

# Emergency Placement Team

CARER GATEWAY | HOSPITALS

## Who are Aged Care Decisions?

Aged Care Decisions is an associated company of aged-carereviews.com.au which was established in 2014.

Aged Care Decisions was established to provide Australian families assistance when placing into Aged Care. Working with thousands of families each month, Aged Care Decisions has relationships with approximately 70% of Aged Care Providers throughout Metropolitan cities in Australia.

A dedicated Case Manager looks after each family for the duration of the process providing support, guidance and ultimately placement for their loved ones based on their specific care needs and preferences.

Aged Care Decisions placement service is 100% free for families as the providers pay us an industry standard referral fee upon a successful placement. This fee is the same for all Providers ensuring objectivity and choice for the family.

## About the Emergency Placement Team

The Aged Care Decisions Emergency Placement Team was established to provide emergency placement services to the Australia Government through its Carer Gateway program.

To accommodate the urgency of emergency placement into Aged Care, the Emergency Placement Team's service is unique in a number of ways:

- An individual Case Manager works with the family throughout the placement process;
- The Team is available 24-7 for referral and consultation therefore being able to expedite placement;
- The Team reports updates and outcomes to the referrer pathway;
- Referrer pathway participants are provided with user credentials to the Emergency Placement Portal - a one stop shop containing all case information and placement progress notes.
- The Emergency Placement Team has sole access to a live access database and after-hours admissions contact people for all providers working with Aged Care Decisions.

## What is Carer Gateway?

The Australian Government has recently introduced a new service delivery model designed by carers, for carers. It aims to make sure carers and care recipients get the support they need early, before reaching crisis point. The new delivery model, called the Carer Gateway, is part of an overall \$700 million investment by the government to support Australia's 2.7 million unpaid carers.

Aged Care Decisions has been appointed by Carer Gateway regional delivery providers to provide emergency aged care placement support & brokerage services in a number of states across Australia. The service delivery model is centred around two concepts - (1) increased consumer choice, and (2) a 'hands on' support model.

Aged Care Decisions provides all care recipients using its Emergency Placement Team with a Consumer Choice Guarantee, delivered in a framework of person centred and personalised case managed services.

## Extending the Emergency Placement Team Service to Hospitals

The nature of emergency placement for cases sent through the Carer Gateway referral pathway is broadly similar as patients discharging from hospitals into Aged Care. Both case types;

- Involve high stress
- Require urgent placement
- Need 24/7 support for family and other stakeholders.

Once a hospital is registered, clinicians, social workers and discharge planners can easily refer cases to the Emergency Placement Team to have their discharge into residential aged care expedited. The referral can be made manually, or via the Emergency Placement Portal. The referral process is designed to be streamlined to allow for clinicians of all disciplines to access and refer based on the needs of their patients with minimal time investment.

Clinicians will also be able to track the progress of an individual patient through the placement process, from referral to discharge and successful placement.

At Aged Care Decisions we know that Hospitals do not work on a 9 to 5 schedule, therefore the Emergency Placement Team is available 24-7, with confirmation of receipt of referral within 30 minutes any time of the day.