



Intake and Assessment

Disclaimer: This video is designed to be a conversation starter on the topic of intake and assessment in a remote aged care context. The facilitator should make use of other resources to ensure the learner continues to develop their understanding on how people can access aged care support, the assessment process for your service type, and other subtopics identified in this video.

Care workers often become advocates of aged care services to their wider communities. As family members, friends, neighbours and others become aware of the person's role in the industry, care staff may be asked questions about accessing aged care help.

This video explores one of the ways that older people may access aged care services and the processes that are involved.

Direct-to-service referral

In this video, we see a potential care recipient (Delia) being referred to the aged care service by a nurse from the local health service. The referral could also come from the person's doctor or a hospital discharge planner.

Enid notes the referral request but advises the nurse that Delia must register with My Aged Care and be assessed and approved for services.

Organisations who have funding for the Commonwealth Home Support Programme (CHSP) or the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) may be able to put in place some interim services. For example, delivered meals, personal care, nursing care and essential transport until the person is assessed through My Aged Care for CHSP or a Home Care Package or, in the case of NATSIFACP, a health professional provides a report and recommendations.

- *Talk about the different programs you have at your centre or service and the pathway people take to access your services.*

When an organisation accepts a direct referral, they still need to conduct an intake assessment to ensure the services delivered are safe and effective for the person.

Lodging a referral to My Aged Care

Enid assists Delia in lodging her application for assessment with My Aged Care. Although some people can access the My Aged Care portal independently, others may need assistance from their families or other support organisations.

Aged Care Navigators can help guide people through the process of applying for aged care help. However, these may only be available in some remote communities. Sometimes, health care professionals or the aged care service will also help link people in, especially where this improves cultural safety.

- *Talk about Aged Care Navigators who may be available in your area. How do people get in touch with them?*



My Aged Care Assessment

My Aged Care assessors carry out the assessment process; this person may be a member of the Aged Care Assessment Team as shown in the video.

An assessment involves the 'assessor' asking questions about what the person can or cannot do, how this impacts their daily life, their goals, and what supports they currently have. These questions, along with a review of the person's health status and other information in their original referral, help the assessor decide which aged care program would be best for the person and what level and type of services and support they will need.

Impartiality in care - Tamika's conflict

A side topic that can be discussed is the need for care staff to remain impartial and not discuss personal affairs or bring their prejudices into the workplace.

- *Talk about the need for staff to remain impartial.*
- *Ask learners to consider their own prejudices and how they will handle potential issues if they need to work with a person they may find challenging because of a belief they hold; this might be a personal, family, religious or cultural belief.*

Informed Choice & the Client Handbook

Sometimes people need time to understand what it means to receive aged care help and make choices about their care and services.

Informed choice means the person has received enough information to make good choices about their care; this includes who they want to deliver their care, when and how much their care will cost.

Some of this information will be on the internet, but for people who don't have access to the internet, a client handbook is a way for them to learn more about the organisation before they start. A client handbook can help the person and their family understand the rights of a person receiving aged care help, what they can expect from the service and what to do if they have a complaint.

- *Look at your organisation's client handbook and think about how this information can help people make informed choices about their care and services.*

Links to additional resources

Aged Care Quality Standards storyboards and user guide – Aged Care Quality and Safety Commission: <https://www.agedcarequality.gov.au/resources/aged-care-quality-standards-storyboards-and-user-guide>

My Aged Care Assessment – Australian Government: <https://www.myagedcare.gov.au/assessment>