



Australian Government



Summary of My Aged Care System Changes

26 FEBRUARY 2018

This summary document is intended to assist service providers and assessors in understanding the changes made to the My Aged Care system on 26 February 2018.

This release is focused on delivering a number of high priority system improvements and builds on the changes made since 1 July 2015 to continue to improve the usability of the system. The changes include:

- Enhancements to outlet administration for provider administrators, improving the maintenance of services in the provider portal
- The ability for ACAT assessors to register and self-refer clients for assessment using the myAssessor application when online
- Overall usability enhancements to the myAssessor application
- Improvements to integrity of information and data within My Aged Care
- Introduction of a new letter for home care clients outlining what they need to do in preparation whilst waiting to receive their first home care package
- Updates to include the addition of the 'Appointment of Representative' form and other accepted legal documents as attachment types in the My Aged Care system

If accessing this document electronically, clicking on the changes above will take you to further information on each change.

All relevant guidance documentation (including user guides and quick reference guides) has been updated to support this system release and will be available on the [Department of Health's website](#) shortly.

A short summary is available at the end of this document outlining which guidance documents have been updated as part of this release.



Improving My Aged Care provider and assessor portal functionality

What?

Enhancements to outlet administration – provider portal

Why?

During the Accelerated Co-Design workshops in late 2016, service provider administrators reported that they were unable to hide inactive service items, could not easily locate operational service items, and that the process for adding/removing service sub-types was difficult and not intuitive.

Based on this feedback, the following functionality will be introduced to enhance outlet administration for providers:

- Ability for outlet/organisation administrators to filter service items by status, service availability and waitlist availability
- Display of services in separate lists for each aged care program/type
- Addition of a third service item status, 'Offline', to enable an administrator to indicate whether a funded the service item is unavailable
- 'Inactive' services now indicate that a service is no longer funded, and will not be visible in the provider portal, and all currently Inactive services without a service end date present will be marked as 'Offline'

The screenshot shows the 'View Service Items' interface. At the top, there are buttons for 'ADD A SERVICE ITEM', 'TRANSFER SERVICE ITEM', and 'TRANSFER CLIENTS'. Below these are tabs for 'Commonwealth Home Support Programme', 'Flexible Aged Care Programme', 'Home Care Packages', and 'Residential Care'. A 'Filter by' section contains three dropdown menus: 'Status' (set to 'Operational'), 'Service availability', and 'Waitlist availability'. Below the filters are buttons for 'ADVANCED SEARCH', 'CLEAR FILTERS', 'FILTER', and 'CLEAR ALL FILTERS AND RUN'. The main content area shows 'Home Care Package, Home Care Packages' with a search icon and a refresh icon. Below this, it says 'NAPS Service ID 99999, Service item name: HCP Services'. To the right, there is a 'Waitlist availability' section with 'Yes' and 'No' buttons. Below that is a table with columns for 'Status' and 'Service availability' (Yes/No).

	Status	Service availability
Level 1	Operational	Yes No
Level 2	Operational	Yes No
Level 3	Operational	Yes No
Level 4	Operational	Yes No



Improving My Aged Care provider and assessor portal functionality

What?

Why?

- Ability to add or remove service item sub-types in a single view.

Add/Remove Subtypes

All fields marked with an asterisk (*) are required.

Which sub types are you adding to this service? *

SELECT ALL DESELECT ALL

<input checked="" type="checkbox"/> Hydrotherapy	<input type="checkbox"/> Social Work
<input type="checkbox"/> Speech Pathology	<input checked="" type="checkbox"/> Dietitian or Nutritionist
<input checked="" type="checkbox"/> Podiatry	<input checked="" type="checkbox"/> Occupational Therapy
<input checked="" type="checkbox"/> Physiotherapy	<input type="checkbox"/> ATSI Health Worker
<input checked="" type="checkbox"/> Diversional Therapy	<input type="checkbox"/> Exercise Physiologist
<input checked="" type="checkbox"/> Ongoing Allied Health and Therapy Services	<input checked="" type="checkbox"/> Other Allied Health and Therapy Services
<input type="checkbox"/> Psychologist	<input type="checkbox"/> Restorative Care Services

SAVE CANCEL

This enhancement is about improved usability, and creating efficiencies in the administrative tasks you perform within My Aged Care. An accurate display of active service items, and the ability to view separate lists for the programs you deliver will lead to a reduction in time navigating and locating operational service items, and improve the quality of service information available to both assessors and consumers.

