



Accessing any Government subsidised AGED CARE SERVICES can take time.

All should be aware of and understand the implications of the 2016 -17 significant changes Introduced by the Australian Government. Statement is collated by Bendigo Aged Care Services' Advocate Ruth Hosking Age Services' Volunteer of the year 2014/15.

If you experience any difficulty or need additional information,

Ruth invites you to contact her -Text or call 0434 466 381 or hoskingr@vic.chariot.net.au

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Introduction

The Federal Government subsidised support schemes include

NDIS for those under 65,

Over 65 - Department of Veteran Affairs (DVA)

Suggest Veterans or their spouse, contact Care Connect 41 Mundy St. 4444 2680 for a conversation.

For the over 65's Application process has changed and can be complex due to the number of steps to achieve the assistance which is appropriate for your situation.

Bendigo has service providers who are either privately owned (client pays the full cost) or client is eligible once assessed, to receive a government subsidy, which is paid to their provider - some cases you can choose the Provider.

Each individual's financial income is classified as Full Pensioner, Part Pensioner or Self- Funded Retiree. Government subsidies are referred to as Concessional, partially supported or SFR client may pay 'up to' nearly full cost.

Service Providers are owned / managed by Department of Health (Bendigo Health), Not –for-profit (mainly church owned) or 'for profit' so owners or shareholders receive an income.

Note in Residential Care services, the maximum room fees are known as, 1. Basic /standard, **2. Premium or 3. superior (or similar terminology).** Residential Care folk pay a care and accommodation fees while for home care services, it is a care fee. Further information is on the Provider's Website.

The appropriate level of Home care – original name was HACCC for basic help.

There are now 2 major Programs – for basic services Commonwealth Home Support Program (CHSP)¹ **and its Assessor is from the Regional Assessment Service (4408 6580).**

To respond to folk who have moderate to complex needs, & or enquiring about planned respite or residential care, prospective applicants are assessed by the

Aged Care Assessment Service 5454 7589.

¹ Additional information on page 4.

Steps to arrange for entry to any Government subsidised service are –

Step 1.a) Consider & write down your STORY / or your ‘circumstances’. Think of any illness which could be influencing your present state of health, recent events (eg acute illness or fall) memory decline, changed family or carer situation -----b) Will help be needed on a short or long term basis. c) When the applicants are a couple, will the frailer one manage if the fit spouse experiences an incident?. Another suggestion put your story in an exercise book along with your medications’ list.

Step 2. Have your Story, birth date, Medicare card & pension (if applicable) with you, when you ring My Aged Care, 1800 200 422. This is an essential step

If you have difficulty hearing, suggest you authorise a family member or friend to speak on your behalf once you have given permission.

The MyAged Care Officer will ask

- a) questions about your circumstances (your STORY will contain most of your answers answers),
- b) for your permission to register with MAC and
- c) give you a number which Ruth suggests you also keep with your Medicare card and in your diary.

You will also be asked *do you*

a) just want to register, no services needed (which is what Ruth has done) or do you want

b) 1: 1 Assessment in your home ? so you can apply for the appropriate level of service.

The MyAged Care Officer will advise the Regional Assessment Service **or** the Aged Care Assessment Service. Their Staff will contact you, arrange an appointment as soon as is possible.

Unfortunately there may be a long waiting time for an ACAS in which case your application may be transferred to the RAS Office. The RAS Team usually can respond within a short period – eg. week.

Step 3 is the first 1:1 assessment during which the Assessor will discuss your situation / story, hopes (goals) to enable an improvement in your well being, (help you stay in your home) and

advise for which service /program you would be eligible.

In some instances, the outcome of the conversation is that at this point of time, no application will be made for a service. But should your circumstances change then **ring the Assessment Service and advise of your changes or if unsure ring 1800 200 422.**

Ask for a List of **Bendigo Providers of Aged Care Services.**² as you can always research what is available before you actively need service / assistance. If contacting a Private Provider, phone & arrange an interview.

Step 4. Self Funded Retirees – complete & submit the Centrelink’s Form for your Income information. Form is on the internet -Form SA 456 or collect from Centrelink.

For Residential Care **ALL** Applicant s need to complete & submit it ‘ Income & Asset Form SA 457.’

Step 5. If you have a choice, contact the Service Providers appropriate to your need or eligibility, arrange for another 1:1 assessment . This time the CHCP or HCP Service Provider ‘s staff will visit or phone you.

