



Australian Government
Department of Health



myagedcare

Roles and responsibilities of My Aged Care users

This guidance document assists to understand the typical pathway that a client will follow in My Aged Care, and the roles and responsibilities of users that support the client throughout their Aged Care journey. Further detail on the Aged Care journey, and additional system and process information have also been provided to help improve access to information about My Aged Care.

1. Who uses My Aged Care

My Aged Care is primarily used by older people, their carers' and representatives who require Aged Care services. These users are supported by a range of participants, including the My Aged Care contact centre, assessors, service providers and health professionals.

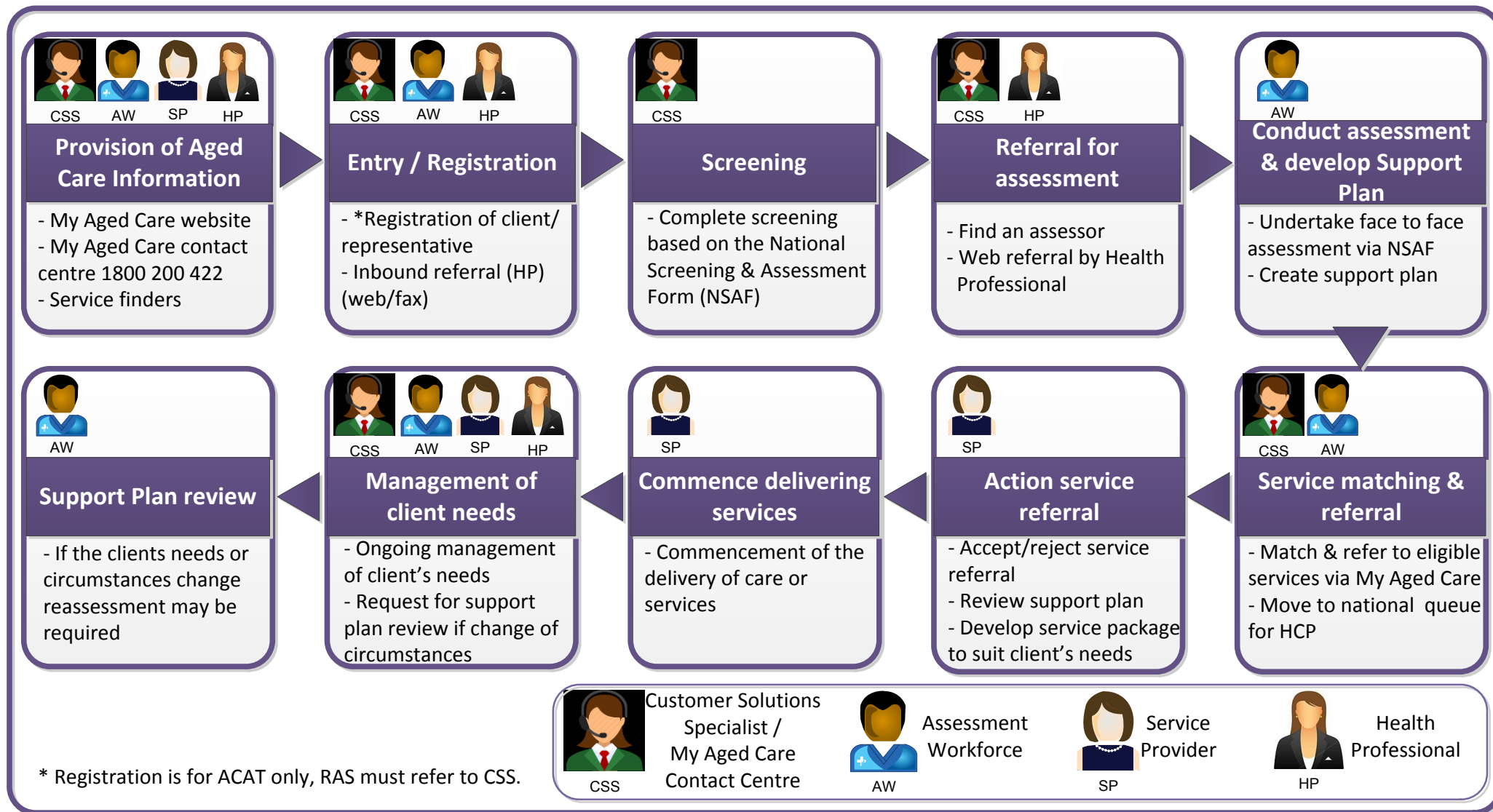
My Aged Care users throughout the Aged Care journey							
My Aged Care user	1. Provision of Aged Care information	2. Entry / Registration	3. Screening	4. Referral for assessment	5. Conduct assessment	6. Service matching & referral	7. Action referral & deliver services
Contact Centre	✓	✓	✓	✓	X	✓	X
Assessor	✓	✓	X	X	✓	✓	X
Service Provider	✓	X	X	X	X	X	✓
Health Professional	✓	✓	X	✓	X	X	X

2. Roles within the Aged Care journey

Each user within My Aged Care has a responsibility to support older people in accessing the aged care services they need. The Aged Care journey represents the client pathway, and the lifecycle of steps involved for a client to receive subsidised support from their preferred service provider.

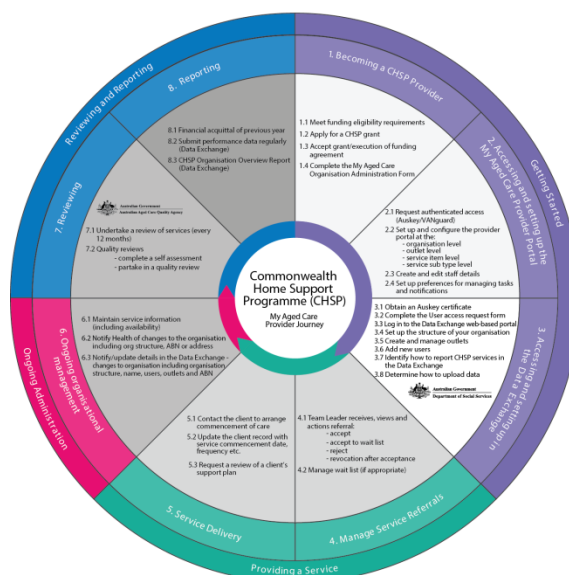
Roles and responsibilities throughout the Aged Care journey have been listed to clarify how participants interact with My Aged Care.

Roles and Responsibilities – Aged Care Journey



3. Further information

A series of participant system and process overview wheels have been developed to help improve access to information about My Aged Care. Where available, links to guidance information are included within each step of the procedure.



3.1 Assessor - My Aged Care system and process overview

[The assessor wheel](#) provides an overview of the key steps that Aged Care Assessment Teams (ACAT) and Regional Assessment Services (RAS) should follow to assist them in performing their role successfully in My Aged Care.

3.2 Service Provider - My Aged Care system and process overview

[The service provider wheels](#) provide an overview of the key steps that providers of aged care services should follow to assist them in performing their role successfully in My Aged Care. Dedicated journey wheels exist for the below care types:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages Program (HCP)
- Residential Aged Care
- Short-Term Restorative Care (STRC)

Note: Although these wheels are reviewed regularly, the information provided is not exhaustive and should be read in conjunction with programme specific guidance and the *Aged Care Act 1997*. ACAT and RAS organisations should also consult their individual contracts for specific information including Key Performance Indicators.