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## Hume Regional Aged Care Assessment Service

### What is an Aged Care Assessment Service?

We are a team of Health Professionals who provide assessment, information and advice to older people (70 years and over). We make approvals for Commonwealth funded aged care services which include residential care and respite, packaged care and transition care.

Our aim is to help older people and their families decide on the assistance they require. This is based on the needs identified during our assessment.



### Aboriginal and Torres Strait Islander People

We assess Aboriginal and Torres Strait Islander people (50 years and over) for access to services. You can be supported by an Aboriginal worker during the assessment and we will arrange this for you at your request.

### Who can contact the Service?

Anyone can refer an older person to the Aged Care Assessment Service including doctors, nurses, relatives, friends, or you can make a referral yourself. When someone is referred to our Service, we will contact you and your family to make an appointment to visit. An interpreter will be arranged if required.

### What is an Assessment?

The Assessment interview takes between 1 and 2 hours. People are usually interviewed at home. Our assessor will ask questions about your health and well being. This will include how you are managing and what help you receive from family and community services.

## **What happens then?**

During the interview, our assessor will suggest to you and your family what care is available to best meet your needs. Most people are able to stay at home with help from Community Services (such as District Nursing, Home Help, Meals on Wheels, social groups), respite care and/or with the assistance of an aged care package. Should you be considering moving into residential aged care, we will help you with this.

Our assessor will develop a care plan with you. This aims to maximise your independence and includes consideration of your safety and comfort. Referrals may be made to services that you agree to and information is supplied so you or your family can access services in the future when you need them.

## **What will it cost?**

The Aged Care Assessment Service is a free service for eligible clients.

## **What about my doctor?**

In most cases, your doctor is the first person you go to when you need medical care. However if you are having difficulty managing at home, your doctor may refer you to us. Your doctor will supply information about your relevant medical history and medications and we will supply your doctor with the outcome of the assessment.

## **What if I am not happy with the Service?**

If you are not happy with the Assessment visit, you should speak to the assessor who came to see you. If you are still unhappy you can speak to the Manager of the Service or the General Manager – Corporate Services on: (03) 5723 2000. For further information see the Gateway Health Client Information & Privacy Statement.

## **What area do we cover?**

Alpine Shire, Benalla Rural City, Indigo Shire, Mansfield Shire, Towong Shire, Rural City of Wangaratta, City of Wodonga

**For further information please call (03) 5723 2007**

Please read in conjunction with Gateway Health *Client Information and Privacy Statement*

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