

## My Aged Care referral pathways for GPs



### **What are the Aged Care Reforms?**

On 1 July 2015, My Aged Care introduced a central, streamlined pathway for assessment and referrals into aged care services for older people. My Aged Care incorporates a website and phone-based screening process conducted by the My Aged Care contact centre. Service providers are able to make one electronic referral to My Aged Care for multiple services for a client, and use a central client record.

### **What are Regional Assessment Services (RAS)?**

Regional Assessment Services are a new workforce providing face-to-face assessments for clients seeking entry-level home support services. Like ACATs, RAS assessments are underpinned by a wellness and reablement approach and assessors assist clients to establish goals and develop support plans that help them to achieve their goals. Eligible clients will be referred for services under the Commonwealth Home Support Programme (CHSP).

### **What is the Commonwealth Home Support Programme?**

The new CHSP will provide entry-level support services for people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people) who need help to remain living independently at home. Under the CHSP, people will be able to access a wide range of CHSP services such as planned respite, delivered meals and domestic assistance. Existing HACC clients do not need to be registered on My Aged Care until their needs change.

### **The role of Aged Care Assessment Teams (ACATs) continues**

ACATs will continue to provide face-to-face assessments for clients with higher level or complex needs for:

- Residential aged care
- Home care packages (levels 1, 2, 3 and 4)
- Transitional Aged Care
- Residential respite.

Both ACATs and RAS play an integral role in facilitating access for clients to the services they need. NSW Health is working to encourage a collaborative working environment between ACAT and RAS to assist in smooth referral transitions for clients.

### **What is changing in 2016?**

- On 4 February 2016 ACATs will commence using the full functionality of the My Aged Care system.
- The access for clients needing an ACAT assessment will be via My Aged Care.
- All clients will be screened using the National Screening and Assessment Form (NSAF) to ensure a nationally consistent and holistic screening and assessment process.
- Assessments will be conducted with a focus on wellness and reablement, with assessors working with clients to recommend services that will help them to achieve their goals.

### **Referral Pathways for ACAT after 4 February 2016**

- 1 July – 3 February 2016, usual referral pathways remain in place. You can refer to NSW ACATs following established processes. You can also contact My Aged Care who can refer to ACAT.
- **From 4 February 2016**, direct your clients through the My Aged Care gateway for an assessment. You can refer clients via the Web Form, or hospital referral form located on the My Aged Care website ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)) or call the My Aged Care contact centre on **1800 200 422**.

### **More information about the Aged Care Reforms**

For more information about the Aged Care Reforms, frequently asked questions and information sheets visit the following websites:

- NSW Health – Aged Care and Community Care:  
<http://www.health.nsw.gov.au/agedcare/>
- Department of Health – Ageing and Aged Care:  
<https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care>
- My Aged Care:  
<http://www.myagedcare.gov.au/>