



Assisting clients with their home care package journey

This fact sheet provides support for Aged Care Assessment Teams (ACATs) to assist clients with making decisions about home care package services. Important points to consider both at the time of assessment and post assessment have been listed below to provide additional guidance.

At time of assessment

You should consider the below when making decisions about a client's care needs:

- Are you making recommendations based on a client's current care needs?
- Is the client actively seeking home care package services?
- Are the client's contact details accurate and up-to-date in My Aged Care?

Current care needs: It is important that an assessment is based on current care when determining package level and priority. This aligns with the principles of wellness and reablement and ensures packages can be assigned equitably on a national scale.

- To assist with determining package level, refer to the [ACAT Guidance Framework for Home Care Package Level](#) and the associated [User Guide](#)
- To assist with determining priority, refer to the [Guidance on Priority for Home Care Services](#).

Actively seeking services: The client's preference for seeking home care services determines whether the client is placed on the queue for a home care package.

This needs to be discussed with the client and selected at the time of assessment when adding a care type for Delegate decision.

The system will default to 'seeking services', however you should discuss this with the client to confirm they have an immediate intention to seek services. If not, you must update their status to 'Not seeking services'.

Note: If a client changes their mind in the future they won't be disadvantaged as their position in the queue will be determined by the date of their original home care package approval.

Add care type for delegate decision

All fields marked with an asterisk (*) are required.

Which care type applies? *
Home Care Package Level 2

If time-limited, when does the approval stop (optional):
(e.g. dd/mm/yyyy)

What is the priority of this care type? *
Medium

The priority for home care service is ? Medium

The client's preference for seeking home care services is
 Seeking services Not seeking services

What is the agreed minimum interim package level? *
Home Care Package Level 1

Is this emergency care?
 Yes No


Reason or comments (optional)

SAVE TO PLAN CANCEL

Accuracy of client contact information: You must ensure a client's address details are accurate as this will make sure correspondence is received. This is particularly important for home care package clients as they have 56 days in which to enter a Home Care Agreement. To view or edit the client's contact details within the assessor portal, follow the instructions below.

Step One: Navigate to the 'Client Details' tab in the full client record.

Client Details Approvals Plans Attachments Services My Aged Care interactions Notes Tasks and Notifications

Step Two: Select the  icon to edit the client's home, and/or correspondence address.

Address details

Home address
23 FURZER STREET PHILLIP, ACT, 2606 

Service delivery address
23 FURZER STREET PHILLIP, ACT, 2606 

Send any correspondence to
23 FURZER STREET PHILLIP, ACT, 2606 

Discuss the importance of keeping address details up to date and if their situation changes, to call the My Aged Care contact centre and update their details. You may also like to suggest the client register a representative to receive correspondence on their behalf.

For more information, refer to page 5 of [Quick Reference Guide 4 - Navigating and updating the client record](#).

Post assessment

In addition to discussions at the time of assessment, there are also important checks you can complete post assessment if you are contacted by the client that will assist them in accessing home care package services.

Considerations post assessments include:

- What is the client's package take-up deadline date?
- Does the client need an extension to their take-up deadline date?
- Is the client still actively seeking services?


Viewing the client's take-up deadline: To view the client's take-up deadline date you should open the client record and navigate to the 'Approvals' tab. The take-up date will be displayed within the Home Care approvals section (i).

It is important to be aware of this date as the client and their preferred provider must have entered into a Home Care Agreement by this date to prevent the package from being withdrawn

Request an extension: If the client or their representative advise that they require additional time to select a provider, you can select the 'Extend Respond Period' button (ii). This will allow for an additional 28 days in which the client must enter into an Agreement and is a one-off extension. The option cannot be selected if the package has already been withdrawn,

Actively seeking services: Following their assessment, a client or their representative may contact you to advise that the client is no longer seeking services.

This may be for a variety of reasons such as the client has other informal care arrangements in place that they are happy with or, following their income assessment, may no longer be seeking subsidised services. It is important that you action these requests and change the status to 'Not seeking services' (iii) so that they are removed from the queue therefore allowing the package to be assigned to someone actively seeking services.

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

Request for Home Care Package Level 2

Priority for home care services Medium
 Time waited to date 30 days - queued from 19 June 2017
 Interim package Home Care Package Level 1 assigned on 19 June 2017

NOT SEEKING SERVICES iii

Assigned package awaiting take-up

Interim Home Care Package Level 1 - Take-up by 14 August 2017 i

Package assigned 19 June 2017
 Take-up deadline 14 August 2017
 Status Assigned effective 19 June 2017 with reason: Package Assigned ii

EXTEND RESPONSE PERIOD DECLINE - NO LONGER SEEKING SERVICES DECLINE INTERIM PACKAGE



KEY POINTS TO REMEMBER

- When assessing a client's needs, all decisions must be based on current care needs.
- It's important to determine if a client is actively seeking services at the time of assessment and update their 'seeking services' status accordingly.
- Clients can change their preference to 'seeking services' at any time and won't be disadvantaged as their place in the queue will be determined by their original home care package approval date.
- Ensure the client's address details are up to date to ensure correspondence is received.
- You can view the package take-up deadline and also request a 28 day extension for a client through the assessor portal.



RELATED DOCUMENTS

- [Quick Reference Guide 4 - Navigating and updating the client record](#)
- [Quick Reference Guide 13 - Management of Home Care Packages from 27 February 2017 \(ACAT\)](#)
- [User Guide: ACAT Guidance Framework for Home Care Package Level](#)
- [ACAT Guidance Framework for Home Care Package Level](#)
- [Guidance on Priority for Home Care Services](#)
- [My Aged Care 'Appointment of a representative' form](#)
- [Making a complaint about My Aged Care](#)

You should also continue to refer and adhere to the 'Good Practice Guide to Consistent Assessment August 2017' and associated My Aged Care assessment guidelines.