



The South East Metro Health Service Partnership (SEMHSP) has welcomed the opportunity to provide feedback on the Administration of My Aged Care as per the Inspector General's in-depth investigation of issues which affect the delivery of aged care services.

SEMHSP has engaged five consumers to provide feedback and each consumer's response is below.

Consumer 1

1. When did you become aware of My Aged Care and that services may be available to you?

We became aware when my husband's geriatrician told us that we could get assistance from My Aged Care. He asked the GP to arrange.

a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?

I did not know anything about My Aged Care or where to find it or how to get an assessment. My memory is that the CHSP staff told me to register my husband with My Aged Care (after the assessment). My previous experience with getting an assessment was prior to the establishment of My Aged Care and the assessment had been arranged by the hospital social worker.

b. If you didn't know, how did you go around finding out?

My memory is that my husband's geriatrician arranged it.

2. If you used My Aged Care to organise an assessment of care, how long ago was this?

My husband had his first assessment on 11/2/2019 and then was reassessed for additional needs on 2/7/2021.

3. Did you use the website, the phone line or did you use a face-to-face centre?

Arranged by others and assessment over the phone

a. For whichever method you used, how easy was it to use?

My memory is that in both cases, the assessment was arranged by others (GP and CHSP worker) and that I merely had to wait to be phoned by the Assessment Service for an appointment to be made and the risk assessment to be completed. I would have had no idea how to make contact to arrange an assessment myself. I have looked at the My Aged Care website today and can see how to arrange an assessment and it seemed easy to find.

4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used?

Whenever I used the My Aged Care phone line, I got helpful staff who could answer my questions. None of these related to getting an assessment, but rather about the delivery of the packages.

5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?

I was unable to use Services Australia face-to-face centres because I couldn't leave my husband.

6. How long did it take to organise an assessment and confirm that an assessment was booked?

My husband's GP made a referral to ACAS on 5/7/2018 and the assessment occurred on 11/2/2019. The contact about setting an appointment time occurred about 2 weeks before the assessment.

7. Did anything stop you from getting an assessment or slow down achieving this?

I understand that the delay in getting an assessment appointment was due to workload at the ACAS. This may have been indirectly caused by my husband's GP putting "increasing forgetfulness" in the referral, although he added the geriatrician's latest report.

8. Did anything stop you from accessing My Aged Care?

Nothing stopped me from accessing My Aged Care once I was aware of it and had registered my husband for it. I accessed assessments for my husband via the GP, who made a referral. The issue for consumers (those needing assessment and those seeking assessments on behalf of others) is that we don't know what we don't know. Unless there is good information right at the beginning of the need for an assessment, then consumers can flounder. Unless one knows about the My Aged Care website, one would have no idea

of how to go about getting an assessment. The website talks about the time to fill out the form and that may be intimidating for some people who may not have that amount of time (if they are a carer) or the capacity to spend that long on a computer (if they are seeking an assessment).

a. If you could not use My Aged Care, did you access an assessment another way?

N/A

b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?

No

9. Did you organise this on behalf of someone else?

I organised the assessment and all appointments and contact on behalf of my husband.

10. What was your overall experience?

Overall experience – positive once the appointment was made. The long wait for the initial assessment meant that I was without any support for 7 months. This was then compounded by a wait of over 2 years for a package during which time we received limited support via the CHSP. Once his condition deteriorated, it did not take as long to get a re-assessment. My experience waiting for the assessment was confusion and a lack of understanding of the system – I feel that this would be the case for most people for whom this is new. There is a need for clear written information about the process and what's on offer that is separate from the My Aged Care website that could be reviewed away from the computer (and for those who can't access computers readily).

Consumer 2:

1. When did you become aware of My Aged Care and that services may be available to you?

After an operation 6 months ago.

a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?

No.

b. If you didn't know, how did you go around finding out?

Was informed by my occupational therapist

2. If you used My Aged Care to organise an assessment of care, how long ago was this?

6 months ago

3. Did you use the website, the phone line or did you use a face-to-face centre?

Phone line

a. For whichever method you used, how easy was it to use?

Very easy and convenient.

4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used?

No issues

5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?

N/A

6. How long did it take to organise an assessment and confirm that an assessment was booked?

2 weeks

7. Did anything stop you from getting an assessment or slow down achieving this?

No.

