



Australian Government
Department of Social Services



myagedcare



My Aged Care – Changes in 2015

24 March 2015

Presentation overview

Topic

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The vision for My Aged Care

“To make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to locate and access services available to them.”



My Aged Care today

The My Aged Care contact centre (1800 200 422) and website (myagedcare.gov.au) currently provide:

- information on aged care to consumers, family members and carers;
- online service finders that provide information on aged care service providers and assessors; and
- online fee estimators for pricing on Home Care Packages and aged care homes.



What is changing in 2015

What is being introduced	Why is it being introduced
Central client record	To facilitate the collection and sharing of client information
My Aged Care Regional Assessment Service (RAS)	To conduct face-to-face assessments for clients seeking to access Commonwealth Home Support Programme (CHSP) services
National Screening and Assessment Form (NSAF)	To ensure a nationally consistent and holistic screening and assessment process



What is changing in 2015 cont.

What is being introduced	Why is it being introduced
<p>Web-based portals for:</p> <ul style="list-style-type: none">• clients• assessors• service providers	<p>Client portal - to view their client record and update personal details</p> <p>Assessor portal - to manage referrals, use the NSAF and update the client record</p> <p>Provider portal - to manage service information, referrals and update the client record</p>
<p>Service providers will self-manage service information presented on finder</p>	<p>To support accurate referral of clients to services</p>
<p>Enhanced service finders that include information about non-Commonwealth funded services</p>	<p>To enable the provision of information about non-Commonwealth funded aged care services to clients and the public</p>

How will the changes help?

The changes will result in:

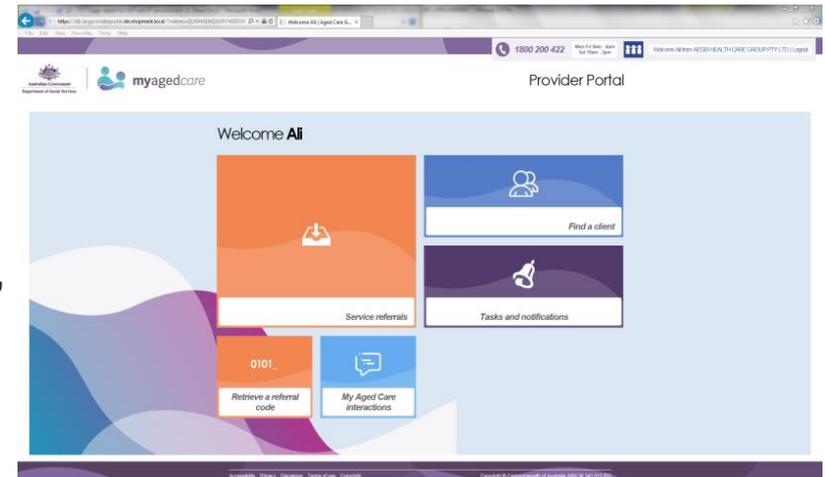
- a consistent, streamlined and holistic assessment of clients;
- better access to accurate client and service information (for clients, carers and family members, service providers and assessors); and
- appropriate and timely referrals for assessment and services.



When are the changes coming?

The key rollout dates for My Aged Care are:

- **April:** demonstration project in Victoria;
- **Mid May:** provider access to provider portal to establish organisational structure, staff access and update service information prior to July 2015;
- **July:** national rollout commences, introducing client registration, screening, home support assessment and referral to service providers; and
- **July to December:** Aged Care Assessment Teams (ACATs) will transition to using the My Aged Care system.



Where are we at?

- evaluating Regional Assessment Service tenders;
- working with state/territory governments on their individual ACAT transition plans;
- training My Aged Care contact centre staff for their expanded role;
- finalising sector support materials (fact sheets, FAQs, videos, system and policy guides, and quick reference guides); and
- continuing to work with the sector, particularly on transition support as well as future design (e.g. Business to Government capability).



Sector transition support

Timing	Support material and mechanisms
Jan – Mar 2015	<ul style="list-style-type: none">• National roadshows• Webinar (live & on demand)• Fact sheets and FAQs• Service provider and assessor helpline commences
Apr – Mid June 2015	<ul style="list-style-type: none">• Videos• Detailed User and System Guides• Quick System Reference Guides• Training for assessors• Readiness Checklists• Service provider and assessor helpline continues
Mid June – 30 June 2015	<ul style="list-style-type: none">• Monitor readiness and follow-up service providers• Targeted communication• Service provider and assessor helpline continues
1 July – Dec 2015	<ul style="list-style-type: none">• Targeted communication• Service provider and assessor helpline continues



My Aged Care Client Pathways



Introducing the My Aged Care RAS

From July 2015, the RAS will conduct face-to-face home support assessments in 52 regions across Australia, except in Victoria and Western Australia.

