

FACTSHEET

Trial of national provider of Goods Equipment and Assistive Technology (GEAT) under the Commonwealth Home Support Programme

1. What will the national GEAT provider do?

The national GEAT provider will supply, install and maintain a full range of Goods, Equipment and Assistive Technologies to clients wherever they reside in Australia.

The availability of GEAT products will not be limited to a client's Aged Care Planning Region (ACPR).

The national GEAT provider is Indigo Australasia who will provide national GEAT under the outlet name **Australian GEAT2GO**.

Australian GEAT2GO will operate alongside current CHSP GEAT providers and under the same requirements for CHSP services. This includes providing complex goods only if the referral has been made by an Occupational Therapist (OT).

2. What will be different when I recommend GEAT for my clients?

Aged Care assessors will see, in most circumstances, more than one GEAT provider in the search for GEAT services for your client.

- GEAT provider/s in the client's Aged Care Planning Region AND **Australian GEAT2GO**.

The ability for a CHSP service provider to provide GEAT services to a client will not change and continue to operate through the existing Service Referral processes in the My Aged Care Assessor Portal.

3. What is the reason for trialling a national GEAT provider?

To expand the availability of GEAT to older Australians and ensure national coverage of services, the Department tendered for a national provider of GEAT to test an alternative funding arrangement to grants. The aim is to close GEAT service gaps, reduce wait times for clients (where an OT assessment is not required) and give increased options when sourcing GEAT services for your client.

4. When will this change occur?

Australian GEAT2GO will be operational from Monday 16 August 2021.

5. Will the process be different to how I currently source GEAT for my clients?

No. What you will have is an expanded choice of GEAT providers which will include **Australian GEAT2GO**.

6. Do I have to use Australian GEAT2GO provider if I know that I can successfully source GEAT from another provider?

No. You are under no obligation to use recommend **Australian GEAT2GO**. The national GEAT provider has been established to give greater choice and increased opportunity to deliver GEAT Australia-wide, particularly in rural and remote areas.

7. What is the process for recommending complex GEAT for a client?

An occupational therapist (OT) is still required to assess clients for complex GEAT items. This will ensure clients are matched with, and shown how to use, complex GEAT to meet their functional needs.

8. If the national GEAT provider's head office or address is in another state or territory, can they still provide my client's GEAT?

Yes. The national provider has been contracted to supply and deliver GEAT to all Aged Care Planning Regions and service areas in Australia including regional and remote areas.

9. How do I contact you if I have any questions?

The Australian GEAT2GO contact number is 1800 518 218. It will be operational from Monday 16 August 2021 between the hours of 9.00 am and 6.00 pm (AEST).

You can also email the department at HomeSupportPolicy@health.gov.au