Summary of My Aged Care System Changes
12 SEPTEMBER 2016

This summary document is intended to assist service providers and assessors in understanding the changes made to the My Aged Care system on 12 September 2016. These changes build on the changes made since 1 July 2015 to continue to improve the usability of the system. Click on the list of changes below for further information:

- Addition of new Commonwealth Home Support Programme service sub-types
- Changes to the way Notices of Non-Compliance and Sanctions are displayed on the My Aged Care website
- Ability to attach multiple documents to the My Aged Care Web Referral Form
- Ability for Home Support Assessors to directly refer for Comprehensive Assessment following a completed Home Support Assessment
- Ability for Comprehensive Assessors to match and refer for CHSP services without submitting to Delegate for approval
- Ability to edit and remove areas of Concern, Goals and Recommendations from a support plan
- Ability for Home Support Assessors to add period(s) of Linking Support and/or Reablement
- Enhancements to the National Screening and Assessment Form (NSAF)
- Improved display of service referral rejection reason and ability to edit provider preferences in the assessor portal
- Improved access to Notifications of Non-compliance and Sanctions in the assessor portal
- Changes to the process for requesting a review of a client’s Support Plan
- Preventing concurrent screenings and assessments
- Ability for service providers to revoke a referral after acceptance
- Improvements to the visibility of assessment information in the Support Plan
- Improved search functionality in the assessor and service provider portals

All guidance documentation (including user guides and quick reference guides) is currently being updated to reflect current system functionality and support this system release and will soon be available on the Department of Health’s website.

Further information on changes to be expected in future system releases is included on the final page of this document.

For further information, go to My Aged Care
## Improvements to the display of information on the My Aged Care website

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| Addition of new Commonwealth Home Support Programme service sub-types – My Aged Care Website and service finders | A number of services being funded and delivered under the Commonwealth Home Support Programme (CHSP) fall outside the service sub-types that the My Aged Care Service Catalogue offers. The Service catalogue will be updated to include an additional two service sub-types:  
  - Hydrotherapy (Allied Health and Therapy); and  
  - Hoarding and Squalor (Assistance with Care and Housing)  
  These service sub-types will display when searching on the Help at home service finder on the My Aged Care website, and can now be added as service sub-types to outlets in the provider portal. Quick Reference Guide – Create service delivery outlets and add service information using the My Aged Care provider portal on the Department’s website describes this process. |
| Changes to the way Notices of Non-Compliance and Sanctions are displayed – My Aged Care Website and Aged Care Home and Home Care Package Finders | Improvements have been made to the way that Notices of Non-Compliance and Sanctions are displayed on the My Aged Care website and the Aged Care Home and Home Care Package Finders. Users will be able to filter Notices of Non-Compliances and/or Sanctions by state and search for Notices of Non-Compliance and/or Sanctions against a service provider. Changes to how assessors view this information when matching and referring are described on page 12 this document. |

![Compliance information (Notices of Non-Compliance and sanctions)](image_url)

This new page will be available on the on the [My Aged Care website](https://www.agedcare.health.gov.au/myagedcare).
# Improvements to the display of information on the My Aged Care website

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<tr>
<td>Ability to attach multiple documents to the My Aged Care Web Referral Form – My Aged Care website</td>
<td>Users of the My Aged Care web referral form are now able to attach up to 3 documents when they use the form. The documents have a size limit of 4MB for a single document or the total of all documents attached. Previously only 1 document, 1.5MB in size, was able to be attached. The change is to enable referrers to attach more information to the web form to support assessment and service provision for clients. Clinical documents attached will be visible to assessors only. The types of documents that can be attached include:</td>
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| | – Relevant Medical Summary  
| | – Guardianship Order  
| | – Allied Health Assessment  
| | – Occupational Therapy Plan  |

The referral form is available on the ‘Contact Us’ page on the My Aged Care website or via [MyAgedCare.gov.au/referral](http://MyAgedCare.gov.au/referral).
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<tr>
<td>Ability for Home Support Assessors to directly refer for Comprehensive Assessment – assessor portal</td>
<td>Home Support Assessors can now recommend a client for Comprehensive Assessment and send a referral directly to an ACAT after finalising an assessment, without the need for intervention by the contact centre. A Comprehensive Assessment recommendation can be made from the ‘Goals &amp; recommendations’ tab in the client’s Support Plan.</td>
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It will appear as a recommendation in the client’s Support Plan.