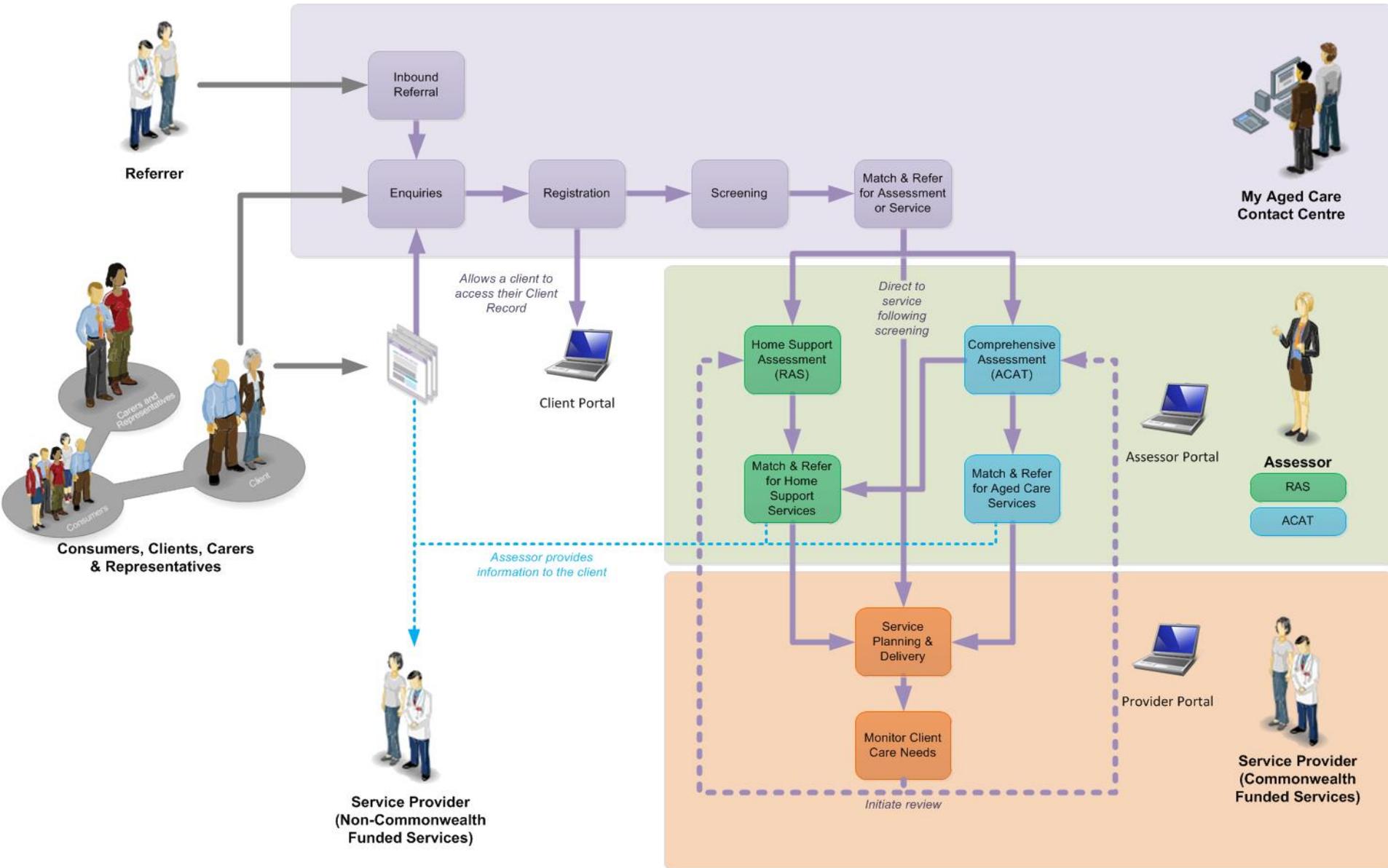
The RAS will ensure assessment is independent to service provision.

Assessors will work with clients to develop a support plan that identifies a client's needs, goals and service preferences.

