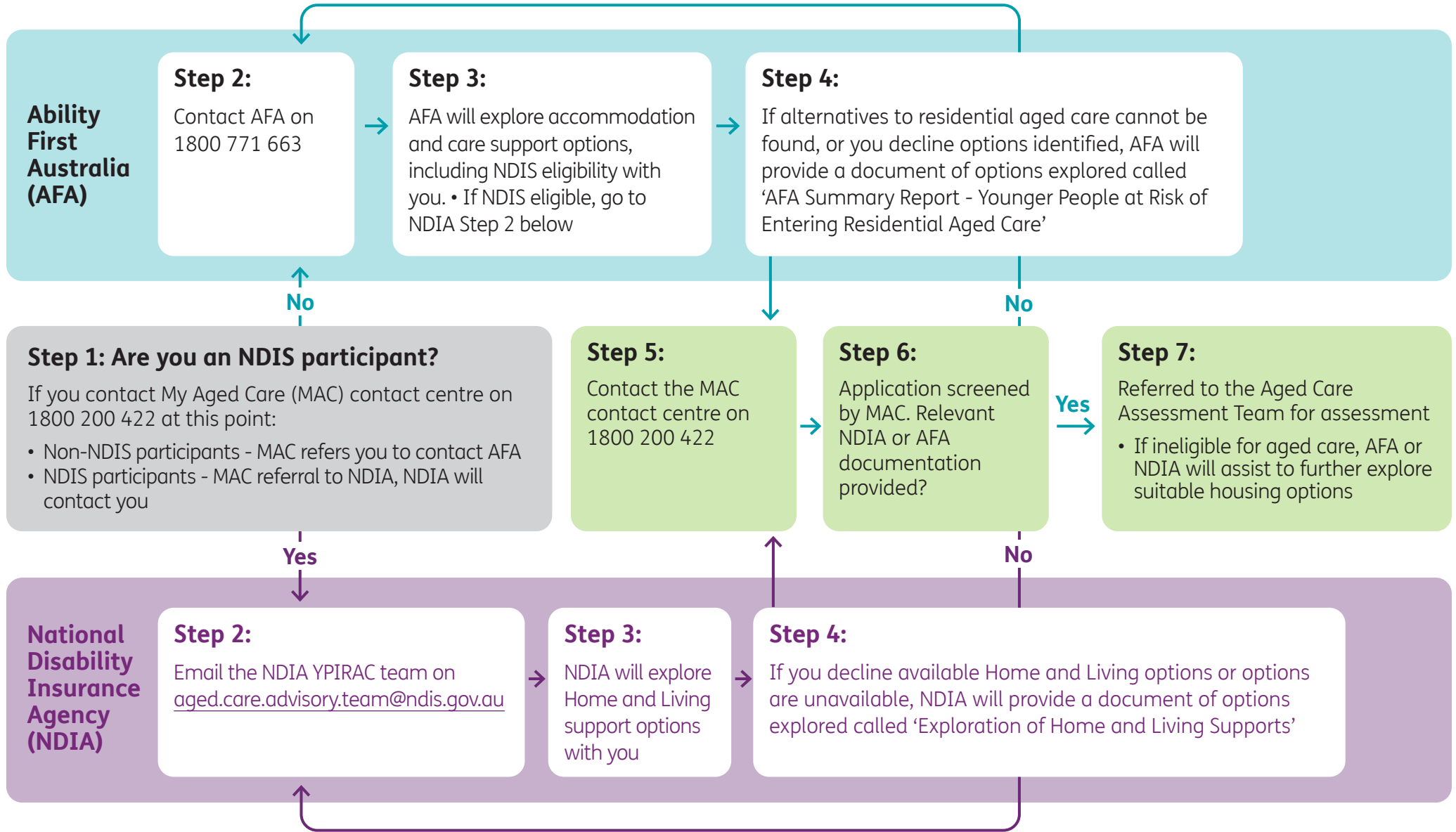


Journey Map - Younger person (under 65 years of age) considering entry to residential aged care



• The journey map is indicative of the younger person (under 65 years) considering entry to Residential Aged Care process. There are many potential 'off-ramps' throughout the process which are not covered in this journey map. • The journey map is a collaboration between the Department of Health and Aged Care, the National Disability Insurance Agency, My Aged Care, and Ability First Australia. • For detailed information regarding the process, see [NDIS website](#).

Journey Map - Younger person considering entry to Residential Aged Care - text version

The Journey Map shows the steps to take when a younger person (under 65 years of age) is thinking about living in residential aged care.

This Journey Map was made by the Department of Health and Aged Care, the National Disability Insurance Agency, My Aged Care, and Ability First Australia.

Step 1 – Are you an NDIS Participant?

If you contact My Aged Care (MAC) contact centre on 1800 200 422 at this point:

- Non-NDIS participants – MAC will refer you to contact Ability First Australia (AFA) on 1800 771 663.
- NDIS participants – MAC will do a referral to National Disability Insurance Agency (NDIA), and NDIA will contact you.

No

AFA Pathway

Step 2 – Contact AFA on 1800 771 663.

Step 3 – AFA will explore accommodation and care support options, including NDIS eligibility with you.

- If NDIS eligible, go to NDIA Step 2.

Step 4 – If alternatives to residential aged care cannot be found, or you decline options identified, AFA will provide a document of options explored called ‘AFA Summary Report - Younger People at Risk of Entering Residential Aged Care’.

MAC Pathway

Step 5 – Contact the MAC contact centre on 1800 200 422.

Step 6 – Application screened by MAC. Relevant AFA documentation provided?

If No

Go to AFA Step 2.

If Yes

Go to Step 7.

Step 7 – Referred to the Aged Care Assessment Team for assessment.

- If ineligible for aged care, AFA will assist to further explore suitable accommodation and care support options.

Yes

NDIA Pathway

Step 2 – Email the NDIA YPIRAC team on

aged.care.advisory.team@ndis.gov.au.

Step 3 – NDIA will explore Home and Living support options with you.

Step 4 – If you decline available Home and Living options or options are unavailable, NDIA will provide a document of options explored called ‘Exploration of Home and Living Supports’.

MAC Pathway

Step 5 – Contact the MAC contact centre on 1800 200 422.

Step 6 – Application screened by MAC. Relevant NDIA documentation provided?

If No

Go to NDIA Step 2.

If Yes

Go to Step 7.

Step 7 – Referred to Aged Care Assessment Team for assessment.

- If ineligible for aged care, NDIA will assist to further explore suitable Home and Living support options.