



St Vincent's

*Continuing the Mission of
the Sisters of Charity*



St. Vincent's Aged Care Assessment Service

Contact details

Any service provider or general practitioner with an older person who is experiencing functional, physical, cognitive and/or health difficulties is welcome to discuss care options with the Intake Clinician on (03) 9816 0566, Monday to Friday, 9:00am to 4:30pm.

Following referral, an ACAS clinician will arrange a time to visit the client's home and may contact the practitioner with further health and medical information in preparation for the assessment.

Intake Clinician

Aged Care Assessment Service
c/- St. George's Health Service
283 Cotham Road
Kew VIC 3101
Tel: (03) 9816 0566
Fax: (03) 9816 0588

General enquiries: (03) 9816 0566

Appeal process

There is an appeal process for clients whose request was not approved. The client/carer must, within 28 days of receipt of the disapproval, apply in writing to the Minister to review this decision under 105AB of the Aged Care Act 1994.

Contact:

The Secretary, Department of Health & Ageing
Aged Care Division
GPO Box 9848
Melbourne VIC 3001

Recommendations

Clinician:

Mission

*Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity*

Aged Care Assessment Service

The Aged Care Assessment Service (ACAS) assesses care options available to older people. The service provides information about future care and residential needs, other community services including respite, Community Aged Care Packages (CACPs), Extended Aged Care at Home (EACH) and Extended Aged Care at Home Dementia (EACH-D).

St. Vincent's ACAS staff support the work of general practitioners and carers offering expert advice, information and assistance to the client/carers being assessed.

St. Vincent's ACAS is a free service.

ACAS is based at St. George's Hospital, Kew and St. Vincent's Hospital, Fitzroy. ACAS is funded by the Commonwealth National Aged Care Program and the Victorian State Aged Care program.

ACAS website information

<http://www.health.gov.au/acats>

ACAS staff

Practitioners on the St. Vincent's ACAS team include:

- community nurses
- geriatricians
- occupational therapists
- physiotherapists
- social workers

Aged assessments

Our clinics conduct independent, comprehensive aged care assessment in the client's home. The assessment includes health, social, functional and cognitive elements. The client's significant carer/family is invited to participate in the assessment and discuss possible outcomes of the care plan. Interpreters are used as needed.

The outcome of the assessment may include:

- information, advice, education for client, carer and/or family
- referral to Home & Community Care (HACC) and/or other community services to maintain client/carers independence at home
- approval for:
 - respite
 - Community Aged Care Packages
 - Extended Aged Care at Home
 - Extended Aged Care at Home Dementia
 - residential care
- referral, with client consent, to other St. Vincent's services:
 - Falls and Balance Clinic
 - Continence Clinic
 - Cognitive Dementia and Memory Clinic
 - Domiciliary Treatment team
 - Regional Aged Psychiatry Assessment and Treatment Team

Who to refer

Any older person who has significant care needs. Any other person, with age-related health conditions, for whom there are no other care options.

Clients need to be residents of the cities of:

- Boroondara
- Darebin – Alphington, Fairfield, Northcote, Rushall, Thornbury, Westgarth
- Yarra

How to refer

- Phone the Intake Clinician on (03) 9816 0566, or
- Fax the Primary Care Partnership Service

Fax Coordination Tool Template (PCP SCOTT) forms to (03) 9816 0588 (please ring to confirm the faxed referral has been received). Following the assessment ACAS staff will discuss the outcome of the assessment with you (with the client's consent).

Complaint process

If you are not satisfied with the assessment, staff or recommendations, please contact

- the ACAS manager on (03) 9816 0566
- the St. Vincent's Patient Liaison Officer on (03) 9816 0573
- the Health Complaints Office