



NEW REFERRAL PROCESS FOR ACAT SERVICES

FROM 01 SEPTEMBER 2018

REFERRALS FOR ACAT / RAS / HACC ARE TO BE SENT TO MY AGED CARE (MAC)

Phone: 1800 200 422

Fax: 1800 728 174

Referral forms can be accessed via the My Aged Care website link:

www.myagedcare.gov.au/for-health-professionals

Referrers are required to choose one of the following:

- **Complex Aged Care Needs (Section A):** Those requiring a 'Comprehensive Assessment' by the Aged Care Assessment Team (ACAT). *Choose for clients with a lower level of function requiring Home Care Packages, Residential Care, Residential Respite, etc.*

OR

- **Entry Level Services (Section B):** Those requiring a 'Home Support Assessment' by the Regional Assessment Service (RAS). *Choose this option for clients with a high level of function – no care coordination required – eg Domestic Assistance, Transport.*

Please clearly outline why your patient needs an assessment or home support services, anything else your patient requires and include all other relevant information in the additional information section.

All referrals will be triaged by the MAC Call Centre to the appropriate site or service.

Note:

- **From 1 September 2018**, ACAT referrals sent to the Central Referral Service (CRS) will no longer be processed. They will be returned to the referrer with advice on the correct referral procedure.
- The process for all other referrals to Bentley Hospital remains unchanged.

Outpatients Department

Bentley Hospital

