



Australian Government  
Department of Health



myagedcare

Receive the Outcome of your Assessment

Be Assigned a Home Care Package

Manage your Services

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Research Home Care Providers & Work Out Costs

Enter into a Home Care Agreement

## National Prioritisation Process

The Australian Government is improving the way home care services are delivered to older Australians. From 27 February 2017, a new national system for prioritising access to home care will be established and managed through My Aged Care.

The new process will allow a fairer allocation of packages to consumers, based on their individual needs and circumstances, regardless of where they live. It will replace the current system, which leads to significant variations in waiting periods for a home care package across Australia.

The national prioritisation process is made up of the national package queue, which determines the order in which eligible consumers are assigned a home care package, and the national package inventory, which records the status of all home care packages.

### How will consumers be prioritised?

From 27 February 2017, consumers who have been approved for a home care package and have indicated they are actively seeking care will be placed onto the national queue. Approval for care will continue to depend on a comprehensive assessment by an Aged Care Assessment Team (ACAT). A consumer's place in the national queue will take into account their relative needs and circumstances as determined by the ACAT, and the date they were approved for care.

## How will home care packages be assigned to consumers?

When a consumer reaches the top of the national queue they will be assigned a package from the national inventory.

Consumers will receive a letter confirming that they have been assigned a package. This letter will include their unique referral code and the date that they must enter into a Home Care Agreement to prevent their package being withdrawn.

A consumer will not be eligible to receive subsidised aged care services until they have been assigned a package from the national package inventory.

## Creating the National Package Inventory

The national package inventory will be created by registering all unused and used packages in My Aged Care. Unused packages are those that have been allocated to providers in previous Aged Care Approvals Round (ACAR) rounds and do not have a care recipient filling the packages as of 26 February 2017. Used packages are those that have a care recipient filling the package as at 26 February 2017. The sum of both the unused and used packages will then form the national inventory.

## The National Package Inventory from 27 February 2017

As the government releases new home care packages, these will be added to the national inventory along with existing packages that are vacated as people leave home care or change package levels.



### KEY POINTS TO REMEMBER

- Any unused home care packages as at 26 February 2017, will be reclaimed and form part of the national package inventory.
- Where a client has been issued a referral code before 27 February 2017 – either by their ACAT or from the My Aged Care contact centre – this referral code will no longer be valid. The client will need to wait for a home care package to be assigned to them from the national package inventory and will be issued with a new referral code.
- From 27 February 2017, those clients with an approval for home care and who are actively seeking home care will be placed into the national queue to await an assignment of a home care package.
- A client's position in the national queue will be determined by their relative need for care and the time they have waited for care. This information is supplied by the comprehensive assessment undertaken by an assessor.



### FURTHER INFORMATION

- visit the department's website <https://agedcare.health.gov.au/increasing-choice-in-home-care>; or
- subscribe to receive electronic updates at <https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/advice-to-the-aged-care-industry>; or
- email [agedcarereformenquiries@health.gov.au](mailto:agedcarereformenquiries@health.gov.au).