



Australian Government



myagedcare

Service and Support Portal User Guide - Viewing Wait Time Information for Home Care Packages

This Guide is designed for Staff Members or Team Leaders within the My Aged Care Service and Support Portal. It explains how to interpret client wait time information for a home care package.

You can view general information about wait times for each home care package level, as well as wait time information for a particular client you are delivering interim care services for, which takes into account their approval information such as: their approved level, priority for service and time waited for care. Once a client is approved for home care by an Aged Care Assessment Team (ACAT), they will automatically be placed on the national queue to await the assignment of a home care package.

This Guide contains the following topics:

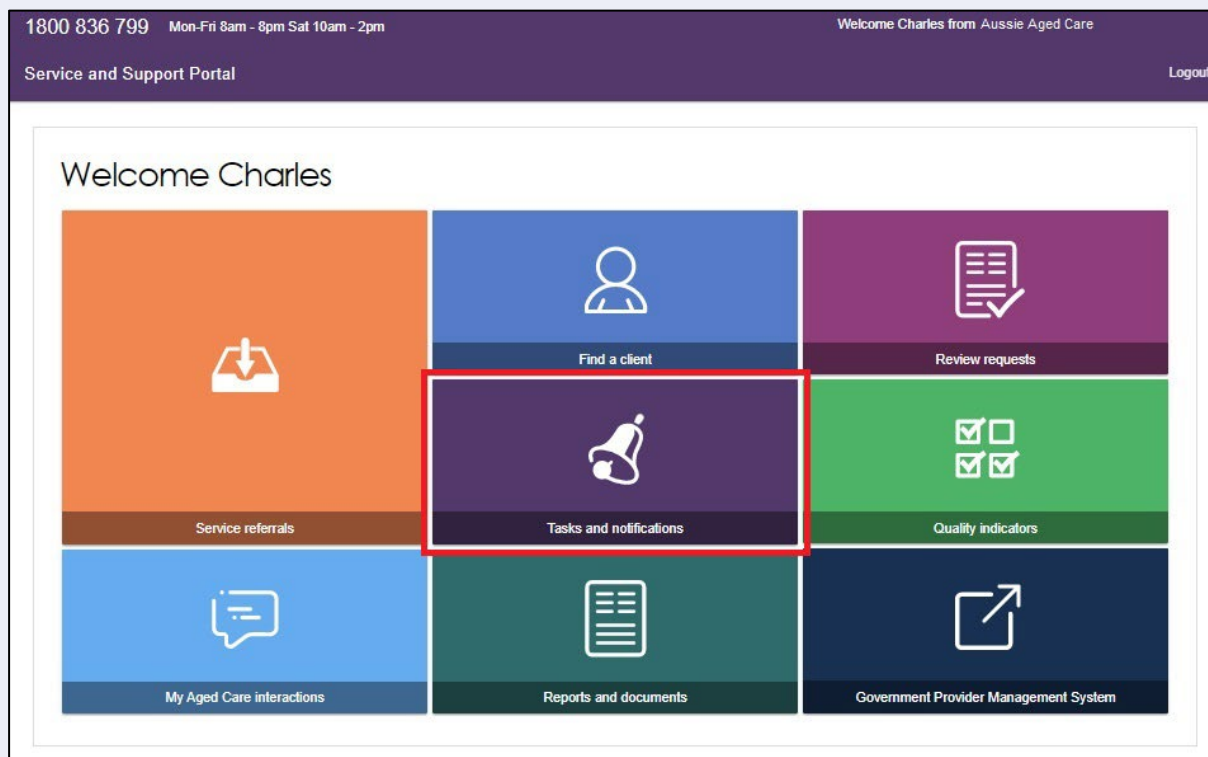
Finding General Wait Time Information	2
Finding Wait Time Information for an Existing Client.....	4
Finding When my Client is Assigned a Higher Level Package.....	6
For More Information or Support.....	6



