



connected



City of Burnside Home Support Program

My Aged Care
Fact Sheet 2016/17

About the City of Burnside Home Support Program

The City of Burnside's Home Support Program supports older people and younger people with disabilities – and their carers – by providing services to assist them to live independently in the community, including to develop and maintain important social networks.

Key services delivered by the Home Support Program include:

- Home Assist – Home Help, Home Maintenance, Home Modifications and Social Activities
- 3Rs (Respite, Recreation and Revitalisation) Program
- Men's Social Inclusion Programs
- Community Transport Program.

Changes to aged care in the community

Until recently, most services offered by City of Burnside to support older people were funded through the Home and Community Care (HACC) program. City of Burnside was responsible for assessing new clients in our community for eligibility and support needs; developing and implementing individual support plans; and prioritising access to services.

However, as part of the Australian Government's Aged Care reforms, this has now changed. Support for older people in the community is now funded through the Commonwealth Home Support Programme (CHSP), which replaces and consolidates four separate national programs, including HACC.

There is now one central starting point for all older people across Australia to access basic community support services and more complex community care packages or residential care.

The new central contact centre is called 'My Aged Care'. This is where the registration and assessment process now begins.

What do the changes mean for you?

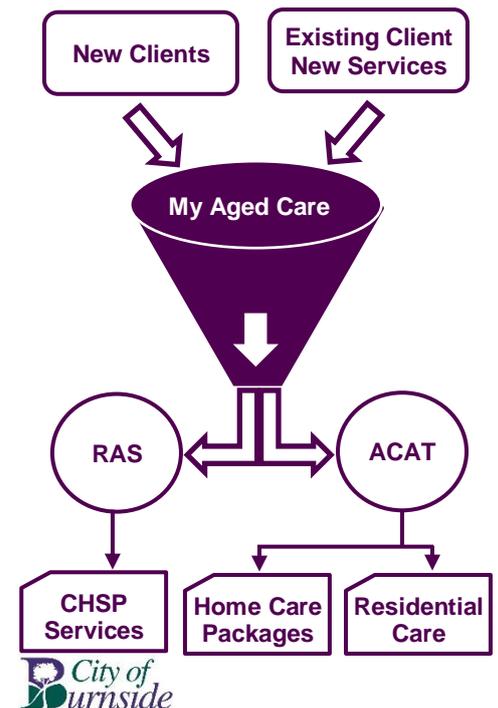
If you were a client of City of Burnside's HACC-funded Home Support Program in the twelve months prior to 1 July 2015 (and already accessing services, support or social activities), you don't have to do anything different for that to continue. However, if you need expanded or additional services, you will now need to register with the My Aged Care contact point and move through the nationally consistent assessment process.

If you were not using HACC supported services in the twelve months prior to 1 July 2015 and you would like to start using some of the services the City of Burnside Home Support Program provides, you will become a new client under the CHSP and need to register with the My Aged Care contact point and move through the nationally consistent assessment process.

How does My Aged Care work?

My Aged Care is both a contact centre and a referral point. When you contact My Aged Care for the first time, three things can happen:

1. If you only need a basic service, your registration will be completed over the phone and a referral sent to your 'preferred provider' through an independent body called a Regional Assessment Service (RAS), or
2. Your registration with My Aged Care may indicate you need a Home Support Assessment by the RAS to access entry level services with your 'preferred provider', or
3. If you require more complex care, My Aged Care will arrange for you to meet with an Aged Care Assessment Team (ACAT) to help work out more complex packages of home care (there are four levels) or access to residential care.



Naming a 'preferred provider'

Naming a preferred provider is about you having choice. You can nominate City of Burnside as your preferred provider or, if you want, name another organisation.

If you do not nominate a preferred provider, you will be referred to any organisation in your local area that is able to deliver the service. There is another option, where you will be given a Referral Code. You can then take this code to find your own provider.

How do you contact My Aged Care?

There are three ways to start the registration process with My Aged Care:

1. Telephone toll free on 1800 200 422 (weekdays 8am to 8pm and Saturdays 10am to 2pm),
2. Use My Aged Care's interactive website www.myagedcare.gov.au, or
3. Be referred by a service provider (such as City of Burnside).

Still unsure? We can help

Our Home Support Program staff can help you to contact My Aged Care by phone or online – or, if you would like, we can streamline the process by liaising with My Aged Care on your behalf.

With some basic information, we can start the registration process. You may then be contacted by a representative from My Aged Care at a time convenient to you and, if an assessment is necessary, they will arrange it for you.

As your preferred provider, we can work directly with you to ensure the support and services delivered through the City of Burnside Home Support Program is flexible and matches your needs.

For more information

If you use the internet and would like more detailed information about how My Aged Care works, or want information about complex Home Care Packages or Residential Care, the My Aged Care Website at www.myagedcare.gov.au has comprehensive information that is easy to follow.

If you would like more information about City of Burnside's Home Support Program and how it works, ask for a Home Support Program Client Information Booklet (we can post it to you) or talk to one of the program staff in the contacts list below.

If you would like help to contact My Aged Care, or City of Burnside to liaise with My Aged Care on your behalf, phone one of the Program Facilitators in the contacts list below.

City of Burnside Home Support Program contacts

Office Hours Monday to Friday 8:30am – 5:00pm

Manager Community Connections	8366 4143
Team Leader Community Support and Wellbeing	8366 4176
Facilitator – In Home Support	8366 4227 homeassist@burnside.sa.gov.au
Facilitator – Group Social Support	8366 4144 3Rs@burnside.sa.gov.au mensshed@burnside.sa.gov.au
Community Care Administration	8366 4142
Social Activities Administration	8366 4166
Home Maintenance Administration	8366 4221
Group Social Support Administration	8366 4221

*Funded by the Australian Government Department of Health
Although funding for this home support program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government*