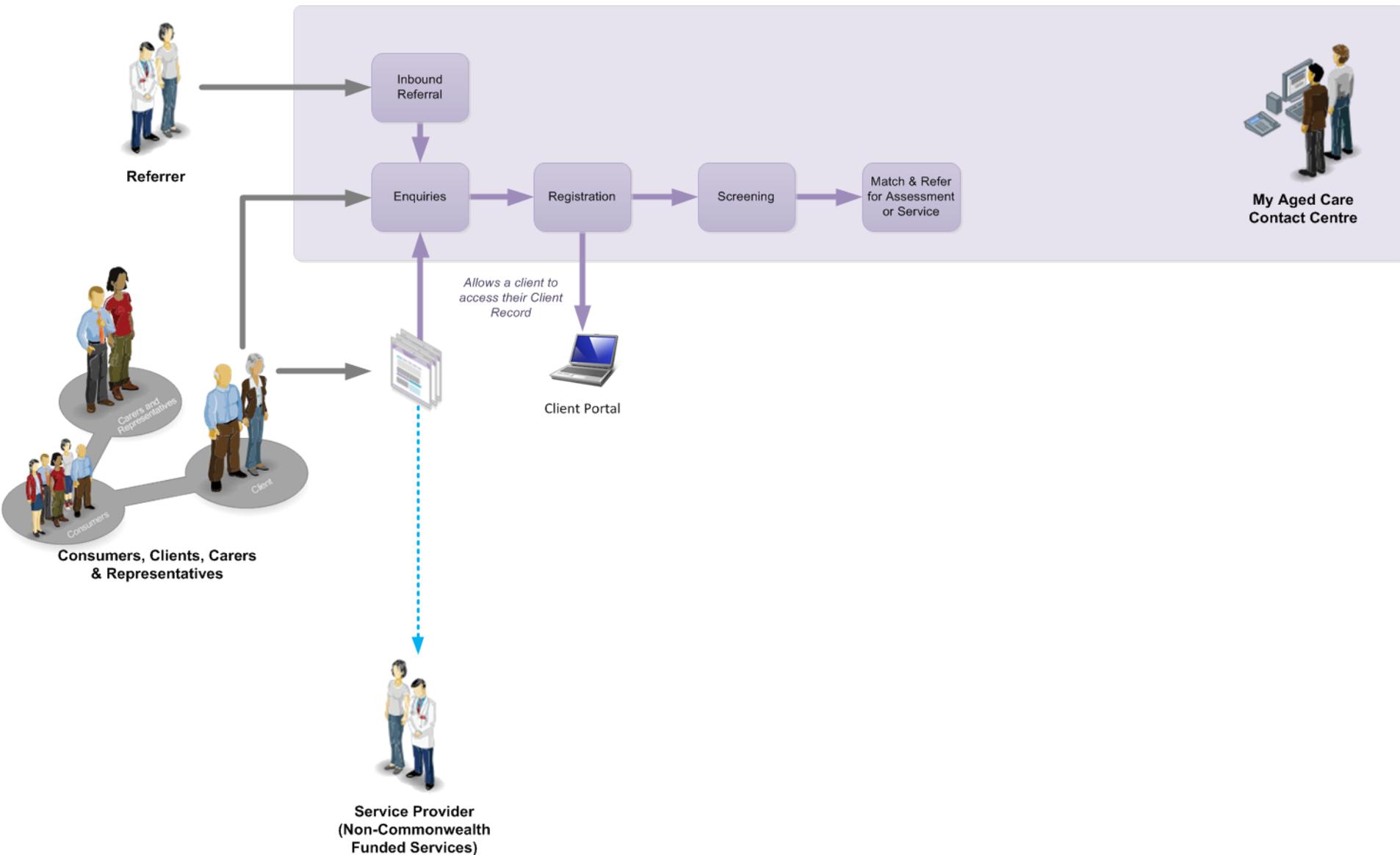
The RAS will also provide short term case management to assist vulnerable clients with complex care needs to access services.