Once the Support Plan is finalised, assessors are prompted to:
1. Select ‘Request Comprehensive Assessment’
2. Search for an assessment organisation by Suburb or Name and select ‘Request Comprehensive Assessment’ to send the referral.

*Quick Reference Guide – Completing the support plan* (for RAS) on the *Department’s website* describes this process.
## Improving assessment functionality – Support Plan

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| Ability for Comprehensive Assessors to match and refer for CHSP services without submitting to Delegate for approval – assessor portal | Currently, Comprehensive Assessors must add a recommendation for a care type under the *Aged Care Act* 1997 (the Act), and submit this to a Delegate for a decision, before they can finalise a Comprehensive Assessment.  
This change introduces functionality to allow Comprehensive Assessors to match and refer a client for CHSP services and finalise the Support Plan without needing to submit to the Delegate for decision, where the client:  
1. Is not eligible for care under the Act but is eligible for CHSP services; or  
2. Does not wish to apply for care under the Act but would like to receive CHSP services. |
| | Comprehensive Assessors will be able to make a recommendation for ‘No care type under the Act’ from the ‘Goals & Recommendations’ tab in the client’s Support Plan and continue to match and refer for CHSP services in the ‘Manage services & referrals’ tab of the support plan. |

This process is described in *Quick Reference Guide – Completing the support plan* (for ACAT), available on the [Department’s website](http://www.agedcare.health.gov.au/myagedcare).
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| Ability to edit and remove areas of Concern, Goals and Recommendations – assessor portal | Assessors are now able to edit or remove goals, concerns, and in some instances recommendations from a client’s Support Plan, where they may no longer be relevant to the client’s situation (for example, from a previous assessment). When completing a client’s Support Plan, assessors will be able to:  
– Edit or remove goals or concerns. These may be goals and/or concerns that have been recently added, or added by a previous assessor  
– Edit or remove recommendations in some instances. This will depend on whether referrals have been issued from the recommendation. |
| Ability to add period(s) of Linking Support and/or Reablement (Home Support Assessors only) – assessor portal | This change enables Home Support Assessors to indicate whether a client is undergoing linking support or reablement, and update the client’s Support Plan during this period. Home Support Assessors are now able to:  
– Add period(s) of linking support and/or reablement to a client’s Support Plan, nominating the start date; recommended end date; reason for the period of support; and any associated comments  
– Continue to develop the client’s Support Plan until the point in which they finalise (as per existing functionality), and then keep the Support Plan open for the support period nominated  
– Make changes to the client’s Support Plan during the support period |

Assessors can still view goals, concerns and recommendations made from previous assessments in the PDF versions of a client’s support plan available in the ‘Plans’ tab of the client record.
## Improving assessment functionality – Support Plan

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<td>– End individual period(s) of linking support or reablement, indicating the end date; the outcome of the period of support and any associated comments</td>
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<td>– Complete the support period, and finalise the Support Plan</td>
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<td>– Receive notification when the recommended end date of a period of support is approaching</td>
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<td>– View a history of any period(s) of support on the client’s Support Plan, the PDF version of the client record and the printed Support Plan.</td>
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![Support Plan Image](image_url)

Users accessing the client’s record will be informed that the client is undergoing a period of linking support and/or reablement.

