



Australian Government



myagedcare

Direct to service (urgent) referrals

Purpose

This fact sheet outlines the My Aged Care process for issuing direct to service (urgent) referrals and provides assistance to assessors in managing these requests. The term 'urgent referral', as referred to in the My Aged Care Assessment Manual, is interchangeable for the term 'direct referrals'.

Urgent referral overview

In some instances, a client may be referred directly from My Aged Care to a service provider, before receiving an assessment. This may be appropriate for a client who:

- requires immediate health or safety intervention that cannot be supported by other means (such as a nursing service for wound care or a personal care service due to incontinence needs) or
- has not had a finalised home support or comprehensive assessment (a person with urgent needs who has had a previous assessment is managed through the Support Plan Review process).

When issuing an urgent referral, My Aged Care will place a high priority on the referral to the assessment organisation to ensure that:

- appropriate services are in place and the urgent need is being addressed;
- the assessor provides a more thorough analysis of the client's needs; and
- services can be confirmed or adjusted as required.

Service types under the Commonwealth Home Support Programme (CHSP) that may be referred directly to a service provider are:

- nursing
- personal care
- meals and/or
- transport services.

Access to urgent services is intended to be temporary only and will initially be delivered for a maximum period of 2 weeks while an assessment can be organised. An assessor will contact the client as soon as possible to arrange an appointment.



For further information, go to My Aged Care

1800 836 799 | www.agedcare.health.gov.au/myagedcare

Process to issue an urgent referral

The steps taken to issue an urgent referral will depend on the client situation. The below table details some example scenarios and the steps that will be taken to issue an urgent referral.

Scenario	Steps
The client has no previous assessments (including where a referral has been issued but not yet accepted)	My Aged Care will conduct a screening over the phone. If urgent needs are identified, My Aged Care will outline this in the screening, then: <ul style="list-style-type: none"> • issue a referral direct to service to meet the urgent need; • record notes in the 'Assessment reason' indicating that an urgent referral has been issued; and • issue a high priority referral to an appropriate assessment organisation.
The client's screening has been completed, but the assessment referral hasn't been accepted.	My Aged Care are unable to issue urgent service referrals at this stage. If an urgent referral is required after screening is completed then this will be documented in notes for the assessor to see and consider during the assessment.
An assessment referral has been accepted by an assessment organisation, but the assessment has not yet started.	My Aged Care are unable to issue urgent service referrals at this stage. If an urgent referral is required after an assessment is completed, then this will be documented in notes for the assessor to see and consider during the assessment.
The client is currently undergoing an assessment which has not yet been finalised.	My Aged Care are unable to issue urgent service referrals at this stage. My Aged Care will contact the assessment organisation which has accepted the referral to alert the assessor to the client's change in circumstances. The assessor will then need to address these needs during the assessment.
The client has a finalised assessment	My Aged Care will issue an urgent Support Plan Review request and contact the assessment organisation to alert assessors to the urgency, if required. The 10-day box will be ticked for urgent requests.

For further assistance

Information in the [My Aged Care Assessment Manual](#) and the [Support Plan Review and New Assessment Guidelines](#) may be of assistance.

Alternatively, call My Aged Care on **1800 836 799** for support and technical assistance. The helpline is available 8am to 8pm Monday to Friday and 10am to 2pm Saturdays, local time across Australia.

