

Information for Aged Care Providers

Introducing the Carer Gateway

What is the Carer Gateway?

The Australian Government has introduced a new service delivery model for carers. It aims to help carers 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 Australian Government to support Australia's 2.7 million unpaid carers.

A new regional network of service providers has been appointed to deliver a range of carer support services – including carer support and planning, in person and phone based coaching, counseling & in person peer support and access to emergency respite.

The role of Aged Care Decisions

Aged Care Decisions is Australia's largest aged care placement service, supporting thousands of families each month with aged care placement.

Aged Care Decisions has been appointed by a number of Carer Gateway regional delivery providers to provide emergency respite support & brokerage services in a number of states across Australia.

The support provided by Aged Care Decisions on behalf of the Carer Gateway has a focus on increasing choice, and increasing support.

For the first time a highly personalised case management approach is being used to provide carers with emergency respite & aged care placement support, information, advice and placement options. That support is available to carers seven days a week.

The placement & support services provided by Aged Care Decisions is funded by the Carer Gateway, and is thus made available free of charge to families and providers.

Understanding Clinical Needs for Carer Gateway respite residents

Because a respite resident who has been referred through the Carer Gateway may not have an Aged Care Assessment in place, Aged Care Decisions has developed a specialised care assessment tool to assist providers in understanding the care needs & profile of a Carer Gateway respite resident.

Aged Care Decisions provides an ACFI Estimate and ACFI Breakdown attached to Carer Gateway respite referrals - including detail on nutrition needs, mobility, continence, cognition, behavioural needs, diagnoses of dementia, wandering behaviour, complex medical care needs and other relevant clinical notes.

A New Model of Emergency Respite

A key element of the Carer Gateway is making emergency respite and crisis support more available, accessible and tailored to carers in a nationally consistent manner.

In April 2020 reforms commenced that transform how respite support and assistance services are delivered to carers. This support was formerly delivered by the network of Commonwealth Respite & Carelink Centres (CRCC).

Unlike previous CRCC services, the Carer Gateway has a focus on assisting carers to find and place a loved one into respite within residential aged care.

Funding of respite through Carer Gateway

Once a carer has been assessed through the Carer Gateway they are eligible to receive funding to access respite in a residential aged care setting through the Carer Gateway.

This funding exists outside the existing My Aged Care / Department of Health funding arrangements for residents who have been assessed and approved under Respite Low or Respite High funding arrangements..

Because of this, care recipients who are able to access respite through the Carer Gateway may not already have an Aged Care Assessment in place.

In this sense a respite resident that has been referred and placed through Aged Care Decisions, acting on behalf of the Carer Gateway, will typically be considered a 'private respite' client.

Carers accessing respite in residential aged care through the Carer Gateway program will have their respite funded by the Department of Social Services, through the relevant Carer Gateway regional delivery partner.

Aged Care Decisions is responsible for facilitating the signing and execution of private respite agreements between aged care providers and Carer Gateway regional delivery partners.

A care recipient accessing respite through the Carer Gateway does not need an aged care assessment - their respite is funded through the Department of Social Services without the need for an ACA approval being in place.

Additional FAQs and information can be found at:

agedcaredecisions.com.au/emergencyrespite

How to Accept a Carer Gateway Referral

Aged Care Decisions will complete a comprehensive case assessment for a Carer Gateway respite referral.

The detail of this case assessment is passed to the provider via electronic communication - including funding profile, detail of care needs, detail of particular clinical concerns or behaviours, MAC Referral Codes, and contact details for both the carer and the care recipient.

A provider may advise their acceptance of this Carer Gateway referral electronically through the Aged Care Decisions Provider Portal, or if a provider does not have access to this Portal, via reply email or telephone.

Respite Agreements & Invoicing

Where a Carer Gateway respite resident is accessing Carer Gateway funding to pay for the respite (as opposed to accessing their My Aged Care entitlement), Aged Care Decisions is involved in reviewing and executing the required Respite Agreements on behalf of the Carer Gateway.

Once a respite placement has concluded, the provider shall invoice Aged Care Decisions, and will be paid once the requisite funds have been released by the relevant Carer Gateway Regional Delivery Partner.

How does Aged Care Decisions shortlist respite options for a carer?

Aged Care Decisions works with a large number of residential aged care providers nationally. Our Emergency Placement Team shortlist respite options for a carer from our live national database of aged care vacancies.

Providers must be registered with the Aged Care Decisions Provider Portal, and advise they wish to receive emergency respite referrals. On a case by case basis the Emergency Placement Team check the live national database, and filter facilities based on location and clinical need.

Importantly, Aged Care Decisions does not recommend one facility over another. Our role is to filter and shortlist, and provide carers with maximum choice.

How do we receive more Carer Gateway referrals?

Residential aged care providers are able to register with Aged Care Decisions to receive Carer Gateway referrals. You can do this electronically by going to <https://agedcaredecisions.com.au/EmergencyRespite>

Once registered you will receive access to the Aged Care Decisions Provider Portal. It is through this Portal that you can maintain your registration, register to receive Carer Gateway respite referrals for specific facilities, turn referrals on or off, and set other resident preferences.

How do we advise changes in respite vacancies?

Providers can use the online Aged Care Decisions Provider Portal to advise vacancy status, update vacancies, update private respite fees, and nominate particular care needs that can or cannot be catered for.

This is done quickly and simply – with one click, and can be done as often as providers desire.

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