

## AGED CARE ASSESSMENT TEAM FREQUENTLY ASKED QUESTIONS

### HOME CARE PACKAGES

#### What level of package am I eligible for?

You will find your approvals on the last page of your **Support Plan** which is sent to you following your assessment – package approvals are for either home care level 3 and 4 (high care) or home care level 1 and 2 (low care). Both levels of home care package approval **do not lapse**. Reassessment would be indicated however if you have low level home care package approval and your care needs became high.

#### How do I arrange for a package to start now I have the approval?

The ACAT assessor would have discussed with you - if you want us to refer you to local providers (or companies), or if you want to think about it first, and perhaps start your package at a later date. If you are starting your package later, you will receive a **letter with Referral codes** for each of your approvals listed. When you wish to start a package, please call **My Aged Care** on **1800 200 422** and quote your referral code for your package. My Aged Care can then help you locate a provider in your area. **You choose** who you wish to deliver your package of care at home.

#### How much will it cost me?

To determine this, you will need to complete an *Aged Care Fees Income Assessment* form and send this to Centrelink. The Government subsidises care, but there is usually an amount to pay towards the package. If you have financial hardship, please discuss this directly with the provider you have chosen.

#### What types of things can it include?

A home care package can include a number of types of care and assistance, and it depends on what you, as an individual, need assistance with. The *Aged Care Client Record* identifies the cares that the ACAT assessor discussed with you during the assessment; however it is best to discuss which services that the provider can make available for you, and include the services that are important to you, to keep you safe and cared for in your own home. Services may include (eg.) help with showering, nursing, transport, allied health services (such as physiotherapy) and some equipment.

### RESIDENTIAL RESPITE

#### How do I arrange or book for respite?

You need to book in advance at an Aged Care Facility. It is best to visit a few facilities in your local area, and talk to the staff there. Then decide where you would like to book. There will be some paperwork that may vary from each facility, and it is a good idea to take a copy of your **Support Plan and Referral codes letter** with you. The ACAT assessor would have left you with a list of facilities in your local area, with phone contact numbers listed.

### How much will it cost me?

There is a daily fee for residential respite to cover basic needs such as meals – please ask at the facility when you are making the booking.

### What level of residential respite am I eligible for?

You will find your approvals on the last page of your **Support Plan** which is sent to you following your assessment – either high level respite care, or low level respite care. Both levels of respite approval **do not lapse**. Reassessment would be indicated however if you have low level respite approval and your care needs became high level care needs.

## RESIDENTIAL RESPITE Cont'd

### How long can it be for?

As a general rule, the minimum respite booking is 2 weeks, but please check with the individual facility when you make inquiries. Once an approval is in place, you are eligible for up to a total of 9 weeks each financial year; however extensions may be given in exceptional circumstances.

### What if respite turns into permanent?

If you have a current permanent approval, the ACAT team does not need to reassess you. Please discuss arrangements with the staff at the facility – there will be further financial and admission documents to complete.

## PERMANENT CARE

### How do I arrange or book for entry to permanent care?

You can call **My Aged Care on 1800 200 422** for advice. It is best to visit a few facilities in your local area, and talk to the staff there then decide where you would like to move to / or put your name down for future entry to care. There will be some paperwork that may vary from each facility, and it is a good idea to take a copy of the **Support Plan and Referral Codes letter** with you. The ACAT assessor may have left you with a list of facilities in your local area, with phone contact numbers listed. There are private consultants who can assist with this process (fees apply). Your ACAT assessor can give you further information about this if you are interested.

### How much will it cost me?

The Government subsidises care in a facility, but there is usually other fees to contribute – at a minimum there is a basic daily fee for things like meals, power and laundry. Other fees for accommodation and care may be means tested, and optional extra services will incur additional fees. You will need to visit facilities and discuss with staff there about what type of room you want. You will be asked to complete an assets assessment on a Government form, and submit this form to Centrelink. Many people enlist the assistance of a Financial Advisor to do this. **Financial Planning Association of Australia** phone number 1300 626 393 (to locate a Financial Planner in your local area).

### What level of permanent care am I approved for?

There is no longer a specified approval care level – the facility will claim for a certain care level (high or low care) once they have determined a level of care. This is done through various assessments of care, once you have entered and settled into permanent care. You will find your approval for permanent care on the last page of your **Support Plan** which is sent to you following your assessment – this approval is ongoing, and **does not lapse**.

### What if I don't want to go to permanent care for another few years?

That is fine – **the approval is ongoing, and does not lapse**.

For more information, please visit the government website [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call **1800 200 422**. The My Aged Care information and referral service is a national service and is open **Monday to Friday 8am to 8pm, and on Saturdays from 10am to 2pm**.