

Information for health professionals

About My Aged Care

My Aged Care is the entry point for older Australians to access information about aged care services. Health Professionals play a key role in supporting patients to access these services.

This fact sheet provides you with information on your role in a client's aged care journey and provides you with guidance in supporting client discussions.

Aged care journey for a patient



1. Referral for assessment

Following consultation with a patient if you determine there is need for them to access aged care services you can make a referral for assessment. There are three ways you can make a referral:



- **Online:** Use the [make a referral form](#) on the My Aged Care website – this is the quickest and easiest way to make a referral:
 - <https://www.myagedcare.gov.au/referral>



- **Phone:** Call the My Aged Care contact centre on 1800 200 422 and register the patient. You can also ask the patient to call My Aged Care directly.



- **Fax:** If you are a GP or based in the Community, use the [My Aged Care Community Health Professional and GP Referral form](#).
 - If you are from a hospital, use the [My Aged Care Hospital fax referral form](#).

Note: You will need your patient's consent, or that of their legal representative, to obtain this information. It is important to provide accurate details including the correct spelling of first name, last name, address and contact number details to ensure a unique record is created for them.

2. Assessment of care needs

In order to access subsidised care, an assessment of care needs will be conducted by a member of the My Aged Care assessment workforce. Based on your referral, this will be completed by either an assessor from the Regional Assessment Service (RAS) or an Aged Care Assessment Team (ACAT):

- i. **RAS:** A [home support assessment](#) will be conducted for entry level aged care needs, allowing the patient to remain living at home and in the community safely.
- ii. **ACAT:** A comprehensive assessment will be conducted for complex aged care needs, or if a patient is considering moving into an aged care home.

Note: ACAT assessments are also conducted for respite care and transition care.

3. Referral for service

Based on the outcome of the assessment a patient may receive an approval for Commonwealth subsidised care and a new referral will be issued to a provider. In the case of home care packages, the patient will be placed in the national prioritisation system and will be notified in writing when a suitable package is available and assigned to them.

Frequently asked questions

Below are some common questions you may be asked/scenarios you may face:

- **What if a patient visits me needing assistance with accessing subsidised services?**

The most efficient method is via the online referral form. You can also direct the patient to call the My Aged Care contact centre on 1800 200 422, or you can call on the client's behalf with their consent.

- **What if a patient is already receiving subsidised care and their needs change?**

They should discuss their care needs with their provider in the first instance then if necessary, their provider can request a support plan review to be conducted.

- **Can I query the status of my referral / patient's assessment?**

Yes, you can follow-up at any time by contacting the My Aged Care contact centre to query the status of the assessment process. You will need the confirmation number from the online referral.

- **Does a referral to My Aged Care replace post-acute services?**

No, a referral to aged care services should NOT take the place of post-acute services. Hospitals should continue to access post-acute care for services that are required as a result of an inpatient episode.

- **What if a patient has an urgent need to access services?**

If a patient is already receiving subsidised care then they should discuss their needs with their service provider who may be able to arrange additional services on a time limited basis.

A patient can be directly referred to a service provider under exceptional circumstances in order to keep them safe, including an immediate need for:

- nursing
- personal care
- transport (if required within two weeks)
- meals

Aged care services are not substitutes for early intervention, rehabilitation or sub-acute programs provided under the health system. For patients who need health-related support, such as after a hospital stay or due to a sudden change in their health status, more appropriate health specific services may be available through post-acute care, state or privately funded rehabilitation.