



# Outbound Call Service

Are clients cancelling or reducing aged care services due to COVID-19?

During COVID-19, older Australians or their families may have been cancelling or reducing their aged care services due to fear, or confusion about what is allowed under the restrictions.

To ensure older Australians are not missing out on services they need to stay healthy, and to make sure they feel supported during this challenging time, OPAN is able to receive referrals from Home Care and CHSP providers, as well as My Aged Care.

Once logged, OPAN will then call referred clients to discuss their concerns, and make sure they haven't unnecessarily cancelled services they need.

Note that the older person must be informed that they'll receive a call from OPAN and agree to their details being provided to OPAN to allow that to occur.

**The purpose of the referral process is to enable Home Care and CHSP providers to refer clients who:**

- ★ May wish to adjust, decline services due to concerns regarding COVID-19, or reinstate services as community restrictions are relaxed
- ★ May need information and support to access or adjust aged care services as we move into a new phase of the COVID-19 response and community restrictions
- ★ Assist older Australians and their families to access aged care advocacy information and support more generally, or to discuss other concerns

**OPAN will call-back the person referred to:**

- ★ Check in on their wellbeing,
- ★ discuss their concerns,
- ★ answer questions regarding care provision during COVID-19,
- ★ consider the supports they may have in place and discuss the alternate aged care service provision that may be available.

**Refer an older person to the call back service (with their consent and knowledge):**

 [opan.com.au/covidcallback](https://opan.com.au/covidcallback) and use the password **OPANcovid-19**

OPAN service delivery organisations by state or territory

ACT

VIC

NSW

TAS

WA

QLD

NT – Top End

NT – Central

SA

