

## Australian geat2GO FAQs

### Who can make requests on the geat2GO portal?

- Occupational Therapists
- Physiotherapists
- Speech Pathologists
- Regional Assessment Service (RAS) Assessors
- Aged Care Assessment Team (ACAT) Assessors
- Orthoptists
- Optometrists

### Can my client contact Geat2GO directly with a referral code to request equipment?

No. All requests must be completed by one of the requesters listed above

### How do I refer to geat2GO/how do I submit a request for goods and equipment?

1. Go to our website [geat2GO.org.au](http://geat2GO.org.au) to create an account. You will receive an email confirming that your account has been activated.
2. Login at [geat2GO.org.au](http://geat2GO.org.au) to create and submit requests for goods and equipment online. Make sure you are with the client at the time of the request, as their consent is required.
3. Refer the client to geat2GO using My Aged Care (or attach a My Aged Care referral code when requesting items on [geat2GO.org.au](http://geat2GO.org.au)).

### How much funding is a client able to access under geat2GO?

Clients can access assistance of up to \$1000 in total services provided (this includes any costs associated with the service, not just the cost of goods). Client requests should be completed based on need.

### If there is another GEAT provider available in the region, which provider should I use?

Local GEAT providers should be used before accessing the geat2GO program. The 'Find A Provider' tool may assist identifying any available GEAT providers [Find a provider | My Aged Care](#).

### Do I need to be an Allied Health Professional to request items?

Some simple items can be requested by RAS and ACAT assessors; however, most items will need to be prescribed by an appropriate allied health professional.

### **I am an allied health professional in private practice, can I request equipment?**

Yes, any allied health professional who is registered with AHPRA can register with geat2GO and request equipment.

### **What happens if the client needs equipment and there is no allied health professional available?**

Contact the Geat2GO advice line to discuss the client's circumstances and determine the next steps.

### **When a request is completed, does this ensure a client can get the requested goods?**

When a request is received and we have been provided with an active My Aged Care referral, the request will be processed provided we have all the required information, and any gap payments have been paid.

### **How will I know what range of goods and equipment are available?**

All equipment available for you to request will be shown on the geat2GO portal when you log in. A printable list of equipment is available from the Indigo website at [Assessors and Prescribers \(indigosolutions.org.au\)](https://www.indigosolutions.org.au).

### **What if the equipment I need is not on the geat2GO portal?**

If you would like to request for a piece of equipment to be added to the geat2GO program, email [hello@geat2GO.org.au](mailto:hello@geat2GO.org.au). This request will be discussed at our Equipment Review Group and a decision will be made on if a supplier will try to be sourced to provide this item.

### **What if I need advice about goods and equipment for my client?**

Please call the geat2GO Advice Line on 1800 518 218, or email [hello@geat2GO.org.au](mailto:hello@geat2GO.org.au) to speak to one of our friendly team members. This service operates Monday to Friday, 9am-6pm AEST.

### **Why does the geat2GO portal close?**

As a My Aged Care funded service provider, Geat2GO is allocated a yearly budget. To ensure an even spread of the funding over the year, each month will have an allocated budget. Once this budget has been reached, Geat2GO will close.

### **When will the geat2GO portal close and re-open?**

The geat2GO portal will close when the budget has been reached for the remainder of that month. Any orders submitted after this date will not be processed until it is opened again, which will be on the 1st of each month.

### **How do I assist my clients with their orders when the portal is closed?**

Requesters may still complete a draft request complete with client signature at the time of their assessment. The geat2GO team can still add verbal consent to draft orders if required. It is the responsibility of the requester to submit draft orders on the portal once it has re-opened.