



My needs are assessed: Home Care Package The Aged Care Assessment Team (ACAT)

Following your phone conversation with My Aged Care team you may be referred to Aged Care Assessment Team (ACAT) for assessment for a Home Care Package.

What is a Home Care Package?

A Home Care Package provides coordinated and personalised care to meet complex needs and helps you to continue to live independently at home. There are four levels of care packages to support people with either basic, low, intermediate or high care needs. A home care package can include personal care, support services, nursing, allied health and clinical services.

All Home Care Packages are provided on a *consumer directed care* basis. Your service provider will appoint a case manager to work with you to identify the care and services to meet your particular needs.

What can I expect?

- an assessor from ACAT will ring to arrange a time to come to meet you at your home
- the ACAT assessor will ask you some questions to assess your needs and the type of support you require
- remember you can have a friend or family member with you at the assessment meeting if you wish

Do I need to prepare for the needs assessment?

It would be useful for you to give some thought to these questions:

- How you are currently managing with activities around the home?

- What would you like to be able to do?
- What helps you to feel well and live a good life?
- Is there something that you haven't done for a while that you would like to do again?

What will happen during the needs assessment meeting?

When they arrive at your home (or where you usually live), the assessor from ACAT will ask for your permission to conduct the assessment. They will have the information that you provided when you talked to the My Aged Care contact centre.

The assessor will ask you questions about your day-to-day living activities and if you need help with all or some of them - they'll also talk to you about your general state of health and specific health conditions; this will help them work out how much and what type of help you need. They will also observe how you move in and around your home.

As part of the assessment process, the assessor will ask whether you have anyone helping you at the moment. This may be a family member or friend, or someone you know to be your carer.

If your family member, friend or carer is available, the assessor will also ask them the same questions. This helps assessors understand whether the support they currently provide can continue, or whether additional services or support might be required for you or the person helping you.



Support to stay at home

If you are caring for someone else, such as your partner or another family member, the assessor may ask you to think about how you are going and whether you have any difficulties or concerns with the arrangements. This will help to understand whether you need any further support in your caring role.

The assessor will also give you information about the services that are available in your local area.

Result of the Assessment

If you are eligible you will receive a letter from ACAT explaining the Home Care Package level (Level 1, 2, 3 or 4) the assessor has approved. This letter will also include a **referral code that you should keep handy**. You will need it for any inquiries with My Aged Care and for discussions with service providers.

If you don't receive a letter explaining your assessment outcome from the ACAT, you should contact the ACAT and request a copy.

Questions and Answers:

How long will I have to wait to get an assessment?

You may have to wait anywhere from 2 weeks to 3 months.

How long will I have to wait to get the results of the assessment?

You may have to wait up to 4 weeks. If you don't receive a letter explaining your assessment outcome from the ACAT, you should contact the ACAT and request a copy.

What do I do if I am unhappy with the result of the ACAT assessment?

If you are unhappy with the assessment outcome the first step is to talk to your ACAT to see if they can help. Every ACAT has procedures in place to work through any concerns raised by their clients.

It often works best if you, or the person representing you, talks directly to the ACAT team leader to sort out any problems. They are there to help you and will listen to your concerns. You can also consider asking someone, like a family member, friend or a carer to support you when you raise your concerns.

If you and your ACAT cannot resolve the issue, you can raise your concern with My Aged Care by calling them on 1800 200 422. ACATs are administered by the Tasmanian Department of Health and Human Services. You can contact the Department on 1300 135 513 to discuss your concerns.

You can also write to the Secretary of the Australian Government Department of Health and tell them why you think the ACAT's decision should be changed. The Secretary must be contacted within 28 days of receiving your letter from the ACAT. Your letter from the ACAT will include further information on how you can ask for a review of a decision. You should write to the following address:

The Secretary
Department of Health
C/- Director, Aged Care Branch (NSW and ACT)
GPO Box 9820
Sydney NSW 2001

Next Step: Am I eligible?