Further information on this change is available in [Quick Reference Guide – Create service delivery outlets and add service information using the My Aged Care provider portal](#) on the Department’s website.



Improving My Aged Care provider and assessor portal functionality

What?

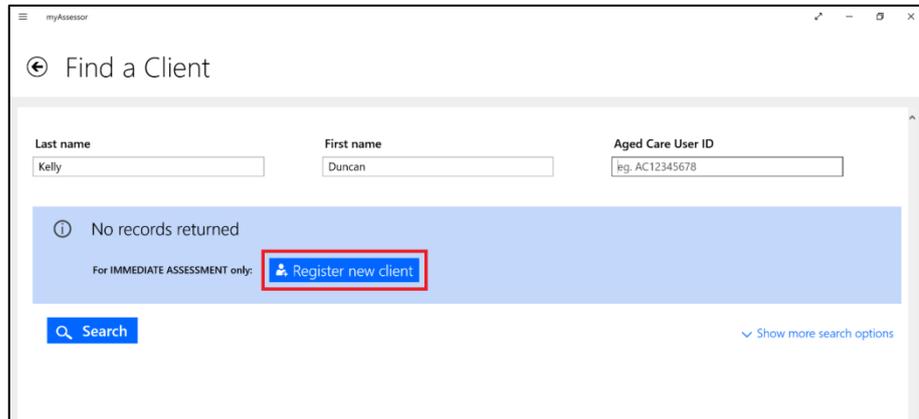
Ability for ACAT assessors to register and self-refer clients for assessment – myAssessor app

Why?

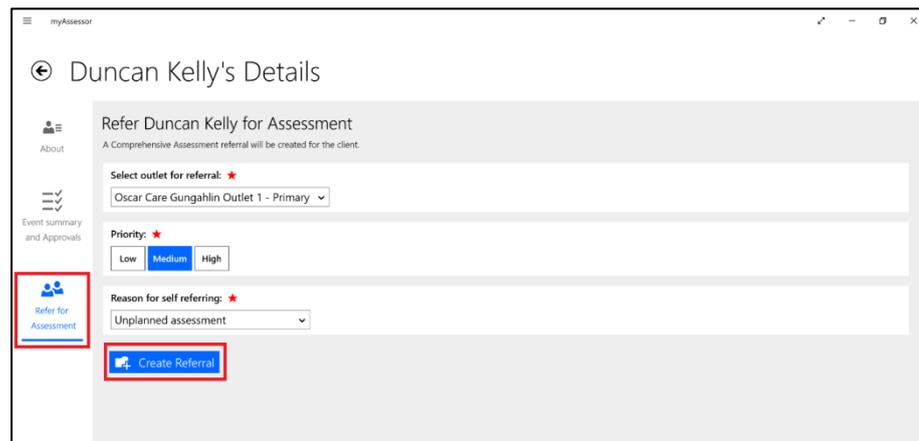
Currently the myAssessor application does not allow for structured client registration and self-referral of clients for assessment. This means that ACAT assessors are required to register and self-refer clients via the assessor portal, or call the contact centre to register and refer a client to them for assessment, resulting in a poor experience for new My Aged Care clients, and additional work for assessors and the contact centre.

This change aims to improve the integrity of information in My Aged Care (through reduced creation of duplicate records) and align current functionality for ACAT assessors in the assessor portal within the myAssessor app when connected to the internet, enabling ACAT assessors to:

