



# Fact Sheet: HACC clients turning 65

As of 1 July 2018, the Commonwealth Home Support Program (CHSP) is the new way for clients aged 65 and over (and Aboriginal and/or Torres Strait Islander people aged 50 or over) to receive home care services.

The WA Home and Community Care (HACC) Program is now only available for younger clients; that is, clients aged 65 or over are no longer eligible to receive HACC services.

This fact sheet is intended to assist service providers to transition current HACC clients who are nearing, or have turned 65 years to the CHSP. Aboriginal and/or Torres Strait Islander clients aged between 50 and 65 years have the choice of applying for the National Disability Insurance Scheme or transitioning to the CHSP.

## ASSISTING YOUR CLIENTS TO MOVE TO CHSP

Service providers have an important role with the transition of clients to the CHSP as early preparation and assistance can facilitate an easier transition for the client.

Service providers are encouraged to develop their own internal processes to ensure clients are supported to understand the changes from HACC to CHSP once they turn 65. It is important that providers identify clients turning 65 and advise them that they must register with My Aged Care in order to be assessed for CHSP services.

There are several options for registering with My Aged Care:

1. The client registers themselves by calling the My Aged Care contact centre on 1800 200 422.
2. The service provider registers the client by using the [make a referral form](#) on the My Aged Care website under the 'For Service Providers' tab.
3. The service provider sends a fax using the [My Aged Care Community Health Professional and GP Fax Referral Form](#) to My Aged Care on 1800 728 174.

For options 2 and 3 above, service providers will first need to obtain the person's consent, or that of their legal representative, to disclose this information to My Aged Care.

Once the client has been assessed and commenced services under CHSP they should be exited from HACC and no longer reported in HACC MDS data

If you have any further queries about transitioning HACC clients to CHSP, please contact your WA HACC Project Officer.