

Frequently Used Resources

MCM Palliative Care Allied Care Team works with our clients, carers and family members to support people's unique needs and goals in individualised, personalised and empowering ways. At the heart of our work is the understanding that all people have the right to agency (control and influence over our own lives) and the right to autonomy (the ability to choose for ourselves). Agency and autonomy are interconnected and give someone the right to influence outcomes that concern them.

Organisation	Purpose	Contact
Services Australia	<p>Carer Allowance and Carer Payment</p> <p>To get help with a Carer Allowance application:</p> <ul style="list-style-type: none">* Start by claiming online through myGov.* If they have difficulty claiming online, they can contact Services Australia by phone or visit a Service Centre.* For further assistance is required, they can contact Carers Victoria for additional advice.* Carers Allowance is not means-tested <p>To get help with a Carer Payment application</p> <ul style="list-style-type: none">* Ring or visit their nearest Services Australia office* Or claim online through myGov.* They may need to link their Centrelink to their myGov account if they haven't already done so.* Carers payment is means tested	<p>Telephone: 13 27 17 (Centrelink Disability, Sickness and Carers Line)</p> <p>servicesaustralia.gov.au/carers-allowance</p> <p>servicesaustralia.gov.au/how-to-claim-carer-allowance</p> <p>servicesaustralia.gov.au/carers-payment</p> <p>servicesaustralia.gov.au/how-to-claim-carer-payment</p>
Accessible Parking	<p>In Victoria, disabled parking permits are managed through the Accessible Parking Permit scheme.</p> <p>Someone can apply, renew, or replace a permit online.</p> <p>A functional assessment by a GP or OT is required to determine eligibility and the type of permit.</p>	<p>accessibleparking.vic.gov.au/permits/</p>
My Aged Care (MAC)	<p>People need to access MAC to:</p> <ul style="list-style-type: none">* Make a referral for support at home or entry to aged care* Understand or get updates on the assessment process* Obtain referral codes* Access respite or permanent care in an Aged Care Home* Request a review of the allocated support plan/home care package	<p>The MAC Service Provider & Assessor Helpline is the best number to call for ALL queries – 1800 836 799</p> <p>myagedcare.gov.au/</p> <p>myagedcare.gov.au/make-a-referral</p>

Disability Support Pension**Manifest Grant**

A 'manifest' Disability Support Pension (DSP) claim is one where Centrelink can decide eligibility without a full assessment, based on medical evidence. This means the person's condition is so severe and disabling that their eligibility is obvious, and they don't need a full medical evaluation. It is income and assets tested.

A condition will meet the manifest medical rules if any of the following apply:

- * you are permanently blind
- * you need nursing home level care
- * you have a terminal illness with average life expectancy of less than 2 years
- * you have an intellectual disability with an IQ of less than 70
- * you have category 4 HIV/AIDS
- * you get a Department of Veterans' Affairs Disability Compensation Payment at the Special rate (totally and permanently incapacitated) paid under the Veterans' Entitlement Act 1986.

servicesaustralia.gov.au/manifest-medical-rules-for-disability-support-pension

servicesaustralia.gov.au/income-and-assets-tests-for-disability-support-pension

NDIS (National Disability Insurance Scheme)

- * To apply for the NDIS, an access request needs to be made, and any supporting documentation provided.
- * This can be done by contacting the NDIS, downloading and completing the Access Request Form online, or visiting a NDIS office.

ndis.gov.au/applying-access-ndis

ndis.gov.au/applying-access-ndis/how-apply

Self-Funded Retirees

- * A self-funded retiree is those who are not entitled to financial benefits via Centrelink
- * Self-funded retirees may be eligible for certain Centrelink benefits, though not necessarily the Age Pension.
- * They may be eligible for the Commonwealth Seniors Health Card (CSHC), which provides access to healthcare concessions.
- * Eligibility for these benefits is determined by income and asset thresholds, and the specific rules for assessing Self-Managed Super Fund assets are important.
- * Self-funded retirees may also be entitled to the Seniors Card, which offers various discounts and concessions.

servicesaustralia.gov.au/payments-you-may-get-your-retirement-years

retireaustralia.com.au/retirement-stories-insights/care-options/home-care-packages-and-self-funded-retirees/

PBS (Pharmaceutical Benefits Scheme)

The PBS subsidises the costs of specific medications.

Generally, all Australians with a Medicare Card are eligible.

Overseas visitors from countries with which Australia has a Reciprocal Health Care Agreement (RHCA) are also eligible to access the Scheme. Australia currently has RHCAs with the United Kingdom, Ireland, New Zealand, Malta, Italy, Sweden, the Netherlands, Finland, Norway, Belgium and Slovenia.

The PBS has a Safety Net system to further reduce costs for individuals who frequently require PBS listed medications.

The PBS threshold for 60-day scripts does not have a specific threshold like the PBS Safety Net. Instead, the cost of a 60-day prescription counts towards the person's overall PBS Safety Net threshold, potentially saving them money on future prescriptions and fast-tracking them to reach the Safety Net limit.

What is the safety net?