- Search for, view and select clients
- Register a new client



- Self-refer and commence an assessment immediately

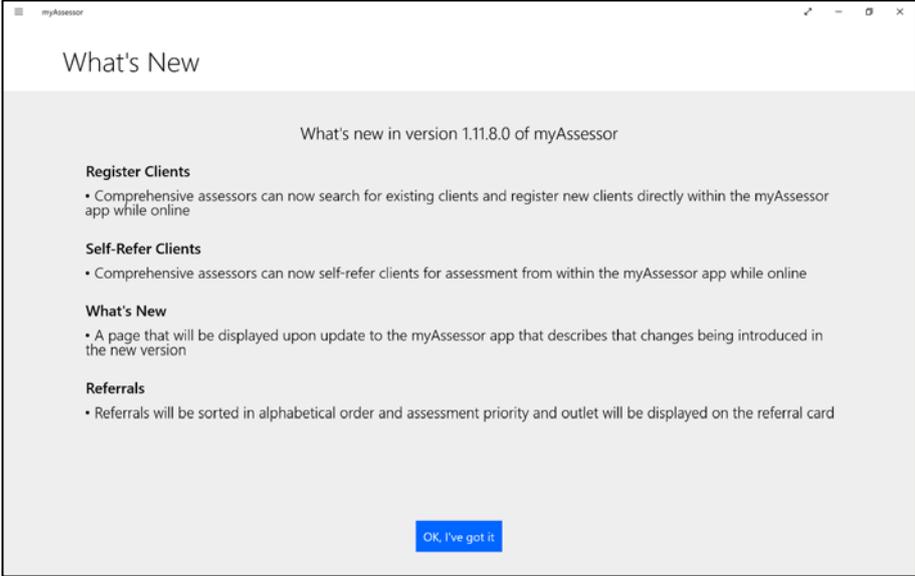


Note: the delegation and match and refer process will still need to be performed once the assessment is uploaded to the portal.

This process is described in detail in the [myAssessor App User Guide](#), available on the Department's website.



Improving My Aged Care provider and assessor portal functionality

What?	Why?
<p>Overall usability enhancements to the myAssessor application – myAssessor app</p>	<p>Additional enhancements have been made to the myAssessor app to improve usability and user experience:</p> <ul style="list-style-type: none"> • Assessment referrals will be sorted in alphabetical order and display assessment priority and outlet name when a user is assigned to multiple outlets • A 'What's new' page on first time login after a version update that lists the changes available in the new version of the app 
<p>Improvements to integrity of information and data in My Aged Care – assessor and provider portals</p>	<p>Currently, the information that My Aged Care captures about clients and assessments is not always up to date with the client's situation or reflective of the type of assessment being conducted by an assessor, and relies on various users' interactions with the system to keep this information up to date.</p> <p>These changes seek to improve the integrity of information and data in the My Aged Care system by:</p> <ul style="list-style-type: none"> • Matching with information provided by service providers and assessors in order to update a client record when someone passes away and automating changes to the client status based on this information • Giving My Aged Care users more accurate/descriptive options to select from when actioning work flows in the system, for example rejecting referrals or ceasing services



Improving My Aged Care provider and assessor portal functionality

What?

Why?

Reject this referral for Sam Win

All fields marked with an asterisk (*) are required.

Select a reason:*

- RAS – insufficient capacity
- Outside assessment region
- Assessment no longer required
- ACAT assessment required
- RAS assessment required
- Care approval exists
- Client medically unstable
- Client age – alternate options
- Client does not consent
- Client deceased**
- Other (provide details in the Rejection reason field below)

Rejection reason:

- For clients in home care or waiting for a home care package, removing active queue entries and withdrawal of packages based on the information received
- New self-referral reason 'Remote assessment' for ACAT assessors to indicate where an assessment is being conducted for a client in a remote or very remote location
- Capture of more detailed outcome information for comprehensive assessments conducted for clients in remote or very remote locations

Finalise support plan

i Are you sure you want to finalise this support plan?
You will not be able to make any changes to the support plan once finalised.

A If you are choosing outcomes to support a remote access client, please supply detailed comments to support your reasoning against the appropriate outcome below.

All fields marked with an asterisk (*) are required.

Service Recommendations

Home Care Package Level 2

Outcome

Not actioned

Outcome Reason *

Select one

- Funded services unavailable
- To seek nonfunded services
- Client accepted to waitlist
- Client declined services
- Underpinning support
- Community-based care**

This change aims to make improvements to the information captured during the assessment process, and ensure the accuracy of a client's status and the timeliness of the update being sent. This will result in more reliable information for all My Aged Care users, and for home care clients, this means more effective, reliable and efficient management of the National queue.



