

9 important things to know about ACAT Assessments

1

Why do I need an ACAT Assessment?

Before you can move into any Commonwealth subsidised Aged Care Facility or receive any level of subsidised In-Home Care, you need to have a comprehensive assessment to determine the level of care you need. This comprehensive assessment is undertaken by an Aged Care Assessment Team (ACAT) and is usually referred to as an ACAT Assessment. An ACAT Assessment is also needed to:

- have Respite Care in an Aged Care Facility
- access Transition Care (a temporary stay after or sometimes before a time in hospital)
- receive Aged Care services through an In-Home Care package.

2

What happens in an ACAT Assessment?

An ACAT Assessment is designed to understand your individual care needs. This means looking at all the different elements of your situation as a whole, including:

- your health and medical needs (physical and cognitive) as well as any future health and medical concerns
- your physical needs – for example, how well you can get around; and whether you are able to do ordinary day-to-day activities like showering and dressing, shopping, preparing meals, cleaning, doing laundry and attending appointments.
- your psychological needs – for example, how you are feeling? What you are most concerned about now and for the future?

3

Where does an ACAT Assessment happen?

The ACAT Assessment takes place wherever you are located at the time you need to be assessed. Preferably it will be in the comfort of your own home, but it could also be in Hospital or a Rehabilitation Centre if that's where you are.

4

Who is on the Aged Care Assessment Team?

Aged Care Assessment Teams are small groups of Health Professionals based in local communities all around Australia. The members of each ACAT represent a range of Healthcare skills and professions. There are more than 180 ACATs across the country and while they will vary from location to location an ACAT is usually made up of:

- a nurse
- a physiotherapist
- an occupational therapist
- a social worker.

5

How long does an ACAT Assessment take? ?

In most cases an ACAT Assessment will take between 45 and 75 minutes. Assessors can then take up to two weeks to complete their report which will be mailed to you. In most cases it is not possible to proceed in your search for a subsidised Aged Care Facility or In-Home Care service until you have received this report.

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6 What does the ACAT Assessment Cost?

ACAT Assessments are free.

7 How do you get an ACAT Assessment?

There are two ways to get an ACAT Assessment. You can:

- call the My Aged Care contact centre directly on 1800 200 422 from 8am - 8pm Monday to Friday and 10am - 2pm Saturdays; OR
- get a referral from your Health Care Professional.

8 What happens next?

Once the ACAT Assessment is complete, the ACAT Assessor will let you know the outcome in writing.

This letter will specify:

- the services that you have been approved for and any conditions they come with
- the reasons for the decision, including specific evidence that the decisions are based on
- information about your right to appeal the decision if you're not happy with it.
- a name and contact number to call if you wish to discuss the decision.

You will also be provided with:

- information about Service Providers in your area that can provide the services you need.
- a copy of your Aged Care Client Record
- information about the Aged Care Complaints Scheme

You should keep a copy (or copies) of these documents. While service providers can access your client record electronically via My Aged Care, it is useful to have a copy with you when you are looking for an Aged Care Facility or In-Home Care Service.

9 Appealing a decision?

The letter about your assessment explains how you can apply for a review if you are unhappy with the decision. A review of the ACAT Assessment is free but your written application to the Department of Social Services must be received within 28 days of receipt of your letter from the ACAT. If you don't agree with the review outcome you can apply to the Administrative Appeals Tribunal. This will incur a charge. Further information is available on the My Aged Care website.

We appreciate that this can be an overwhelming time so the friendly staff at Bundaleer are only too happy to assist you in any way they can. Call us on (02) 6858 2811 to let us know how we can help.