or Home Care Packages, eligible clients must contact the My Aged Care contact centre.

My Aged Care contact centre staff will:

- discuss their aged care needs and determine the appropriate next steps - this may involve providing the client with information about aged care or referring them for either a home support assessment, conducted by the Regional Assessment Service (RAS) or a comprehensive assessment, conducted by an Aged Care Assessment Team (ACAT)
- create a client record— this will enable appropriate sharing of client information with the client, their representatives, assessors and service providers. Consent will be requested to share the client record, the centralised record will help to reduce the number of times a client needs to repeat their story.
- When necessary a time limited referral may be sent directly to a service provider if Transport, Nursing, Personal Care or Meals are needed urgently and will allow services to commence while awaiting an assessment from RAS or ACAT.

ASSESSMENTS



What happens at a Home Support Assessment?

When the assessor arrives at a clients home they will ask for permission to conduct the assessment. They will have the information that the client provided to the My Aged Care contact centre.

The assessor will ask questions, such as;

- what supports are currently received
- health concerns
- Functionality with ADL's
- questions relating to safety in the home
- Carer roles and concerns.

They may also observe mobility, cognition and general condition of clients.

Support Plan

After the home support assessment is completed the assessor will discuss and develop a support plan with the client. This will help to:

- identify what the client is are doing well and what they are needing help with
- identify goals and what the client would like to achieve

Referring for service

- If clients require CHSP services, the assessor will work with them to identify an appropriate service provider. The assessor will send the referral to the selected provider for services to commence in line with the support plan.
- If the assessor finds need for a greater level of support, they can arrange for a comprehensive assessment to be completed by ACAT

Important points to keep in mind.

- Assessment Services such as RAS and ACAT are separate from service providers. Assessors are in continual contact with various providers however referrals resulting from an assessment are sent to the providers consented to by clients.
- Availability of services is not guaranteed. Many services are in very high demand and although a referral is generated clients are informed it may take some time and patience until they receive a service.
- There are costs involved with most services provided apart from the actual assessments. Assessors from RAS and ACAT give non-specific information only when discussing fees. Clients are encouraged to discuss the fees directly with the provider.

Further information

The My Aged Care website has a large amount of information available on the Aged Care changes as well as helpful hints and tips to assist everyone concerned with Aged Care.

www.myagedcare.gov.au

You can also contact your local Regional Assessment Service office and ACAT team to discuss referrals and local processes