



Australian Government  
Department of Health,  
Disability and Ageing



## About the alternative entry pathway

The alternative entry pathway fast tracks the process for older people with urgent or immediate aged care needs. These individuals can get the care they need before they register with My Aged Care. This way, individuals are looked after but the important structured approach to assessment is also retained.

### When can the alternative entry pathway be used?

Providers and assessors can use the alternative entry pathway in the following circumstances:

- The individual urgently needs access to funded aged care services and there is a significant risk of harm if those services are not delivered before approval is given, or
- The individual is an Aboriginal and/or Torres Strait Islander person and at the time, an approved needs assessor is not available to undertake a culturally safe needs assessment, or
- The individual commenced accessing funded aged care services under a specialist aged care program before the approval was given and at the time, there was a significant delay in the availability of an approved needs assessor to undertake a needs assessment.<sup>1</sup>

### Are there timeframes for using the alternative entry pathway?

Yes, under the alternative entry pathway, an older person must **register with My Aged Care** and **apply for an assessment within 30 days** of starting aged care services with a National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) provider or Multi-Purpose Service (MPS) service.

<sup>1</sup> Section 71 of the *Aged Care Act 2024*.

The registration period for CHSP is 5 days.

It is important to note that registration must occur within 30 days, but the assessment can occur **after the 30-day period when an approved needs assessor becomes available.**

NATSIFACP providers can apply for this assessment on behalf of the individual if the individual has provided their consent.

**Note:** Alternative entry *does not apply* to Support at Home.