8. Did anything stop you from accessing My Aged Care?

No

a. If you could not use My Aged Care, did you access an assessment another way?

b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?

No - My husband navigated the site as I cannot use the computer.

9. Did you organise this on behalf of someone else?

No

10. What was your overall experience?

Excellent

Consumer 3

1. When did you become aware of My Aged Care and that services may be available to you?

4 years ago

b. If you didn't know, how did you go about finding out?

Informed by medical staff at Alfred Hospital

c. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?

No

d. If you didn't know, how did you go around finding out?

Informed by medical staff at Alfred hospital

2. If you used My Aged Care to organise an assessment of care, how long ago was this?

4 years

3. Did you use the website, the phone line or did you use a face-to-face centre?

A friend rang on my behalf

b. For whichever method you used, how easy was it to use?

4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used?

No response

5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?

No response

6. How long did it take to organise an assessment and confirm that an assessment was booked?

2 months

7. Did anything stop you from getting an assessment or slow down achieving this?

No

8. Did anything stop you from accessing My Aged Care?

Cannot access My Aged Care on computer

d. If you could not use My Aged Care, did you access an assessment another way?

Other people look after this for me. I can't use the computer any more, plus I am now legally blind.

e. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?

No response

9. Did you organise this on behalf of someone else?

No response

10. What was your overall experience?

Good. Services have been provided.

Consumer 3

1. When did you become aware of My Aged Care and that services may be available to you?

2 years ago

a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?

At Cabrini Hospital from Allied Care Worker

b. If you didn't know, how did you go around finding out?

N/A

2. If you used My Aged Care to organise an assessment of care, how long ago was this?

3 Weeks

3. Did you use the website, the phone line or did you use a face-to-face centre?

Phone line

a. For whichever method you used, how easy was it to use?

Yes

4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used?

No issues

5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?

N/A

6. How long did it take to organise an assessment and confirm that an assessment was booked?

1 week

7. Did anything stop you from getting an assessment or slow down achieving this?

NO

8. Did anything stop you from accessing My Aged Care?

N/A

a. If you could not use My Aged Care, did you access an assessment another

Way?

b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?

My children accessed My Aged Care on my behalf.

I cannot use the computer.

9. Did you organise this on behalf of someone else?

N/A

10. What was your overall experience?

Very good

Consumer 5

1. When did you become aware of My Aged Care and that services may be available to you?

2020

a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?

I was aware of My Aged Care from caring for my parents and conversations with our GP.

b. If you didn't know, how did you go around finding out?

By speaking with our GP

2. If you used My Aged Care to organise an assessment of care, how long ago was this?

4 years ago

3. Did you use the website, the phone line or did you use a face-to-face centre?

Combination of phone and website interaction

a. For whichever method you used, how easy was it to use?

It was relatively straight forward although I am highly computer literate. It was arranged within a few weeks

4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used?

No

5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?

N/A

6. How long did it take to organise an assessment and confirm that an assessment was booked?

A few weeks

7. Did anything stop you from getting an assessment or slow down achieving this?

No

8. Did anything stop you from accessing My Aged Care?

Nothing hindered our assessment, but it was dependent on staff availability.

a. If you could not use My Aged Care, did you access an assessment another way?

N/A

b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?

No – but in hindsight would considered this in the future

9. Did you organise this on behalf of someone else?

I used a care finder for my brother-in-law in December 2022 when my sister, his carer, was in hospital and he required respite care. There were major issues and blocks as I was not his registered person on the aged care records and my sister was unable to authorise me. This caused delays with care and major anxiety on my part trying to navigate the system.

10. What was your overall experience? We encourage you to provide us with any examples, data, references, or other additional information that you feel would support your submission.

My Aged Care works reasonably well if you are cognitively acutely intact, and the nominated person. If not, there is no way around gaining authorisation if the nominated person no longer has cognitive capacity. While protecting people from potential abusers, the system now prevents support as in the instance above.

Also, the Aged Care facility that provided respite used the incorrect registration number, and this could not be changed by me, as I was not the registered person, so we could not access other respite facilities when required.

Both experiences were me organising on behalf of my partner which was straight forward. Then organising on behalf of my brother-in-law which was incredible difficult and unsuccessful.

Thank you for the opportunity to provide feedback on the administration of My Aged Care.