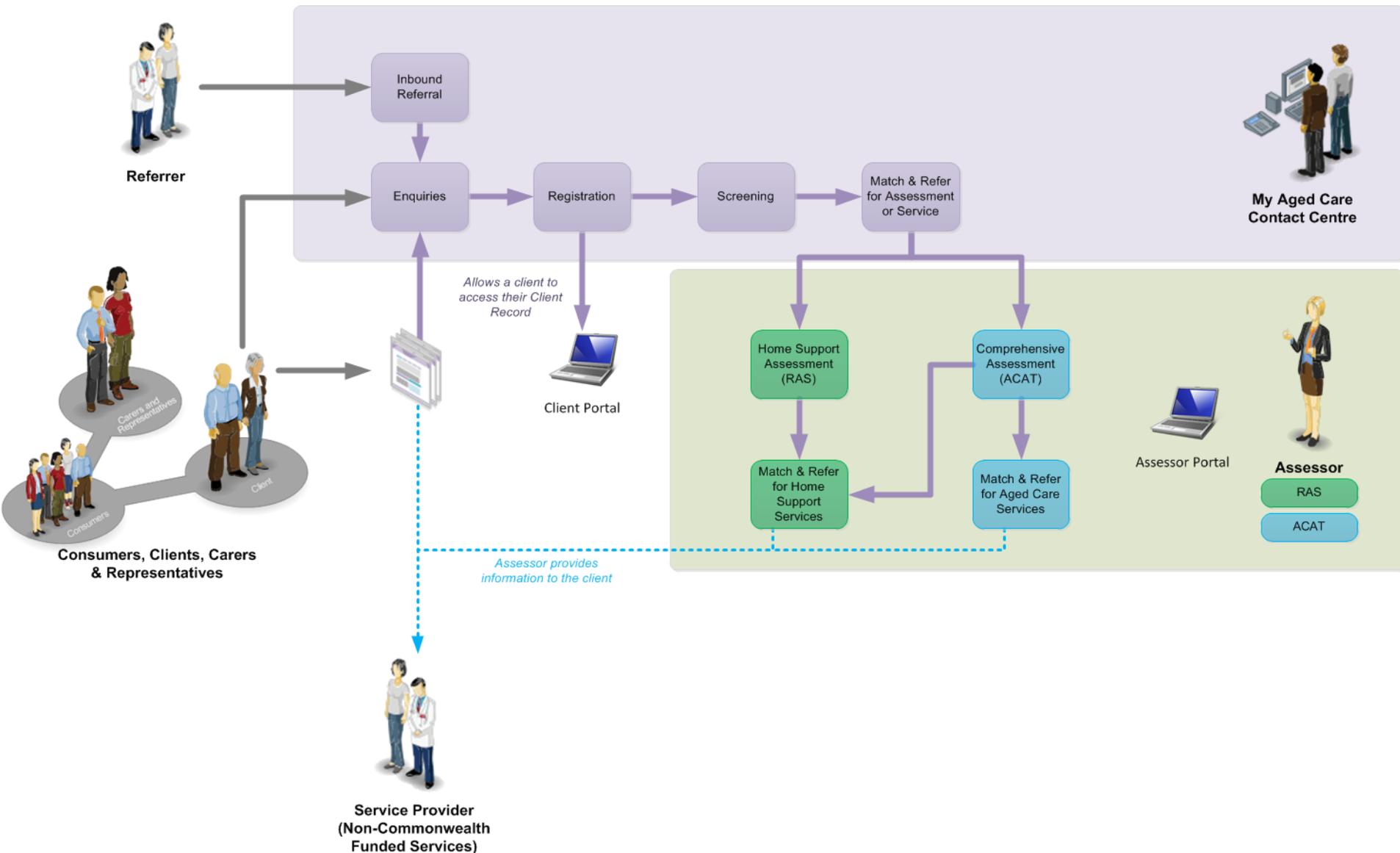
My Aged Care client pathways



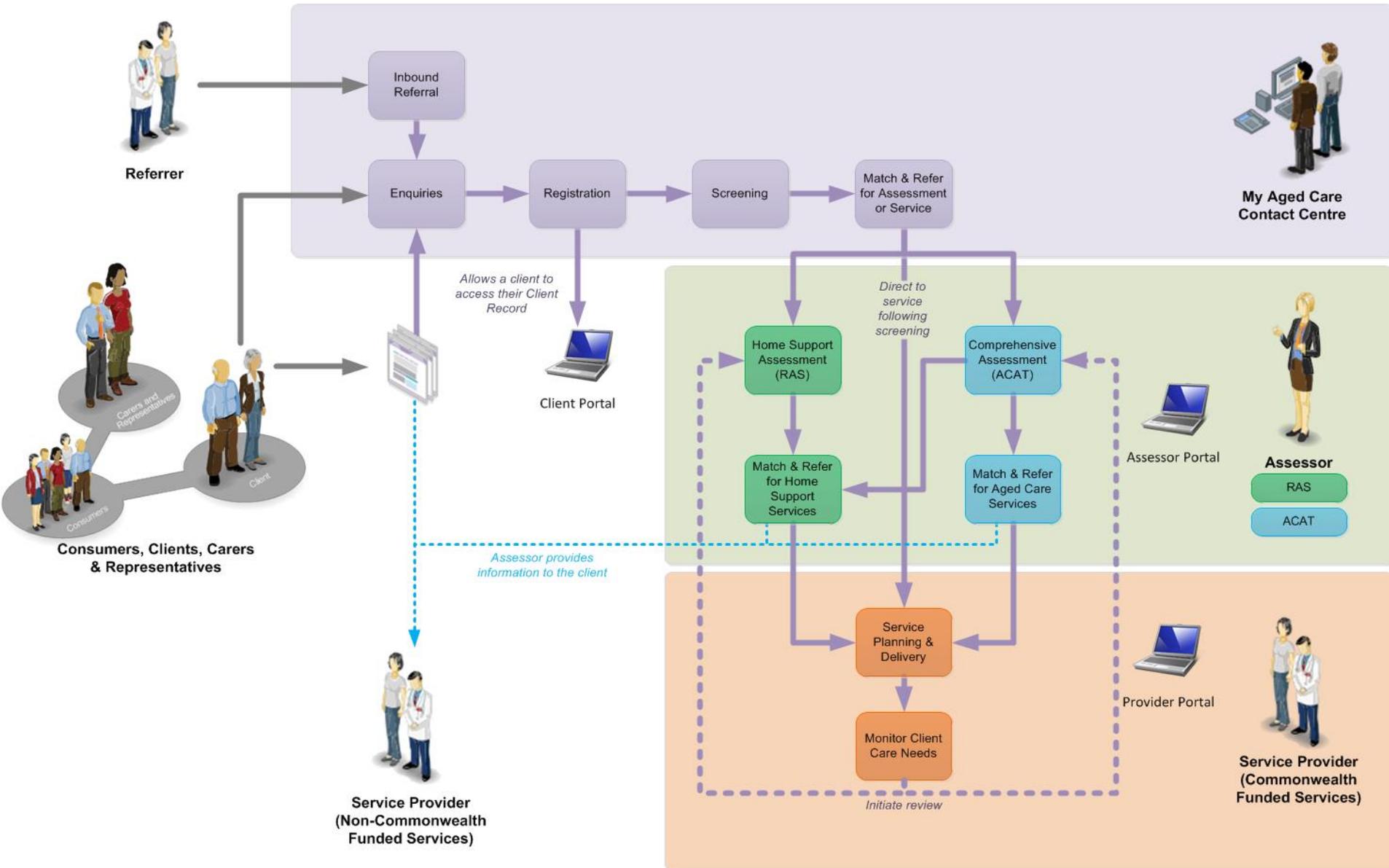
Client pathways – contact centre



Client pathways – assessors



Client pathways – service providers



Next Steps



Next steps

When	What you need to do
Mid May 2015 – June 2015	<ul style="list-style-type: none">• Set up organisation administrator and staff accounts to access the portal (including AUSkey registration)• Create service delivery outlets• Validate/update service information in the portal
July 2015 onwards	<ul style="list-style-type: none">• Maintain service information (including availability)• Action client referrals (accept, reject, waitlist)• Review and update client records with service delivery information.



Obtaining an AUSKey

To log into the My Aged Care system, assessors and service providers will need an AUSKey. Obtaining an AUSKey is free and registration is quick and simple.

What you will need to provide to register for an AUSKey

Administrator AUSKey	<ul style="list-style-type: none">• the ABN of the business (the AUSKey will link to this business)• your full legal name• your date of birth• an email address that only you have access to
Standard AUSKey for other Staff	<ul style="list-style-type: none">• an Administrator AUSKey user's email address• your full legal name• an email address that only you have access to

The Australian Business Register has a helpline to support registration. More information is available at www.abr.gov.au.



Future stages of My Aged Care

Future stages of My Aged Care will focus on:

- the design and development of Business to Government capabilities to support enhanced electronic exchange of information;
- further enhancements of the service finders to reflect user feedback and to display a wider range of information about services; and
- the publication of Quality Indicators on the My Aged Care website.



Further information about My Aged Care

The latest information about My Aged Care, including support materials, will be available at dss.gov.au/MyAgedCare



Thank you