Improving My Aged Care provider and assessor portal functionality

What?	Why?
<p>Introduction of a new letter for home care clients – assessor and client portals</p>	<p>A new readiness letter is being introduced to prompt clients on the national queue to prepare to receive their first home care package.</p> <p>This letter will be sent to clients around 90 days before the expected assignment date of their first home care package. It is intended to improve awareness of the Home Care Packages Program and commence initial steps to make an informed choice about their care needs, such as finding an approved provider and undertaking a formal income assessment with the Department of Human Services.</p> <p>It will also encourage people who do not want care now to opt themselves out of the queue before the package is assigned to them.</p> <p>ACATs who have elected to receive home care notifications on behalf of vulnerable clients will receive a notification of this correspondence.</p> <p>It is important to note that this letter is <u>not</u> indicative of a client’s package assignment, but provides an indication of when they can expect to be assigned their first home care package (either approved or interim).</p>
<p>Addition of the ‘Appointment of Representative’ form and other accepted legal documents as attachment types in the My Aged Care system – assessor and provider portals</p>	<p>As part of the Accelerated Co-Design process, the documentation required to become an authorised representative was streamlined to be consistent across state legislation. The ‘Appointment of Representative’ form was introduced, along with additional accepted state legal documentation.</p> <p>To align with these changes, the following attachment types have been added to the My Aged Care portals and My Aged Care web-referral form:</p> <ul style="list-style-type: none"> • Appointment of Representative form • Statutory Declaration • State Based Legal Document • Letter from a Medical Practitioner <p>Assessors and providers will now be able to view these document types in the ‘Attachments’ tab of the client record where a representative has been added for a client.</p>



FURTHER INFORMATION OR SUPPORT

For more information on these changes, educational material (including user guides and quick reference guides) is available on the '[Information for assessors](#)' page and the '[Information for service providers](#)' page on the Department of Health's website.

For technical support and assistance, the My Aged Care service provider and assessor helpline is available by calling 1800 836 799.

The next major system release is expected to be in June 2018. The scope of this release is still being finalised, and is subject to change. The release will focus on:

Improvements resulting from the Accelerated Design process

- Ability for ACAT assessors to register and self-refer a client for assessment within the myAssessor application when offline
- Ability for service providers to display service availability and service information at the service sub-type level

Improvements to the assessor and provider portals

- Enhancements to the National Screening and Assessment Form (NSAF) to support streamlined assessment
- Improvements to the system handling of Short-Term Restorative Care (STRC) approvals and the interaction between STRC and Transition Care approvals

Data Integrity- Ongoing Priorities

- Continued improvements to the handling and authority of information in My Aged Care between related aged care systems
- Service information management improvements
- Information security enhancements



GUIDANCE DOCUMENTATION

The following user documentation has been updated as part of this release. Select the document names to access them electronically.

User Guide / QRG
My Aged Care - Key Terms
myAssessor App user guide
My Aged Care Client Portal User Guide
ACAT Pack
Quick Reference Guide 1 - Registering and self referring clients
Quick Reference Guide 3 - Managing referrals for assessment and Support plan reviews
Quick Reference Guide 4 - Navigating and Updating the Client Record
Quick Reference Guide 6 - Accessing and completing an assessment
Quick Reference Guide 7 - Completing a support plan
Quick Reference Guide 9 - Task and Notifications
Quick Reference Guide 13 – Management of Home Care Packages from 27 February 2017
Quick Reference Guide 14 – Short-Term Restorative Care (STRC)
RAS Pack
Quick Reference Guide 1 - Registering and facilitating a referral
Quick Reference Guide 3 - Managing referrals for assessment and reviews
Quick Reference Guide 4 - Navigating and Updating the Client Record
Quick Reference Guide 6 - Accessing and completing an assessment
Quick Reference Guide 7 - Completing a support plan
Quick Reference Guide 9 - Task and Notifications
Service Provider guidance
Quick Reference Guide – Create service delivery outlets and add service information using the My Aged Care provider portal
Quick Reference Guide – Updating Multi-Purpose Services in the My Aged Care Provider Portal
Quick Reference Guide – Adding Short-Term Restorative Care (STRC) as a service type using the My Aged Care provider portal
Quick Reference Guide – Navigating and viewing information in the client record
Quick Reference Guide – Manage referrals using the My Aged Care provider portal
Quick Reference Guide - Recording and updating client service delivery information using the My Aged Care provider portal
Quick Reference Guide - Tasks and Notifications
My Aged Care Provider Portal User Guide: Part One – Administrator functions
My Aged Care Provider Portal User Guide: Part Two – Team Leader and Staff Member functions

