

This guide has been developed for and with Aged Care Assessment Teams to inform and support their decision making when recommending a high priority for a Home Care Package.

High Priority is defined as:

Client is considered at urgent and immediate risk in terms of their personal safety or at immediate risk of admission into residential care. The client may have a carer and the carer arrangements are unsustainable or the carer is at crisis point.



CARER ARRANGEMENTS ARE UNSUSTAINABLE OR CARER AT CRISIS POINT



CLIENT AT IMMEDIATE RISK DUE TO PERSONAL SAFETY OR IMMEDIATE RISK OF ADMISSION INTO RESIDENTIAL CARE

CONSIDERATIONS FOR ASSIGNING HIGH PRIORITY

The carer is in crisis or no longer able to provide care due to:

- A change in the carer/s personal circumstances i.e. death/significant decline in carers own health status.
- An inability to sustain their caring role due to a lack of assistance being received i.e. the client has significant needs and no (or minimal) support is being provided.

NOTE: Carer in crisis is different to caregiver stress. Caregiver stress is a condition of exhaustion, anger, or guilt that results from unrelieved caring for a chronically ill dependent. The stress can vary depending on the individual, and generally does not prohibit the carer from providing care. Caregiver stress can be reduced by accessing respite care.

Personal safety at risk and/or:

- There is an immediate risk of the client entering residential care due to:
 - Carer in crisis and/or inability of carer to offer required support; or
 - Lack of interim services to meet the client needs.

And, if the client had access to these services (as soon as possible), they could be managed at home.

OTHER FORMAL/ INFORMAL SUPPORT CONSIDERATIONS

- Emergency respite care <https://www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres>
- Carer gateway <https://www.carergateway.gov.au/>
- Residential respite <https://www.myagedcare.gov.au/respite-care>
- Carers Australia <http://www.carersaustralia.com.au/>
- State and Community based services

- After-hospital care (transition care) <https://www.myagedcare.gov.au/after-hospital-care-transition-care>
- State and Community based services
- Short term restorative care <https://www.myagedcare.gov.au/short-term-restorative-care/about-short-term-restorative-care> NB Available only to clients who are not already receiving a home care package

NOTE If the client does not wish to accept other interim services or informal/formal supports they should not be considered high priority.