

Aged Care Assessment Service

As part of My Aged Care, the Kingston Aged Care Assessment Service (ACAS) is jointly funded by the State and Commonwealth government. We provide services to older people living in the local government areas of Bayside, Dandenong and Kingston. The Assessment service reviews older people's needs for both short and long term care, and then links the person to services that will meet their needs

Services Offered:

An ACAS assessment is a comprehensive assessment which is usually conducted within the person's home. It considers their individual needs, and can provide information on available support options which may include:

- Commonwealth Home Support Program (CHSP) including personal care; domestic assistance; flexible respite options and carer support
- Home Care Packages (HCP)
- Residential respite and/or permanent care and
- the Transition Care Program (TCP).

Referral Pathway(s):

Community referrals

All Community referral requests for ACAS go directly to the My Aged Care (MAC) contact centre who will register the client on MAC and complete an initial screening. Referrals can be made using the following options;

1. Completing the MAC electronic web referral form available on the MAC website (www.myagedcare.gov.au/referral) and filling in all mandatory fields. Please fax only ONE client referral at a time and ONE referral per client.
2. Completing the service agencies referral document and faxing it directly to MAC on FAX: 1800 728 174. Please fax only ONE client referral at a time and ONE referral per client.
3. Contacting MAC directly on PHONE: 1800 200 422

Note: Transition Care Program can request an ACAS to conduct a support plan review via the MAC service provider portal for ongoing community services and/or requesting a new assessment.

Inpatient referrals

Inpatient referral requests are completed using the My Aged Care Hospital Fax Referral Form and faxed directly to Kingston ACAS on FAX: 9265 2300.

Aged Care Assessment Service

Monash Health Professionals accessing client information

Health professionals can obtain information about a current client's recent access to CHSP services, existing ACAS approvals and/or any active referrals for assessment, by phoning MAC on 1800 200 422. Client consent and Medicare number is required prior to obtaining this information.

Under 65 years: Request for ACAS assessment

Please contact the relevant ACAS team prior to making a referral for clients who are under 65 years of age in order to determine if the client is appropriate for the aged care pathway. Clients can be considered for an ACAS assessment to determine eligibility for Commonwealth funded services where all other alternative pathways have been explored.

The Victorian ACAS and Department of Health and Human Services (DHHS) Disability Services have a working protocol to support the interface between the two services and ask that Disability Services Intake be consulted to assist with determining if the client can be supported by Disability Services in the first instance.

In regions where NDIS is operating, we ask that consultation and referrals are made to NDIS and that evidence of this is provided, along with details of all other alternative options that have been explored, with the ACAS referral.

For enquiries about Disability Services contact:

DHHS Disability Services PHONE: 1300 131 079 or

National Disability Insurance Scheme (NDIS) PHONE: 1800 800 110

Waitlist practices:

Kingston ACAS manages referrals for assessment according to need.

Consumers are identified as one of the following priority;

1. High: within 24 hours (rarely required due to emergency respite guidelines supporting consumer access to residential care without an immediate ACAS assessment, if required.)
2. Medium: 14-36 days
3. Low: 2-14 days

Where consumers' needs change while awaiting an assessment, the priority for assessment can be discussed and reviewed with the bookings team and or Duty Senior

Aged Care Assessment Service

Cost:

This is a free Commonwealth funded service.

For more information please contact:

FOR ALL OPERATIONAL REQUIREMENTS AND FEEDBACK: ACAS Manager

FOR ALL COMMUNITY CLIENT QUERIES AND EMERGENCY RESPITE: Duty Senior

FOR ALL INPATIENT REFERRALS AND CLIENT QUERIES: Hospital Liaison:

PHONE: 9265 7888

WEBSITE: www.myagedcare.gov.au