My Aged Care changes in 2015

The changes to My Aged Care will make it easier for people to access aged care services.

When will service providers and assessors use the new My Aged Care system (the system) to support clients?

From July 2015, Commonwealth Home Support Programme (CHSP) providers will receive electronic referrals for service via the system. Referrals will be sent by the My Aged Care contact centre and the My Aged Care Regional Assessment Service (RAS).

Home Care, Residential Care and Transition Care providers will start receiving referrals for service after the Aged Care Assessment Team (ACAT) in their local area has transitioned to using the system. The transition of ACATs will occur between July 2015 and December 2015.

What do service providers and assessors need to know?

Service providers and assessors need to know about:

- My Aged Care portals for accessing the system;
- the central client record;
- the national screening and assessment process; and
- electronic referrals for service.

Due to the continued operation of the jointly government funded Home and Community Care programme in Victoria and Western Australia, the changes will differ in these states. More information will be available at dss.gov.au/MyAgedCare.

My Aged Care Portals

The My Aged Care system will include three web-based portals which are described below.

Client portal	Clients (and their representatives) can see their interactions with My Aged Care, including screening and assessment outcomes, plans and service information. Clients will also be able to view and update personal details.
Assessor portal	Assessors can manage referrals for assessment, conduct assessments using the National Screening and Assessment Form (NSAF), refer clients for service, and review and update client records with the support plan and assessment outcomes.
Provider portal	Service providers will use the portal to self-manage information about the services they provide. This information will be displayed publicly on the service finders on the My Aged Care website (myagedcare.gov.au), and used by contact centre staff and assessors to refer clients to service(s). Service providers can manage referrals for service, and review and update client records with information about service delivery. Service providers can also request that an assessor undertakes a review or a new assessment.

Central client record

People seeking access to aged care services will have a client record created by contact centre staff. The Telephone Interpreting Service is available to assist people who communicate in language(s) other than English, and the National Relay Service is available to assist people who have a hearing or speech impairment. The client record will include client details (and carer or representative details), details about previous assessments and support plans, and information about service(s) received. Clients will be asked to provide consent to enable their client record to be shared with assessors and service providers.

National Screening and Assessment process

Screening, home support and comprehensive assessment will all be undertaken using the National Screening and Assessment Form (NSAF). The NSAF has been designed so that assessment will build on the screening information collected by the contact centre.

The National Screening and Assessment process has the following components:

Screening	Contact centre staff will conduct screening by asking a series of questions over the phone (1800 200 422) to understand a client's needs to determine the appropriate assessment pathway (home support or comprehensive). Clients can also be referred directly to CHSP services.
Home support assessment	The RAS will conduct a face-to-face home support assessment for clients seeking to access CHSP services. The assessor and client will work together to establish a support plan that reflects the client's needs, goals and referral preferences.
Comprehensive assessment	The existing ACATs will conduct a face-to-face comprehensive assessment to determine a client's eligibility for care types under the *Aged Care Act 1997,* with approval subject to a decision by an ACAT Delegate. The assessor and client will work together to establish a support plan that reflects the client's needs, goals and preferences.

Electronic referrals for service

For Commonwealth funded services, assessors will use the assessor portal to work with clients to send a referral to the client's selected service providers.

Clients can choose to have an electronic referral sent to service providers in order of preference, or broadcast to all available service providers.

Alternatively, a client can be issued with a referral code which they can provide to a preferred service provider. Clients seeking access to residential care services are likely to choose to use a referral code which allows them to visit different facilities to discuss their needs with providers. The referral code provides the means for the service provider to access the client record to assist the discussion and, ultimately, to accept the referral.

Service providers will use the provider portal to manage electronic referrals in the following ways: accept referral, reject referral or place the client on a My Aged Care hosted, but service provider managed, waitlist. Service providers will contact clients directly only after accepting an electronic referral.

For more information

Further information about the changes to My Aged Care in 2015, including the My Aged Care Concept of Operations and other fact sheets, is available at dss.gov.au/MyAgedCare.