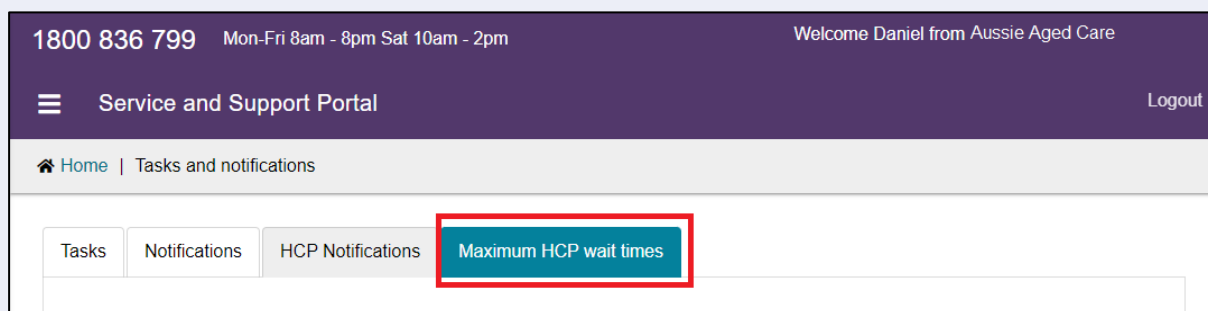
Finding General Wait Time Information

To view general information about expected wait times for a home care package at each level, follow the procedure below.

1. Select the 'Tasks and notifications' tile from the provider portal home page (or from the side menu or toolbar within the portal).



2. On the 'Tasks and notifications' page, select the 'Maximum HCP wait times' tab.



Maximum wait time information is displayed as a time-banded figure (less than 1 month, 1-3 months, 3-6 months, 6-12 months, or 12+ months) for each home care package level and is described in more detail below in the Home Care Package Maximum Wait Times table.

The table contains three columns:

'Approved package level' – an Aged Care Assessment Team (ACAT) will determine the Home Care Package that best meets a client's needs. There are four levels which cater to clients with basic care needs (Level 1) to clients with high-level care needs (Level 4).

'Maximum time to first package' – this is the maximum time a client at a specific approved package level can expect to wait to receive care at an interim level. A client can choose to accept an interim package while they wait for a package at their approved level to become available. For example, a client approved for a level 3 home care package may expect to receive either a level 1 or level 2 as their first interim package.



'Maximum time to approved package' – this is the maximum time a client at a specific approved package level can expect to wait to receive care at their approved level.

Tasks	Notifications	HCP Notifications	Maximum HCP wait times															
<h3>Home Care Package – Maximum wait times</h3> <p>The maximum time for a Client to receive a Home Care Package.</p> <table border="1"> <thead> <tr> <th>Approved package level</th> <th>Maximum time to first package</th> <th>Maximum time to approved package</th> </tr> </thead> <tbody> <tr> <td>Home Care Package Level 1</td> <td></td> <td>12+ months</td> </tr> <tr> <td>Home Care Package Level 2</td> <td>12+ months</td> <td>12+ months</td> </tr> <tr> <td>Home Care Package Level 3</td> <td>12+ months</td> <td>12+ months</td> </tr> <tr> <td>Home Care Package Level 4</td> <td>12+ months</td> <td>12+ months</td> </tr> </tbody> </table>				Approved package level	Maximum time to first package	Maximum time to approved package	Home Care Package Level 1		12+ months	Home Care Package Level 2	12+ months	12+ months	Home Care Package Level 3	12+ months	12+ months	Home Care Package Level 4	12+ months	12+ months
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Home Care Package Level 4	12+ months	12+ months																

! The general wait time information displayed is based on a client that joins the bottom of the national queue today and is approved for a home care package at a 'medium' priority for service.

Wait time information is subject to change as other clients enter and exit the national queue.

For example, using the information displayed in the table below, an individual approved for a level 3 home care package today can expect to wait:

- 12+ months their first interim level package (either level 1 or level 2)
- 12+ months for a package at their approved level (level 3).

