



# Critical Interim Support Pilot

## Provisional results



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## Background

**What:** The Critical Interim Support pilot addresses a serious service gap in the aged care sector, by working in an assertive outreach capacity with older people in vulnerable situations, who experience deep disadvantage.

**Who:** The program provides much-needed support to socially isolated and financially impoverished older people, who are often 'hidden' from sight and who are unable to access home-based aged care services.

**How:** It provides early intervention before people's health and living circumstances deteriorate, reducing demand on service systems.

## Objectives

- Address significant barriers to accessing aged care faced by community-dwelling elders
- Use traditional case management approaches to connect people to aged care services

## Overview

### Program history

Pre-pilot from July 2019  
Pilot September 2020-2024

### Program principles

Person-centred; trauma-informed; dignity of risk; non time-limited

### Inclusion criteria

Eligible for home-based aged care services; limited social and financial resources

### Exit criteria

Sustainable and ongoing supports in place

## Demographics

### Intake 1 September 2020 to 31 March 2023

- 203 clients, aged 49-100 years
- Median age 77 years

### Referral sources

- 102 aged care assessors
- 47 health services
- 15 health professionals
- 39 other (including internal referrals, community groups, local councils, retirement villages, estate agents, family/friends/neighbours, and self-referral)

### Discharges

- 146 clients discharged\* (76 to Home Care Packages; 10 to residential care; 4 to Commonwealth Home Support Program; 2 deaths)
- Median engagement 15 weeks for women, 18 weeks for men

## Barriers to care

### Individual barriers

- Personal insight and knowledge of available resources
- Disconnection from social and support networks
- Self-neglect
- Psychosocial factors
- Complex family circumstances
- Elder abuse
- Past experience of trauma

### Systemic barriers

- Waitlists to receive care after being assessed as eligible
- (Mis) understanding of *My Aged Care* system
- Phone-based assessments
- Provider risk management policies
- Out-of-pocket costs of nursing care

## Next steps

The Commonwealth Department of Health and Aged Care's Care Finder program commenced in early 2023. Its primary focus is supporting older people who need help finding and connecting with aged care services.

During the Care Finder program's roll-out and scale-up, BSL will continue to deliver the Critical Interim Support pilot, working closely with Care Finder providers to share learnings and referrals.

\*Some missing data