This process is detailed in the *Quick Reference Guide – Completing the support plan* (for RAS), and the *Linking Support and Reablement* factsheet will be made available on the [Department’s website](http://www.agedcare.health.gov.au/myagedcare).
## Improving assessment functionality – National Screening and Assessment Form

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<tr>
<td>Improvements to Health Conditions information – assessor portal and myAssessor app</td>
<td>Changes are being made to make it easier for assessors to select and enter health condition information in the NSAF, as well as adding additional information.</td>
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When completing the NSAF, assessors will now be able to:
- Access an expanded list of health conditions
- Enter health conditions by name or code, or by category and related health condition.
- Add free-text information per health condition selected
- Identify the client’s primary health condition
- Identify the overall treatment and impact of the client’s health conditions, as opposed to treatment and impact for every identified health condition.
### Improving assessment functionality – National Screening and Assessment Form

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| Enhancements to the ‘Summary of Needs’ and ‘Assessment Outcomes’ page – assessor portal and myAssessor app | Changes have been made to the ‘Summary of Needs’ and ‘Assessment Outcomes’ pages in the NSAF to improve the flow of information into the Support Plan; navigation to questions from within the assessment; and display of assessment information. From the ‘Summary of Needs’ and ‘Assessment Outcomes’ pages, assessors are now able to:  
  - Select which identified needs, recommendations and actions will appear in a client’s Support Plan  
  - View the outcomes of only the Supplementary Assessment Tools that have been used (Summary of Needs page only)  
  - Navigate to the first question in the assessment that triggers each displayed need, recommendation or action. |
| Enhancements to the usability of the NSAF – assessor portal and myAssessor app | Enhancements have been made to the NSAF to allow assessors to:  
  - View the client’s Aged Care ID and navigate to the client record from within the NSAF  
  - Clear entered information from each page of the assessment, as well as from some individual questions (radio buttons). |
### Improving assessment functionality – National Screening and Assessment Form

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<td>A new ‘Event Summary’ page will display. It will include the</td>
<td>For Comprehensive Assessors, the ‘green tick’ will now display at the domain level as well as at the page level.</td>
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<td>questions from the ‘Event Details’ page relating to the end of the</td>
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<td>assessment, and replaces the ‘Support plan’ page of the NSAF.</td>
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![Diagram of Event Summary page]

For Comprehensive Assessors, the ‘green tick’ will now display at the domain level as well as at the page level.

![Diagram of green ticks at domain and page levels]
### Improving referral functionality in the My Aged Care assessor portal

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<tr>
<td>Improved display of reason for referral rejection and ability to edit provider preferences – assessor portal</td>
<td>Assessors have been unable to view the reason that a service referral is rejected and cannot edit and remove service providers from the list of preferences for a client where a client changes their mind or needs may have changed. Changes have been made to improve assessors’ effective management of referrals, including:</td>
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<td>– Displaying the reason for rejection on a referral, including the free-text reason entered by a service provider</td>
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<td>– Introducing the ability to edit and remove service provider preferences from the list of preferences a client has chosen. Removed preferences will no longer appear in the assessor portal.</td>
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### Improving referral functionality in the My Aged Care assessor portal

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| Improved access to Notifications of Non-compliance and Sanctions – assessor portal | When matching and referring for residential care services, assessors are not currently able to identify if a residential facility has a current Notice of Non-Compliance and/or Sanction against them. Assessors will now be able to view active Notices of Non-Compliance or Sanctions when:  
  – Matching and referring prior to finalising a client’s Support Plan in the assessor portal  
  – Searching for providers using the ‘Find a Service Provider’ function. |

If there is an active Notice of Non-Compliance or Sanction, assessors will be able to view detailed information about the Notice or Sanction by selecting the ‘Yes’ hyperlink in the returned search results.

Assessors are not prevented from referring to providers with an active Notice of Non-Compliance or Sanction against them, and should discuss referral options with the client before proceeding.
Improving My Aged Care provider and assessor portal functionality

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<tr>
<td>Changes to the process for requesting a review of a client’s Support Plan – provider and assessor portal</td>
<td>Changes have been made to the ‘Request re-assessment’ functionality in the provider portal. Providers can directly now request a review of a client’s Support Plan which will be sent to the assessment outlet that completed the most recent assessment for the client, rather than to the My Aged Care contact centre for action. From the ‘Client details’ tab in the client record, service provider Team Leaders can select ‘Request review by assessor’:</td>
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When requesting a review, service providers should contact the assessment organisation prior to submitting the request.