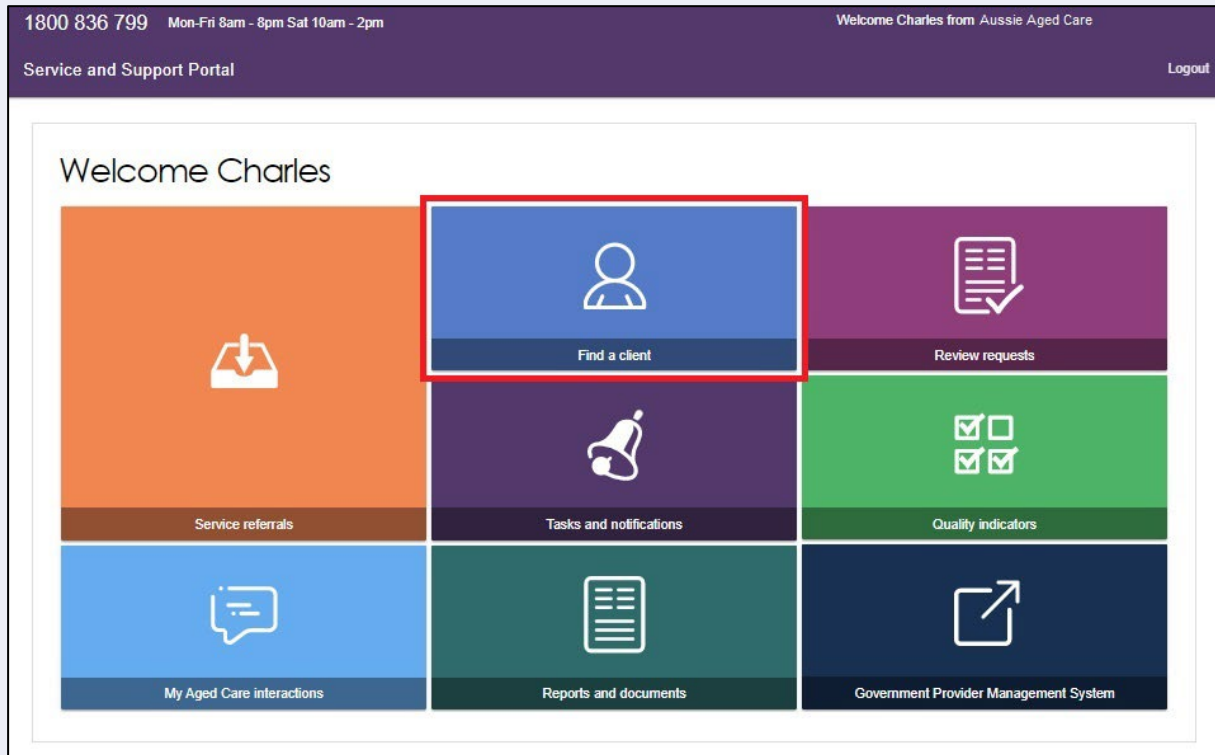
Approved package level	Maximum time to first package	Maximum time to approved package
Home Care Package Level 1		12+ months
Home Care Package Level 2	12+ months	12+ months
Home Care Package Level 3	12+ months	12+ months
Home Care Package Level 4	12+ months	12+ months

! A client approved for a level 4 home care package cannot receive a level 1 interim package, as the client's assessed need is unlikely to be supported by a level 1 package.

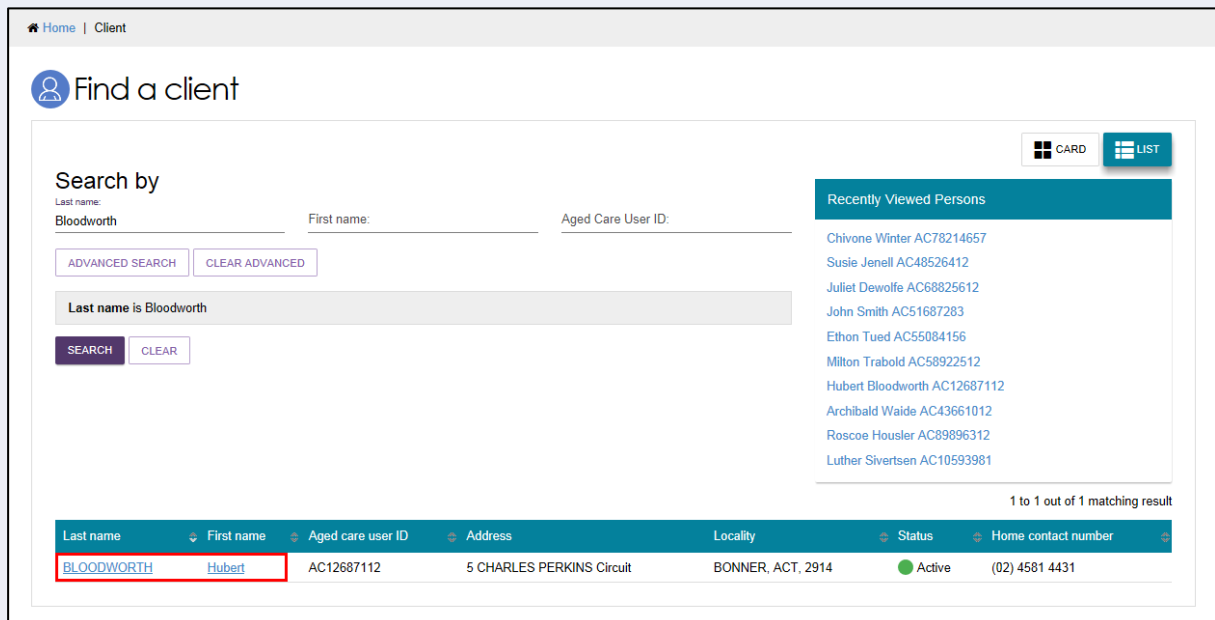
Finding Wait Time Information for an Existing Client

