# What the My Aged Care changes in 2015 mean for assessors

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

The 'My Aged Care changes in 2015' fact sheet provides an outline of what assessors need to know about the changes. The fact sheet includes information about the introduction of My Aged Care portals for accessing the system, central client records, the national screening and assessment process and electronic referrals.

This fact sheet outlines:

- what the National Screening and Assessment Form is and how it will be used to support clients;
- when assessors will use the assessor portal in the My Aged Care system;
- how to get an AUSkey;
- what the assessor portal will be used for; and
- the support that will be available to help assessors use the assessor portal.
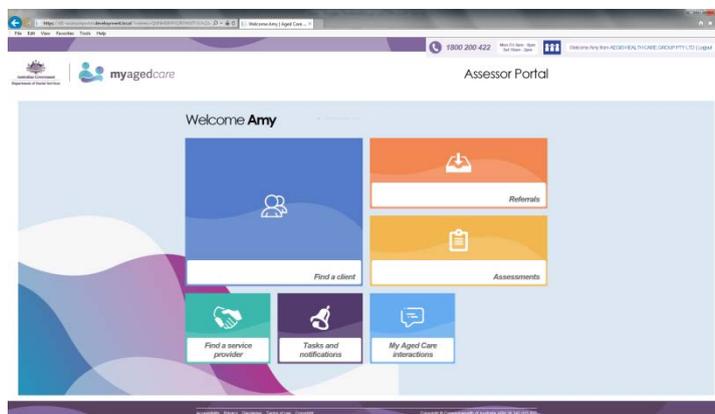
Due to the continued operation of the jointly government funded Home and Community Care programme in Victoria and Western Australia, the changes will differ in these states. More information will be available at dss.gov.au/MyAgedCare.

What is the National Screening and Assessment Form (NSAF) and how will it be used to support clients?

The development of the NSAF has been based on an appraisal of existing best practice assessment processes from around Australia. The NSAF will ensure that people are assessed consistently so that people with similar needs are able to access similar aged care services across the country.

The NSAF has been designed to ensure that:

- a holistic assessment of client need is undertaken;
- a restorative care (including wellness and reablement) philosophy underpins the assessment process;
- appropriate questions are included at each level of screening/assessment, with the assessment building on the information collected at screening; and
- previously collected information is displayed to assessors so that clients do not have to repeat their story.

As part of the face-to-face assessment process, assessors will work with clients to develop a support plan that identifies a client's needs, goals and service preferences.

When will assessors use the assessor portal to support clients?

From July 2015, the My Aged Care Regional Assessment Service (RAS) will conduct home support assessments face-to-face using the NSAF for clients seeking to access Commonwealth Home Support Programme services. The NSAF is available on the assessor portal.

Between July 2015 and December 2015, existing Aged Care Assessment Teams (ACATs) will transition (state by state) to conducting comprehensive assessments face-to-face using the NSAF. They will continue to determine a client's eligibility for care types under the *Aged Care Act 1997¸* but will undertake this function through the assessor portal. Prior to transition, ACATs will continue to undertake comprehensive assessments as they do now.

All staff who will use the portal will need to have an AUSkey. An AUSkey is an electronic key that facilitates a secure login to the secure portal and obtaining an AUSkey is free.

How do you get an AUSkey?

Each staff member who will use the portal will need their own individual email address and a separate AUSkey. They will need this prior to logging on for the first time.

The information below describes what an AUSkey is, and how to get one.

AUSkey is a secure login that identifies you when you use participating Government online services on behalf of your business. Obtaining an AUSkey is a simple process that is free and it only takes a few minutes to register for an AUSkey.

Each AUSkey is linked to an Australian Business Number (ABN) and can be stored on a computer or a USB stick for staff that use multiple computers. Many organisations already use an AUSkey to interact with other Government services.

If your organisation does not currently use AUSkey, your organisation will need to organise an Administrator AUSkey. The Administrator is able to set up Standard AUSkeys for all staff members who will use the assessor portal, or alternatively staff members are able to register online.

What you will need to provide to register for an AUSkey online is outlined below:

Administrator AUSkey	• the ABN of the business you want the AUSkey to be linked to; • your full legal name; • your date of birth; and • an email address that only you have access to.
Standard AUSkey for other Staff	• an Administrator AUSkey user's email address; • your full legal name; and • an email address that only you have access to.

Note: If you provide your tax file number (TFN) it will speed up the registration process. If you do not provide your TFN you will need to call 1300 AUSkey (1300 287 539) and provide extra details to complete the registration.

The Australian Taxation Office and the Department of Industry work together to provide the AUSkey infrastructure and have a national service desk (1300 287 539) to assist organisations that are registering for an AUSkey for the first time. For more information visit the Australian Business Register website at https://abr.gov.au/AUSkey/.

What will assessors use the assessor portal for?

Assessors will use the portal to:

- manage referrals for assessment;
- conduct assessment using the NSAF;
- refer clients to service(s); and
- review and update central client records with the support plan and assessment outcomes.

The referral process will be supported by service finders. The service information in the finders will be self-managed by service providers via the provider portal. This self-management approach will ensure the currency of information that assessors will use.

Further information about what assessors need to do to prepare to use the assessor portal will be provided to the:

- RAS as part of the establishment phase; and
- existing ACATs by relevant state and territory government officials before their transition to using the assessor portal.

When will support be available for assessors?

March / April 2015	National roadshows and the My Aged Care webinar (live and recorded)
30 March 2015	Service provider and assessor helpline introduced
Late April 2015	System set up fact sheets System User Guide Quick System Reference Guide Instructional videos Readiness Checklist
April – Dec 2015	The RAS and ACATs will be trained to use the NSAF and assessor portal.

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.