



# Support to leave hospital: Finding safe and appropriate transition and ongoing care for older patients

This fact sheet helps hospital staff find suitable care and support for older patients as they transition out of hospital and post-discharge.

## Registering with My Aged Care

My Aged Care is the entry point for older people to government-funded aged care.

Health professionals play a key role in supporting patients to connect with My Aged Care. If you believe a patient needs aged care services, you can make a referral to My Aged Care to have their needs assessed. This includes if you think they:

- need aged care support to remain living independently at home
- require short-term care such as respite care
- are ready to move into an aged care home.



**1800 200 422** Monday to Friday, 8 am to 8 pm, and Saturday, 10 am to 2 pm



[MyAgedCare.gov.au/health-professionals](https://MyAgedCare.gov.au/health-professionals)

## My Aged Care hospital portal

Authorised hospital staff can use the hospital portal to search for an existing patient record in My Aged Care. They can view a summary of a patient's aged care assessment information to help manage hospital discharge planning.



[Health.gov.au/resources/apps-and-tools/my-aged-care-hospital-portal](https://www.health.gov.au/resources/apps-and-tools/my-aged-care-hospital-portal)

## Department of Health and Aged Care Local Network

Our Local Network can assist hospital staff by providing information about programs and supports that are available for older people. Our Local Network can also facilitate engagement with aged care providers for longer stay older patients with complex needs.



[Health.gov.au/our-work/our-local-network](https://www.health.gov.au/our-work/our-local-network)

## Support with transition from hospital

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### Transition care

Transition care supports older people recover after a hospital stay by providing short-term care for up to 12 weeks. Care includes social work, nursing support, personal care and therapy services. Through this program the older person can recover, regain functionality and mobility, remain independent in their home and can finalise ongoing care arrangements, including moving to a residential aged care home.



[MyAgedCare.gov.au/short-term-care/transition-care](https://www.MyAgedCare.gov.au/short-term-care/transition-care)

### Residential respite care

Aged care providers can support older people on a short-term basis with subsidised residential respite care. Eligibility for the program is determined by a My Aged Care assessment.



**1800 200 422** Monday to Friday, 8 am to 8 pm, and Saturday, 10 am to 2 pm



[MyAgedCare.gov.au/health-professionals](https://www.MyAgedCare.gov.au/health-professionals)

## Support navigating and accessing aged care

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### Aged Care Specialist Officers

Aged Care Specialist Officers speak with older people and their families face-to-face to help them with their aged care matters. They can help by:

- providing in-depth information on different types of aged care services
- checking eligibility for government-funded services and making a referral for an aged care assessment
- helping to appoint a representative for My Aged Care
- providing financial information about aged care services
- connecting to local support services.

To book an appointment:



**1800 227 475**



[ServicesAustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services](https://ServicesAustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services)

### Elder Care Support Program

The Elder Care Support Program helps older Aboriginal and Torres Strait Islander people and their families understand, navigate and access aged care services.

This program is delivered by the National Aboriginal Community Controlled Health Organisation (NACCHO).



[Naccho.org.au/elder-care-support-program](https://Naccho.org.au/elder-care-support-program)

### Help from a care finder

Care finders support older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them.



[MyAgedCare.gov.au/help-care-finder](https://MyAgedCare.gov.au/help-care-finder)

### Older Persons Advocacy Network (OPAN)

OPAN offers free, independent and confidential support and advocacy for older people and their families who are seeking or receiving government-funded aged care services.



**Aged Care Advocacy Line 1800 700 600**



[opan.org.au](https://opan.org.au)

## Extra support for older people

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### Assistance with care and housing

The Commonwealth Home Support Programme (CHSP) helps older people access entry-level support services to live independently and safely at home. This includes help with meals, personal hygiene, home and garden maintenance and social outings. It also covers transport, nursing, aids to stay independent, podiatry, physiotherapy and other therapies.

CHSP also helps older people living with hoarding behaviour or in a squalid environment with tailored support. Support includes care planning, links to specialist support services and one-off clean-ups.



[MyAgedCare.gov.au/help-at-home/commonwealth-home-support-programme](https://MyAgedCare.gov.au/help-at-home/commonwealth-home-support-programme)

### General practice in aged care

The General Practice in Aged Care Incentive aims to improve access to quality, proactive general practice care for older people living in residential aged care homes. Eligible GPs and their practices will receive incentive payments for providing proactive face-to-face visits, regular, planned reviews and coordinated care planning to residents. The incentive aims to improve continuity of care and help reduce avoidable hospitalisations.



[Health.gov.au/our-work/gpaci](https://Health.gov.au/our-work/gpaci)

### Home Care Package Program

Home Care Packages support older people with complex care needs so they can live safely and independently in their own home. Packages can assist with daily activities such as household tasks, meals and personal care, as well as nursing, equipment and making minor changes to their home.



