

FACT SHEET – MY AGED CARE

What are the Aged Care reforms?

On 1 July 2015, My Aged Care (MAC) 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.

GPs and service providers are able to make one electronic referral for a consumer to My Aged Care for multiple services. The consumer will have an aged care central client record created in MAC.

What changes will come into effect in 2016?

From 4 February 2016, Aged Care Assessment Teams (ACATs) will be transitioning to the new My Aged Care system:

- Access for consumers needing an ACAT assessment **will be via My Aged Care.**
- All consumers 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 consumers and their carers to recommend services that will help them to achieve their goals.

What impact will these changes have on referral pathways for ACAT?

From 4 February 2016, GPs will need to refer patients for assessment and/or services using:

- the [referral form](#) on the My Aged Care website
- your existing referral form or template which is available on the [COORDINARE website](#) and can be copied and uploaded to your clinical software and faxed to 1800 728 174
- phoning the contact centre on 1800 200 422 (Monday to Friday 8am - 8pm or Saturday 10am - 2pm).

Direct referrals to ACATs can no longer be made after this date.

What are Regional Assessment Services (RAS)?

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

What is the Commonwealth Home Support Programme (CHSP)?

The new CHSP (formerly known as HACC) 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 in-home respite, delivered meals and domestic assistance. For more information see the [CHSP Information Sheet](#).

How do I refer patients for CHSP?

Patients requiring CHSP services will need to be referred to the My Aged Care contact centre either by using the [online form](#), a faxed [referral form](#) or by calling the contact centre direct on 1800 200 422. The My Aged Care contact Centre will register and screen the client, and make a referral to the Regional Assessment Service.

What is the ongoing role of Aged Care Assessment Teams (ACATs)?

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

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

Both ACATs and RAS play an integral role in facilitating access for consumers 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 consumers.

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](#)
- [Department of Health - Aging and Aged Care](#)
- [My Aged Care](#)

