

# Tips for Careworkers: Aged Care Access and Assessment



**What it is:** The aged care system provides support for older Australians living in their own home or residential aged care. Access to government-funded aged care starts with an assessment of the person's needs. The older person is asked questions about what they would like help with to keep them as independent as possible, safe, and connected with their community. This is used to recommend the type and level of care that will best meet their needs.

**Why it matters:** Sometimes care decisions and what care people expect can be a source of worry for the person. It might also result in arguments in the family or with care providers. Understanding how access to aged care works means that you can better support people to receive the care they need. It can also help to manage what they expect of you.

**What I need to know:** Aged care assessment has a focus on client needs. It also aims to support wellness and reablement where appropriate. The amount of funding provided depends on the level of care approved. This will affect the type and amount of care provided.

After approval and allocation of funds, the aim is to arrange services according to the person's needs and what is important to them.

My Aged Care is there to answer any questions relating to assessment or eligibility for government-funded services.

An older person or their representative can register with MyAgedCare for an assessment, or they can be referred by a health professional. Assessment can take place at the older person's home, or in a hospital. There is a process in place for review of the assessment outcome if requested.

If you care for a client who requires more support than their current package allows, they can apply through My Aged Care to be reassessed. Speak with your supervisor if you notice an increased need for care.

## Note

If clients or families have any questions about access to aged care, refer them to your supervisor and/or My Aged Care at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Anyone with consent can register an older person with My Aged Care for screening. They can also be referred from a hospital, or by a GP or other health professional with patient consent.

## Do

Visit the palliAGED 'For Community' section for information on access to aged care for older Australians [www.palliAGED.com.au](http://www.palliAGED.com.au)

**Name:**

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## My reflections:

How can aged care assessment help an older person?

## My notes:

See related palliAGED Practice  
Tip Sheets:  
Advance Care Planning  
Frailty  
Palliative Care

For references and the latest version of all Tip Sheets visit  
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