When people purchase prescriptions at their safety net dollar amount ie: Concession Cards \$277.20 or non-concession card holders \$1694.00 – further discounts will apply. For the purposes of the scheme, the family includes:

- * the person
- * the person's partner or de facto partner
- * children under the age of 16 who are in the care and control of the person
- * full-time students under the age of 25 who are dependent on the person.

servicesaustralia.gov.au/pbs-safety-net-thresholds

SWEP (State-wide Equipment Program)

Someone might use SWEP if they have a disability or are frail and need support from assistive technology.

SWEP provides subsidies towards the cost of equipment and modifications to improve independence at home and in the community. This can include items like:

- * wheelchairs
- * bathroom aids
- * home modifications
- * vehicle modifications.

A SWEP application must be completed by an Occupational Therapist.

swep.bhs.org.au/

swep.bhs.org.au/check-eligibility.php

HACC PYP funding (for under 65-year-olds)

For clients who are under 65 years of age, My Aged Care is not available. Instead, you need to access the Service Coordination Tool Templates (SCTT) for HACC PYP funding. These templates will facilitate and document:

- * The initial contact
- * Needs Assessment
- * Referral
- * Ongoing coordination of care for individuals across different services

They provide a standardised way to collect and record information and ensure consistency across different service providers.

There are two core forms that are completed for referral:

- * Consumer Information
- * Consent to Share Information

(found at the bottom of the website page)

Added to this is the referral form for:

- * Palliative Care supplementary Information

All of the forms are pdf documents and need to be downloaded and printed out.

NB: Some councils use their own forms instead (e.g. Darebin Council).

Our Allied Care Team are here to support clients of MCMPC who are struggling to navigate this process.

health.vic.gov.au/integrated-care/sctt-templates-forms

health.vic.gov.au/integrated-care/service-coordination-tool-templates

Taxi Vouchers

Multi-Purpose Taxi Program (MPTP)

Clients need to have a medical assessment with their GP and then provide their consent to MPTP to have their application assessed.

Refer to your GP

Useful information

Organisation	Purpose	Contact
Australian Centre for Grief and Bereavement	Includes details of a free bereavement counselling service, links to other grief related websites, information on a peer reviewed journal on grief, an extensive listing of free and low-cost grief counselling services in Victoria, membership benefits, grief support information and products	grief.org.au/
Beyond Blue	Beyond Blue is an independent not for profit organisation working to increase awareness of depression, anxiety and related disorders throughout Australia. The website provides information about resources, programs, events, research, and media promotions	beyondblue.org.au
Cancer Council Victoria	Cancer Council Victoria helps to reduce the physical, emotional, and financial burden of cancer on the lives of all Australians and offers a free, confidential financial counselling program as well as other pro bono services	Telephone: 13 11 20 cancervic.org.au/get-support/caring-for-someone-with-cancer/overview cancervic.org.au/get-support/legal-and-financial/pro-bono-services
Carer Help	Carer Help provides access to useful and trustworthy information including tip sheets, articles, and videos for all carers across Australia. These resources can help carers understand what to expect when caring for a loved one, and include multi language options	Telephone: (08) 7221 8233 carerhelp.com.au/
Care Gateway	Carer Gateway helps carers connect to services in their local area. It provides a single point of entry to have their needs assessed and be referred to supports in their region such as counselling and respite care.	Telephone: 1800 422 737 carergateway.gov.au/
Carers Victoria – Carer Support Groups, Free Counselling	Carers Victoria is the peak body representing all unpaid carers in Victoria and provides services and advice for carers, as well as education workshops, programs, and events.	Telephone: 1800 514 845 carersvictoria.org.au/how-can-we-help-you carersvictoria.org.au/benefits/support-for-carers-program
Carer's Kit	Instructions on how to perform basic tasks safely, such as how to use shower and bath chairs and how to help a person in and out of a car. Select 'Carers Kit' once you access the link.	lmrpcc.org.au/health-care-workers/carers-kit/

Caresearch – Palliative Care Knowledge Network

CareSearch is an online resource of palliative care information and evidence. All materials included in this website are reviewed for quality and relevance. The Patients and Families Section contains Information about Palliative Care; Living with Illness; How to Care; At The End; Bereavement, Grief, Loss; Groups with Specific Needs; Finding Out More; and Contact Numbers.

caresearch.com.au/

Gathered Here

Gathered Here provides information on a range of end-of-life matters including making a will and planning a funeral

Telephone: 1800 572 130
gatheredhere.com.au/make-a-will-online
gatheredhere.com.au/find-and-compare-funeral-directors

Palliative Care Victoria

Palliative Care Victoria provides information to families and individuals about palliative care and empowers and supports them to enhance the quality of life for the loved one they care for. There is information for Aboriginal people and Torres Strait Islanders, and resources are available in different languages

Telephone: (03) 9662 9644
pallcarevic.asn.au/page/107/useful-information

Translating and Interpreting Service (TIS National)

The Translating and Interpreting Service provides access to phone and on-site interpreting services in over 160 languages. Immediate phone interpreting is available 24 hours a day, every day of the year for the cost of a local call for anyone in Australia. TIS can help carers access support services

Telephone: 13 14 50
tisnational.gov.au/
tisnational.gov.au/en/Non-English-speakers/Interpreting-services
