Establishment of the My Aged Care Regional Assessment Service

This fact sheet provides information for service providers about the establishment of the My Aged Care Regional Assessment Service (RAS).

What is the RAS?

The RAS is a key element of the changes to My Aged Care in 2015. The RAS is a national assessment workforce, operating at a regional level in all states and territories (except Victoria and Western Australia).

From 1 July 2015, the RAS will be responsible for conducting face-to-face assessments of older people seeking entry-level support at home, provided under the Commonwealth Home Support Programme (CHSP).

The vast majority of regions will operate with between two and four RAS organisations, to ensure an appropriate capacity level to effectively support the population and help to achieve diversity and overlap.

When was the open tender process to establish the RAS?

An open approach to market was undertaken in late October 2014 calling for tenders to deliver assessment services as part of the RAS from 1 July 2015. The tender process closed on 19 December 2014.

How did the Department encourage organisations to apply?

To encourage a broad and diverse range of organisations to apply, the following activities were undertaken:

- targeted correspondence to current HACC Service Group Two providers informing them of changes to funding for assessment, case management and client care coordination from 1 July 2015, and how they could apply to deliver assessment services as part of the RAS;
- targeted correspondence to National Respite for Carers, Day Therapy Centres, Assistance with Care and Housing for the Aged, and the remainder of Commonwealth HACC providers (including Service Group Two providers funded for counselling/support, information and advocacy) via the Department’s Bulk Information Distribution Service;
- a Media Release and newspaper notification to the aged care sector and general public about the RAS procurement process (including how to access the RFT documentation);
- an industry briefing (attended in person or via a webinar) to provide more information about My Aged Care, RAS services and the procurement process. Industry briefing materials were made available via AusTender following the briefing; and
publication of two online consortia listings on AusTender (one for prime contractors and one for subcontractors) to facilitate contact between prime tenderers and smaller specialist providers for the delivery of RAS assessment services.

**Which organisations have been selected to operate the RAS?**

There was a high degree of interest from a diverse range of organisations. As a result of the evaluation process, thirteen organisations have been selected to operate the RAS. Of the thirteen organisations, ten currently provide services under Commonwealth HACC Service Group Two.

The thirteen organisations who will operate the RAS are:

- Access Care Network Australia Pty Ltd
- Australian Regional and Remote Community Services Limited
- Care Assessment Consultants Pty ltd
- Catholic Healthcare Limited
- Community Options Australia Incorporated
- Feros Care
- Health Administration Corporation (HAC)
- Partners 4 Health Limited
- Resthaven Incorporated
- Serendipity (WA) Pty Ltd
- Suncare Community Services Inc
- The Uniting Church in Australia Property Trust (Q.)
- UnitingCare Wesley Adelaide Incorporated

The thirteen organisations have engaged over 75 subcontractor organisations. These organisations include for-profit service providers, non-profit service providers, local councils, organisations with a background in the aged care sector, and organisations specialising in the delivery of assessment services across multiple sectors including for Indigenous populations, Culturally and Linguistically Diverse populations, people with dementia and other special needs groups.

**How will the Department monitor the independence of assessment?**

The RAS will be required to have strict procedures, protocols and other mechanisms in place to assure the separation of assessment from service delivery. The referral practice of each organisation will be monitored.

**Further Information**

For more information about My Aged Care and the RAS, please visit the [Department’s website](http://www.dss.gov.au/MyAgedCare) at www.dss.gov.au/MyAgedCare.