[MyAgedCare.gov.au/help-at-home/home-care-packages](https://MyAgedCare.gov.au/help-at-home/home-care-packages)

### In home palliative and end-of life care

Aged care providers can help older people access palliative care services, whether at home or in an aged care home.

A person does not have to be receiving aged care services to access palliative care services. Support is also available for families and carers.



[MyAgedCare.gov.au/end-life-care](https://MyAgedCare.gov.au/end-life-care)

## Dementia support

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### Dementia Behaviour Management Advisory Service

The Dementia Behaviour Management Advisory Service, delivered through Dementia Support Australia, help formal and informal carers when behavioural and psychological symptoms of dementia impact a person's care or quality of life. Trained consultants assist with understanding the causes and triggers of a person's behaviours and provide personalised strategies.



[Health.gov.au/our-work/dementia-behaviour-management-advisory-service-dbmas](https://www.health.gov.au/our-work/dementia-behaviour-management-advisory-service-dbmas)

A helpline for support can be accessed 24 hours a day, 365 days a year anywhere in Australia.



**1800 699 799**



[Dementia.com.au](https://www.dementia.com.au)

### Hospital to Aged Care Dementia Support Program

The Hospital to Aged Care Dementia Support Program helps older people living with dementia transition from hospital into aged care. The program will operate in 11 locations across all states and territories. It will work with hospitals and aged care services from late 2024, supporting the person living with dementia during their hospital stay, when transitioning out of hospital and for up to 12 weeks following discharge.



[HACDSP@health.gov.au](mailto:HACDSP@health.gov.au)

### National Dementia Support Program

The National Dementia Support Program (NDSP) aims to help people living with dementia or experiencing cognitive decline, and their carers and support networks, to understand more about dementia. It also connects people with appropriate dementia services and support so they can self-manage and live well with dementia for as long as possible. The NDSP is delivered by Dementia Australia.

The NDSP can be accessed by contacting Dementia Australia's National Dementia Helpline.



**1800 100 500** (24/7, 365 days a year)



[helpline@dementia.org.au](mailto:helpline@dementia.org.au)

The National Dementia Helpline is a free, confidential phone and email information and support service.

## Specialist Dementia Care Program

The Specialist Dementia Care Program supports people with very severe behavioural and psychological symptoms of dementia who cannot be cared for in a mainstream residential aged care facility. The program aims to reduce or stabilise behavioural symptoms of dementia within 12 months, on average, with residents then supported to move into less intensive care settings. A total of 35 units are being established nationally.



[health.gov.au/our-work/specialist-dementia-care-program-sdcp/services](https://health.gov.au/our-work/specialist-dementia-care-program-sdcp/services)

Referrals are made to Dementia Support Australia who will assess a person's eligibility for the program.



[dementia.com.au/contact/referral](https://dementia.com.au/contact/referral)

## Accommodation options for younger people

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Aged care homes are not appropriate places for people under 65 years old to live.

If you work with younger people who need complex care, there are several ways you can help them find suitable accommodation and supports, including:

- the 'Am I eligible checklist' or request access to the NDIS at **[ndis.gov.au](https://ndis.gov.au)**
- talk to an Ability First Australia (AFA) Younger Person in Residential Aged Care (YPIRAC) System Coordinator
- discuss goals and options with a support coordinator, NDIS planner or AFA YPIRAC System Coordinator.

Whether a younger person is living in or considering an aged care home, they have options to find the right home for their needs.



[AbilityFirstAustralia.org.au/younger-people-in-residential-aged-care-system-coordinator-program](https://AbilityFirstAustralia.org.au/younger-people-in-residential-aged-care-system-coordinator-program)



**1800 771 663**



[enquiries@AbilityFirstYPIRAC.org.au](mailto:enquiries@AbilityFirstYPIRAC.org.au)

## Feedback

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Is this information useful? If you have any feedback please email:



[health.interface@health.gov.au](mailto:health.interface@health.gov.au)

### Let's change aged care together

Thousands of people have been involved in shaping the reforms so far through surveys, webinars, online workshops, consultation papers and face-to-face events. There are plenty of opportunities for you to have your say about the changes to aged care.



Join our newsletter mailing list and stay up to date with issues affecting the aged care sector – for both providers and workers – at [health.gov.au/aged-care-newsletter-subscribe](https://health.gov.au/aged-care-newsletter-subscribe)



Visit the Aged Care Engagement Hub to find out about the latest consultation opportunities and outcomes at [AgedCareEngagement.health.gov.au/get-involved](https://AgedCareEngagement.health.gov.au/get-involved)