To view expected wait times for a home care package for a client you are delivering interim services for, follow the procedure below.

1. Locate the client record by conducting a basic search from the 'Find a client' tile from the provider portal home page (or from the side menu or toolbar within the portal).



2. Select the client's name from the list of search results.



The 'Client details' page will be displayed. Select the 'Approvals' tab to view the client's expected wait time information.



Ethon TUED
Male, 80 years old, 1 July 1937, AC55084156
100 OODGEROO Avenue FRANKLIN, ACT, 2913

Client Record

REQUEST A REVIEW VIEW PDF OF CLIENT RECORD

The client has not yet completed a wallet check.
Conduct a wallet check now

Client record Referrals for my organisation Plans Attachments **Approvals** Services My Aged Care interactions Notes Tasks and Notifications

About Ethon

Personal information
Born 1 July 1937, Australian, born in Australia, divorced, lives alone

To contact Ethon
Contact details
• 0412 445 789 (mobile)

Primary contact person
Ethon TUED (self)

Identity documents (ID)
Aged Care ID: AC55084156

Identity Status
Identity match status: Not Attempted
Wallet check status: Not Attempted
Client association status: Not Attempted

Payment details
Receiving payments
• Aged Pension - Full Payment

The 'Approvals' tab will provide a summary of the client's:

- current approvals for all care types
- agreed minimum interim package level (if applicable)
- priority for home care service
- time waited to date, which is calculated from the client's approval date
- expected time to approved package displayed as a time-banded figure
- details of the current home care package they are receiving care under.

Current care approvals

Home Care Package Level 3

DHS prior approvals last updated: Never

Home care
All dates and times are in Australian Eastern Standard Time (AEST)

Package pending (not assigned)
Agreed minimum package Home Care Package Level 1

Request for Home Care Package Level 3

Priority for home care services	Medium
Time waited to date	212 days - queued from 16 January 2017
Expected time to approved package	12+ months for Home Care Package Level 3 ?
Interim package	Home Care Package Level 1 assigned on 16 August 2017

Current home care package

Interim Home Care Package Level 1 - Committed effective 1 August 2017

Package assigned	16 August 2017
Status	Committed effective 1 August 2017 with reason: Services Commenced

! Details displayed about a client's wait time and package information will be correct at the time of calculation. However, this may not be reflective of changes made to a client's record during the day. If the 'Expected time to first package' shows 'Calculation Pending' it means that wait time information has not yet been calculated or updated. The My Aged Care system calculates wait times at regular intervals.



Finding When my Client is Assigned a Higher Level Package

A notification will be generated in the Service and Support portal, both at the outlet level, and within the client record, when a client is assigned a higher level package from the national package queue. This notification should prompt providers to have a discussion with their client to identify additional care or services that can be provided. This notification will only be generated where a provider is providing care, or has accepted a referral for a client, at an interim level.

The client will also receive a letter from My Aged Care to notify them that they have been assigned a higher-level package.

If a client who is receiving care at an interim level is assigned a higher level package, this will automatically be updated in My Aged Care and will flow through to Services Australia to update claiming information.

For More Information or Support

Further information is available from the [Service and Support Portal Resources page](#) on the Department's website. The My Aged Care service provider and assessor helpline is available by calling 1800 836 799