The Team Leaders in the relevant assessment organisation will be able to:
- See the request for review, request date and reason for review on their ‘Upcoming Reviews’ tab
- Assign the review or cancel the review

The existing Conducting a Review of a Client’s Support Plan factsheet available on the Department’s website will be updated to reflect this new functionality.
## Improving My Aged Care provider and assessor portal functionality

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<td>Preventing concurrent screenings and assessments – assessor portal</td>
<td>The system has not prevented a new assessment from being commenced while another assessment is in progress. When this has occurred, the in-progress assessment is locked, preventing the assessor from completing the Support Plan, add recommendations, submit for delegate approval, or match and refer for services. Changes have been made to prevent new screening and assessments from being created where an assessment is already in progress. A message will display in the assessor portal to notify assessors where this occurs.</td>
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<td>Ability to revoke a referral after acceptance – provider portal</td>
<td>New functionality has been introduced to enable service provider Team Leaders to ‘revoke’ a referral after acceptance but prior to commencing service delivery, for example, if a client withdraws their consent for service provision or their circumstances change. This removes the need for manual intervention by the My Aged Care contact centre. This action can be completed from the card or list view of referrals in the ‘Accepted services pending’ tab in the provider portal. A reason must be entered when revoking after acceptance.</td>
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<td>If a referral is revoked after acceptance, other referrals (such as from a broadcast or preference referral) will be automatically issued. Referral codes will remain active.</td>
<td>The Department will monitor the use of this functionality, and notifications will be sent to service providers if there is a high number of referrals being revoked after acceptance.</td>
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<td>As part of this change, a new ‘Referral history’ tab has been added to the provider portal, where service provider Team Leaders and Staff Members can view referral history, including information on whether a referral was revoked or recalled.</td>
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## Improving My Aged Care provider and assessor portal functionality

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| Improvements to the visibility of assessment information – provider, assessor and client portals | Improvements have been made to the ‘Plans’ tab of the client record in the provider and client portals to display more detailed assessment and support plan information about a client. The view available to service providers and clients now includes:  
- A client’s current assessment summary  
- The assessment outlet and assessor who undertook the client’s assessment and made recommendations in the Support Plan  
- Client goals and service recommendations  
- Detailed information about a client’s assessment history |

Assessors can view detailed Assessment History, Plan History, Review History and Reablement and Linking Support history in the assessor portal.

| Improved search functionality – assessor and provider portals | Enhancements have been made to the search functionality in both the assessor and provider portals, including:  
- The ability to filter referrals by suburb  
- All searchable fields are now case insensitive and allow implied wildcard searching (using an asterisk after the text, for example Jen*) |

For further information, go to My Aged Care  
FURTHER INFORMATION

The next system release is scheduled for February 2017. The scope of this release is currently being finalised, and is subject to change. The release will focus on:

Improvements to the assessor and provider portals
- More consistent sort and filter options for referrals in both assessor and service provider portals
- Ability to capture more information about representatives when creating representative relationships in the assessor portal
- Improvements to the care approval and care corrections functionality
- Improvements to the Support Plan Review functionality
- Ability for service providers to submit an application via the provider portal for emergency care directly to an ACAT for a client receiving immediate care and who requires assessment.

Improvements to the My Aged Care System
- Ability for staff assigned at the organisation level to select which outlet they want to view, and ability for Team Leaders assigned at the organisation level to retrieve referrals codes and select which outlet it applies to
- Ability for users to access both the service provider and assessor portal using a single AUSkey or VANguard account
- Notifications to assessors and service providers when a client’s record is updated
- Ability for assessors and clients to centrally view waitlists that a client has been accepted to and allow clients and their representatives to remove themselves from waitlists
- Enhancements to search functionality for non-verified client addresses.

Supporting aged care reforms on the My Aged Care System
- Enhancements to Home Care Packages to increase client choice by assigning packages to clients rather than service providers
- Adding Short Term Restorative Care as a new care type.

For further information, go to My Aged Care