

# How to access subsidised care

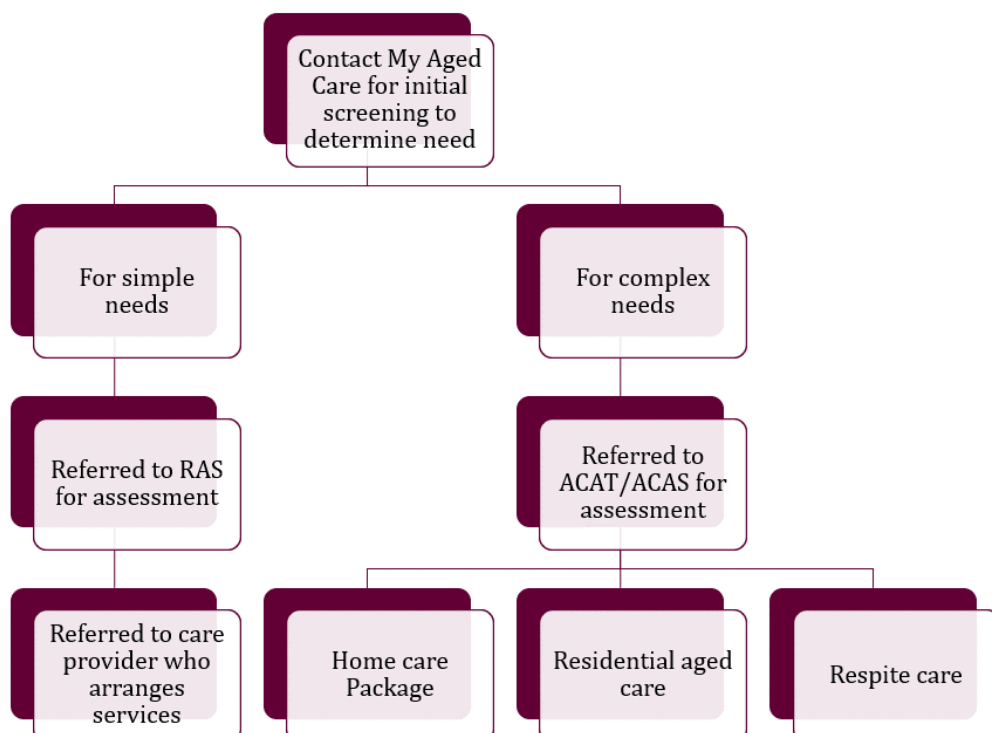
When you need aged care services you may be asked to contribute towards the costs, but the government makes care more affordable by paying a large portion of the care fees. This applies to both residential and home care support. In fact, in 2019/20, the government spent over \$21.2 billion funding aged care services.

If you want the government to pay some of your aged care costs, you will need one of the following approvals:

- Approval for the Commonwealth Home Support Programme is through the Regional Assessment Service (RAS)
- Approval for a Home Care Package is through the Aged Care Assessment Team (ACAT)\*, and
- Approval for residential aged care and respite is through the Aged Care Assessment Team (ACAT)\*.

\*ACAT is called ACAS in Victoria. It stands for the Aged Care Assessment Service.

Whichever service you want to access, the first step for gaining an approval is to contact the My Aged Care service. The steps are:



## How do I get assessed?

Initial application	Option A	Option B
	Apply online	Apply by phone
	<ol style="list-style-type: none"> <li>1. Access the My Aged Care website <a href="https://www.myagedcare.gov.au/assessment/apply-online">https://www.myagedcare.gov.au/assessment/apply-online</a></li> <li>2. Answer questions about your current situation and help you may need with everyday tasks.</li> <li>3. Provide details of personal information and anyone you want to nominate as a contact person.</li> </ol>	<ol style="list-style-type: none"> <li>1. Call My Aged Care on 1800 200 422</li> <li>2. The team member will ask you several questions to work out your care needs. They will ask questions about: <ul style="list-style-type: none"> <li>• The current support you receive</li> <li>• Your health concerns</li> <li>• How well you are managing at home, and</li> <li>• Safety in your home.</li> </ul> </li> </ol>

### Tips for assessment

If you are already registered with My Aged Care an online assessment is not available. You will need to apply by phone. Make sure you have your Medicare Card handy when you apply.

Make sure you have your Medicare Card handy when you call. You may also want to have someone with you, so they can help with the call and be nominated as your contact person.



Getting assessed	If you need	If you need
	a RAS assessment	an ACAT/ACAS assessment
	<p>Based on the information provided in your initial contact, if it is determined that your needs are simple, you may be referred to a Regional Assessment Service (RAS).</p> <ol style="list-style-type: none"> <li>1. An RAS assessor will make contact and arrange a meeting, normally in your home.</li> <li>2. The assessor will ask you similar questions to the phone assessment, but in greater detail. They may also speak to your doctor and other health care professionals to assess your needs.</li> </ol>	<p>Based on the information provided in your initial call, if it is determined that you have more complex care needs, you may be referred to ACAT/ACAS.</p> <ol style="list-style-type: none"> <li>1. An ACAT/ACAS assessor will make contact and arrange a meeting, normally in your home (but can be in hospital if needed).</li> <li>2. The assessor will ask you similar questions to the phone assessment, but in greater detail. They may also speak to your doctor and other health care professionals to assess your needs.</li> </ol>

### Tips for assessment

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The results	The results of a RAS assessment	The results of an ACAT/ACAS assessment
	<p>The assessor will usually let you know if you are eligible in the meeting. The assessor may give you information about services they offer or other service providers in your local area. If you decide to use the assessor's services, you can discuss costs and delivery. An RAS assessor will make contact and arrange a meeting, normally in your home.</p>	<p>After your assessment, the ACAT/ACAS assessor will develop a care plan to record the outcomes agreed and mail it to you. This will set out:</p> <ul style="list-style-type: none"> <li>• Your strengths, difficulties, and goals</li> <li>• Your preferences for care (i.e. in-home care or residential care), and</li> <li>• The care and services required to meet your goals.</li> </ul> <p>The letter will also state whether you are eligible for subsidies on a:</p> <ul style="list-style-type: none"> <li>• Home care package (and at which level - 1 through 4),</li> <li>• Residential aged care, and/or</li> <li>• Respite care (high or low level).</li> </ul> <p>Or, if you are not eligible for care, you will get a letter explaining your why you aren't eligible.</p>
<p><b>Tips for the results</b></p>		<p>Tips for ACAT assessment results: If you receive an approval, it does not have an expiry date. You will only need a new ACAT/ACAS assessment if you care needs change and you need to access a different level of care.</p>

**An Accredited Aged Care Professional™ can help you to identify options and choose the option that best suits your personal situation and objectives.**

## Want more information?



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