**Aged Care Government funded services**

**Low Level Need - CHSP (Commonwealth Home Support Program) formerly known as HACC**

One off services ongoing or for set period, these services can include cleaning, transport, personal care, allied health etc.

To access these services, you need to call My Aged Care and do an over the phone assessment. Pending the outcome of this assessment you will most likely be referred to the Regional Assessment Service (RAS) which in Northern Sydney is Community Options, Feros Care and Northern Sydney Health (AKA Health Administration Corporation)

RAS do a home assessment and refer to services based on the outcome

\*\* Web referrals can also be made via myagedcare.com.au

**Complex Care requiring Case Management - Home Care Packages (HCP) – Assessed by ACAT**

Consumer Directed Services To access these services, you will need to contact My Aged Care, referral can be made by individual, family, health professional.

Package has individual budget and usually clients have CHSP services while waiting for a HCP

Providers will be allocated referrals based on vacancies, consumer can choose provider.

Clients can access CHSP services if their HCP 1 or 2 is at maximum capacity.

Clients are not eligible for CHSP services if they have a HCP 3 or 4 except for exceptional circumstances as guided by the guidelines but these additional services should be monitored and time limited.

**Hospital Discharge -Compacs** – managed by (Care Connect) coordinator and usually implemented just before discharge from hospital

6 Weeks of services out of hospital

Usually includes shopping, cleaning, personal care and transport

**Hospital Discharge - Transitional Care/Transpac – MUST be assessed by ACAT in hospital**

12 Week package of care with an achievable rehabilitation goal

Transitional Care can be completed either as an in patient (Wesley Garden Transitional Care unit – TCU) or at home. Ideally some of the 12 weeks will be completed in home.

Services are Physio and OT as well as personal care, cleaning etc.

Extensions can be granted up to 21 days and must be approved by the ACAT who did the original Transitional Care Approval

**NEW Short Term Restorative Care Packages**

Wellness, reablement and restorative approaches are emerging as powerful ways to help older people improve their function, independence and quality of life. The Short-Term Restorative Care (STRC) Programme aims to reverse and/or slow ‘functional decline’ in older people and improve their wellbeing. 8 week programs available.

**Fees:**

**CHSP** – Pay per service. Currently fees start at approx. $10-$15/hour and at the discretion of the service this fee can be increased, decreased or offered for free

**HCP -**. For people receiving full pension the maximum basic fee is 17.5% of the single person rate of the basic Age Pension. This works out to be $**139.58** per person, per fortnight (from 20 September 2016 to 19 March 2017).

Part pensioner, DVA or self-funded retiree MUST complete an income test through Centrelink to determine their co-contribution to the HCP known as an income tested fee. Which can cost anywhere from $1 a day up to $28.50/day.

***Per day*** means that the client must pay this additional charge at a rate of $? Per day

***How much income-tested care fee will I be asked to pay?***

The amount your service provider may ask you to pay will vary with your financial circumstances; however, there are limits in place.

You cannot be asked to pay an income-tested care fee if you have a yearly income below the following thresholds:

* individual person – $25,792.00
* member of a couple but now separated due to illness (individual income) – $25,324.00
* member of a couple living together (combined income) – $40,050.40.

<http://www.myagedcare.gov.au/financial-and-legal/home-care-package-income-tested-care-fee>

**Compacs** – At the discretion of the service can charge the maximum $69.51 or a nominal fee. Service can be offered for free

**Transitional Care/Transpac** – As above with compacs

**CONTACTING MY AGED CARE**

**Phone: 1800 200 422**

Mon-Fri between 0800 to 2000, Sat 1000 to 1400

Patient's do not have to be present for a phone referral but the call centre requires the patient’s consent for GPs to provide information on their behalf, and for the contact centre to contact the patient directly.

**Web Referral:**

The form is available at [www.myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral)

Use the support person field if you are lodging referral on someone’s behalf.

[Using New My Aged Care referral form](https://www.youtube.com/watch?v=YFjibUjwiBU)

**Fax: 1800 728 174**

Not recommended as slow update in processing.

**\*\*Aged Care Assessment Team (ACAT) Referral Process**

From 4 February 2016, general practitioners and health professionals referrals to ACAT via above methods to My Aged Care.

**ACAT WILL NOT ACCEPT DIRECT REFERRALS.**