² Additional information on page 4.

Definitions or further explanations

[WWW.MyAged](http://www.myagedcare.gov.au) Care is a 'National 'one-stop-shop' for aged care services, information to assist your family & you consider options available to you.

Hours Mon-Friday 8am-8pm Saturdays 10am-2pm. Ph.1800 200 422

Commonwealth Home Support Program (CHSP)- the Commonwealth Program is the entry level for people over 65 and who need basic assistance to live independently at home. It includes the previously known HACC Program, planned respite from the National Respite for Carers, the Day Therapy Centres and the Assistance with Care and Housing for the Aged Program. Includes help with housework, personal care, shopping ---

Home Care Package Program(HCP) provides more complex, coordinated, personalised care in the home. It offers 4 levels of care to progressively support people with basic, low, intermediate or high care needs and includes nursing & allied health services.

Residential Aged Care is provided in facilities for folk unable to live independently in their own homes.

Transitional Care is a short term program between acute care or rehabilitation and either returning home or needing Residential Aged Care. In Bendigo it is available at Bentleys or Golden Oaks.

Residential Care – most facilities offer 3 'room categories: standard, premium, superior or de luxe

Fee Structures

Fees are set in accordance with National Fees Frame work. If you can afford to contribute, you do so, based on your Centrelink assessment. Each program has a basic fee for those who receive a full pension.

1:1 means face to face interview – encourage you to have a family member or carer present for this conversation.

Some Relevant Websites

[www. myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral) & or service finder

www.myagedcare.gov.au/ CHCP or HCP Program or Residential Care

www.myagedcare.gov.au/income assessment for forms SA456 Income or SA 457 Residential Care.

[www. agedcare.health.gov.au/](http://www.agedcare.health.gov.au/)Ageing and Aged Care

www.agedcarecomplaints.gov.au or 1800 550 552

[www. carergateway.gov.au](http://www.carergateway.gov.au)

www.homecaresociety.org.au

www.homecaresociety.org.au/home care package -. considering HCP scroll ,click on 'cost and value for money'.

Each Program Provider or facility has their website.

Bendigo Providers of CHSP or HCPP include

- Australian Home Care Services, 1300 303 770
2nd floor, 84 Mollison St. Bendigo
- Baptcare, 391 Hargreaves St. Bendigo
5444 0464
- Bendigo Health Case Management Services,
5454 7833
Carer Support Service, 5454 7719
- City of Greater Bendigo Community Services,
4408 6590
- DVA Clients - ring Veteran Home Care / Care
Connect, 3B / 41 Mundy St. 4444 2680
- Haven Home Assist, Forest St., Bendigo
5445 8111
- Integrated Living Australia Ltd. 1300 782 896,
92Wills St. Also Private Service.
- Uniting Age Well (Strath-Haven)
Community Services - Home Care Packages,
Community Services CHSP and Residential
Respite
5454 2100, 17/90 Edwards Rd., (entrance to
ALDI & opposite Strath-Haven)

Private Providers for Aged Services

- Golden City Support Services Inc. 5434 2777
- Kensey Care (was Senior Helpers) 5410 0760

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By Ruth Hosking
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An online copy is available at
<http://u3abendigo.com/info>

Bendigo Residential Aged Care Providers-subsidised

- Adventcare (Alawarra), 392 High St., Golden Square
- Benetas (St. Laurence Crt.) 112 Upper California Gully Rd., California Gully and 6-8 Wesley St. Kangaroo Flat
- Bentleys Bendigo + some non-subsidised rooms
- Bupa Care Services
- Elm Flora Hill, 64 Sommerville St. Bendigo
- Estia Health (Lilley Lodge) 9 Brown St., Long Gully &
- Victoria Heights, 41-47 Victoria St., Iron bark.
- Mercy Health, Bethlehem Home for the Aged, Golden Square
- Mirridong Aged Care, 92-100 Mclvor Rd. Bendigo
- Royal Freemasons, Bendigo Aged Care, 61 Alder St. Kangaroo Flat.
- Uniting Age Well, Strath-Haven, 131-149 Condon St, Strathdale.
- Bendigo Health, Carshalton House Golden Square
- Golden Oaks
- Joan Pinder, Gibson St. Complex
- Simpkin House “
- Stella Anderson “

Accommodation - Privately owned; may be able to access services

- Bignold Park, Bendigo
- Freedom Aged Care, Strathdale.
- Living Well, Kangaroo Flat.