

Australian geat2GO FAQs

When will Australian geat2GO be operational?

From 16 August 2021, Regional Assessment Services (RAS) and Aged Care Assessment Teams (ACAT) will be able to select Australian geat2GO (geat2GO) as a GEAT provider in all regions of Australia when sourcing GEAT under the CHSP for their clients.

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. The online request will show where a client has likely exceeded funding and any gap payment or contributions payable.

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

Unless the prescription of equipment has been completed by an Indigo Occupational Therapist via the advice line, then current GEAT providers should be used before accessing the geat2GO program.

Who can use geat2GO?

Currently only aged care assessors and AHPRA registered Occupational Therapists can request items under geat2GO.

Do I need to be an Occupational Therapist to request items?

Some simple items can be requested by aged care assessors; however, most items will need to be prescribed by an Occupational Therapist. It is recommended that a CHSP referral for OT is issued, and a referral code for GEAT is provided to the OT.

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

1. Go to our website 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 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).

What if I am having trouble with the geat2GO website?

Please call the geat2GO Advice Line on 1800 518 218.

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

No, when a request is received it will need to be matched with a My Aged Care referral before the order can be processed.

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 website when you log in.

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

Please call the geat2GO Advice Line on 1800 518 218 to speak to an Occupational Therapist. This service operates Monday to Friday, 9am-6pm AEST from 16th August 2021. You will need to ensure you do this whilst with the client.

I am an Occupational Therapist in private practice, can I request equipment?

Yes, any Occupational Therapist who is registered with AHPRA can request equipment on behalf of clients and receive access to a log on. However, the equipment can only be ordered when an aged care assessor has referred the client to geat2GO through My Aged Care.

What happens if the client needs urgent equipment and there is no OT available?

The information and advice line should be contacted to help prescribe items. OTs will be available on the geat2GO Advice Line 1800 518 218 Monday to Friday, 9am-6pm AEST from 16th August 2021.

What other types of health professionals can request from geat2GO?

Currently the program requires prescription by an Occupational Therapist however other professionals registered with AHPRA such as Physiotherapists and Registered Nurses can ring the advice line 1800 518 218 and speak to an OT while the client is present to get a request completed.