



Australian Government
Department of Health



myagedcare



Direct to service referral for CHSP providers

A fundamental aspect of the Commonwealth Home Support Programme is the separation of aged care assessment from the delivery of home support services. The vast majority of clients who want CHSP services should be assessed by the Regional Assessment Service (RAS) to ensure there is a holistic understanding of their needs before services commence.

There are exceptional circumstances where a client has an immediate need for services and their safety could be at risk if the services do not start immediately. In these circumstances:

- a CHSP provider may start to provide services before referring the client to My Aged Care, and
- the My Aged Care contact centre may directly refer the client for interim services while at the same time referring the client to the RAS.

Exceptional situations when a client may be accepted for service without an assessment

A service provider can only accept a client for services before an assessment where:

- there is an **urgent need** for a service based on the client's circumstances which, if not met **immediately**, may place the client at risk
- the services where this is likely to happen are:
 - i. **Nursing**
 - ii. **Personal Care**
 - iii. **Meals**
 - iv. **Transport**



For further information, go to My Aged Care
1800 200 422 | www.myagedcare.gov.au

These would be of a time-limited duration with a longer term commitment only occurring after assessment.

It is acknowledged that a number of other services including home maintenance, home modifications, allied health and domestic assistance may be sought urgently. However, it is less likely that a client's safety would be at risk if these services are not provided immediately, in advance of a holistic assessment by the RAS.

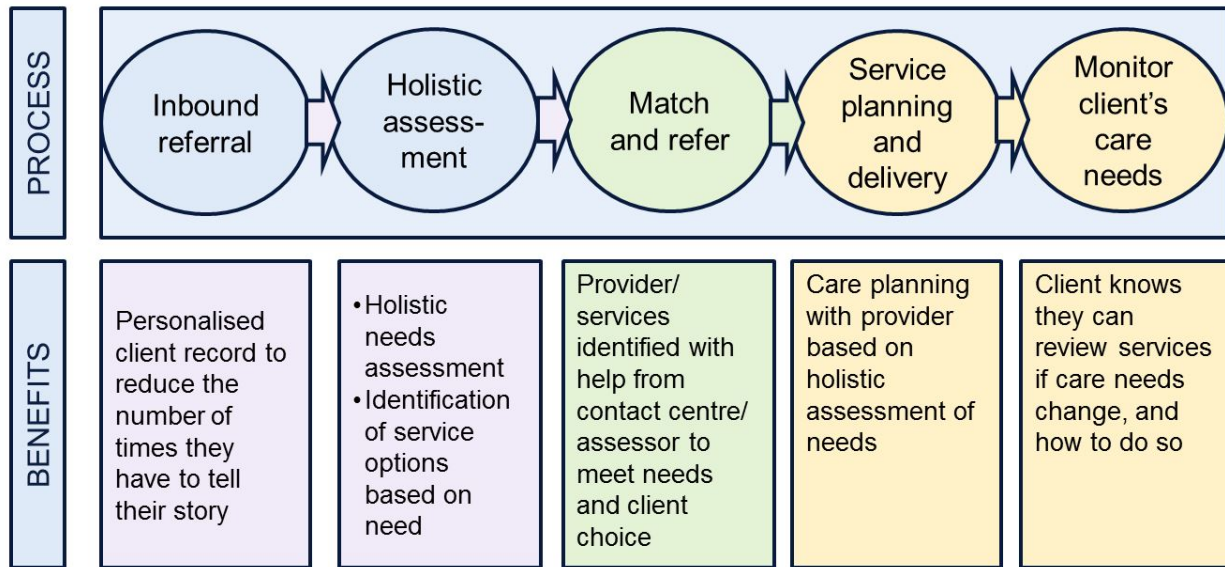
The circumstances in which there is an urgent need for services to start immediately will vary. Providers and the contact centre will need to make judgments on a case by case basis. For example, a client may urgently need immediate services because a carer is no longer available or there has been a sudden and dramatic loss of a client's functional ability which, if not addressed immediately, will place the client at risk.

Client Expectations

In situations where it is appropriate to commence services before an assessment, it is important that the provider and/or contact centre help set client expectations on the ongoing provision of services and the need for an assessment:

- The **contact centre** will advise clients that they are being directly referred for services because of their current circumstances, but that an in-home assessment is also being arranged to fully understand their needs and ensure appropriate services are in place.
- An **assessor** will contact the client to arrange an in-home assessment within two weeks of the referral.
- **Providers** can help by reassuring clients that the assessment is a chance to talk about their needs and goals with an assessor, such as remaining in their home as long as possible. Clients should be made aware of the value of a holistic assessment to ensure the continued provision of services that meet their needs. Clients are encouraged to contact My Aged Care as their circumstances change.

Below is a reminder of the benefits to clients of each of the steps in the client pathway.



Contacting My Aged Care

The strong preference is for CHSP providers to refer clients to My Aged Care by phone (either directly with the client or asking the client to ring on their own behalf) as this enables them to receive services as quickly as possible

