



Australian Government

Department of Social Services



myagedcare

What the My Aged Care Regional Assessment Service means for Commonwealth Home Support Programme providers

This fact sheet provides information for Commonwealth Home Support Programme (CHSP) providers about the introduction of the My Aged Care Regional Assessment Service (RAS).

Information about the establishment of the RAS is available in the 'Establishment of the My Aged Care Regional Assessment Service' fact sheet.

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 CHSP.

The Commonwealth Home and Community Care (HACC), National Respite for Carers, the Day Therapy Centre, and the Assistance with Care and Housing for the Aged programs will be combined to form the new CHSP.

What does the establishment of the RAS mean for HACC providers?

In October 2014, the Department wrote to HACC providers funded to deliver assessment, case management and client care coordination services to tell them about upcoming changes to their funding for services. The letter explained that from 1 July 2015, assessment, short term case management and client care coordination services would be delivered by the RAS. Service providers were encouraged to apply to become part of the RAS if they wanted to deliver similar services in the future and/or to contact the Department in the event that the services they delivered differed substantially from their agreement.

Reclassification of Commonwealth HACC assessment, case management and client care coordination funding

Service providers were asked to contact the Department if they believed that the services they delivered from Commonwealth HACC Service Group Two funding differed substantially from their agreement, and included the direct delivery of care services to clients. A review of instances where existing assessment, case management or client care coordination funding required reclassification to ensure direct service delivery functions could continue was conducted.

Service providers who contacted the Department will receive a letter confirming the outcomes from this reclassification process and transition arrangements (where required) shortly. This will include any arrangements for clients currently receiving long term case management. Where reclassification has not occurred, the funds will be redirected to the RAS from 1 July 2015.

Of the 284 Commonwealth HACC programme providers who were part of the reclassification process, 152 providers were found to have activities that needed to be reclassified and funding continued.

What does the establishment of the RAS mean for CHSP providers from 1 July 2015?

From 1 July 2015, the RAS will conduct home support assessments and send electronic referrals for service(s) to CHSP providers. CHSP providers will use the My Aged Care provider portal to manage referrals for services. CHSP providers will be able to view the client record which includes information about the client, assessment outcomes and a support plan.

What does the establishment of the RAS mean for new clients from 1 July 2015?

From 1 July 2015, people seeking access to aged care services for the first time will need to contact the My Aged Care contact centre to discuss their aged care needs.

After discussing their needs, contact centre staff will determine the appropriate next steps, and create a client record. This may involve providing information about aged care or referring the person for either a home support assessment (conducted by the RAS) or a comprehensive assessment (conducted by an existing Aged Care Assessment Team).

If a person is seeking to access entry-level support at home, under CHSP they will be referred to a RAS for a face-to-face home support assessment. The RAS will undertake the assessment using the National Screening and Assessment Form, via the My Aged Care assessor portal.

During the home support assessment, the RAS assessor will work with the person to develop a support plan that reflects their aged care needs, goals and preferences. The support plan forms part of the client record that can be viewed online via the My Aged Care client portal.

The RAS will also provide short term case management for vulnerable clients with complex or multiple needs.

What does the establishment of the RAS mean for existing clients from 1 July 2015?

Clients who currently receive services under the existing Commonwealth HACC, National Respite for Carers, the Day Therapy Centre, and the Assistance with Care and Housing for the Aged programs will continue to be supported under the CHSP. Current clients do not need to contact My Aged Care. If your needs change and you want to consider different or additional services, you can contact My Aged Care to receive a referral to the RAS or an Aged Care Assessment Team.

For more 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.