



My Aged Care – Key Terms

Key Term	Description
ACAT/ACAS	Aged Care Assessment Teams (ACATs, or ACAS in Victoria) conduct face-to-face Comprehensive Assessments to determine a Client’s eligibility for care types under the <i>Aged Care Act 1997</i> (the Act), with approval subject to a decision by an ACAT Delegate.
Administrator (Organisation Administrator)	Administrators are responsible for setting up the organisation in the portal, including managing outlets, service information and all staff user accounts. People assigned an Administrator role at an organisation level can view and manage information for the entire organisation in the portal. People assigned an Administrator role for one or more outlet(s) in the organisation will only be able to view and manage information for the outlet(s) they have been assigned.
Aged Care Act 1997	The Act is the legislative basis for the Australian system of aged care. Commonwealth-subsidised aged care is provided under the Act as either residential, home care, or flexible care. The Act also enables the Minister to make Principles required or permitted under the Act, or necessary or convenient to carry out or give effect to Parts or sections of the Act (see section 96-1 of the Act).
Apply for an assessment online	Apply for an assessment online is a service for consumers to request their first aged care assessment for themselves or on behalf of their family or friend. This service can be accessed via the My Aged Care website (https://myagedcare.gov.au/apply-online).
Approval	Approval by an ACAT Delegate (following Comprehensive Assessment) for a client to receive care types under the Act.
Carer	A person who has a role in supporting a person with their ongoing needs. A carer can also be a client in their own right. For more information refer to the <i>Carer Recognition Act 2010</i> , Part 1, Section 5.



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Client Record	<p>The My Aged Care client record includes client details (and carer or representative details), details about assessments and resulting support plan/s information about service/s(s) received, and a Client Summary tab.</p> <p>The Client Summary tab is a consolidated dashboard overview of the key details contained in the Client Record. Clients and their representatives can view similar information within their record on the My Aged Care Client Portal, accessed via myGov.</p>
Commonwealth Home Support Programme (CHSP)	<p>As an 'entry-level' program, the CHSP is designed to help frail older people who need support to live independently in their homes and communities as long as possible as they get older. The program aims to them:</p> <ul style="list-style-type: none"> • stay independent and safe in their own homes • focus on working with them, rather than doing things for them • give a small amount of help to a large number of people. • stay socially active • stay connected with their community <p>It supports carers by providing respite services to give carers a break.</p> <p>CHSP operates in every State and Territory across Australia and funds a large variety of organisations (called service providers) to deliver care and services. The program aims to build on people's individual strengths and abilities to help them remain living independently and safely at home.</p>
CHSP Grandfathered Client	<p>Grandfathered clients are those clients who were already receiving services (through the former Commonwealth Home and Community Care, National Respite for Carers Program, Day Therapy Centres Program or Assistance with Care and Housing for the Aged Program) prior to the Commonwealth Home Support Programme (CHSP) commencing in July 2015.</p>
Comprehensive Assessment	<p>An assessment that considers a client's restorative, physical, medical, psychological, cultural and social needs that require the provision of care. Comprehensive Assessments are undertaken by ACATs for aged care services under the Act.</p> <p>The outcome of the assessment is sent to a Delegate for review and approval of care types under the Act (Permanent Residential Care, Low/High Residential Respite, Home Care Packages Program, Transition Care Programme, Short-Term Restorative Care).</p>



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Consent	Agreement by an authorised party for something to happen, something to be done, or information to be held and shared.
Customer Solutions Specialists (CSS)	Staff employed at the My Aged Care contact centre (CSS). They are responsible for providing information to consumers, registering clients and undertaking screening to determine the correct pathway that will meet the client's needs. They also assist assessors and service providers with My Aged Care system issues.
Decision Support	A set of rules that have been built into the National Screening and Assessment Form (NSAF) which generates recommendations for the assessment workforce based on a client's identified needs.
Find a Provider tool	A search function available on the My Aged Care website that allows an individual to search and view information about government funded aged care services.
Flexible Care	<p>Flexible care acknowledges that the needs of aged care recipients may require a different care approach than that provided through mainstream residential and home care. Flexible care includes care provided through the:</p> <ul style="list-style-type: none"> • Multi-Purpose Services (MPS) Program • Transition Care Programme • Short-Term Restorative Care Programme, and the • National Aboriginal and Torres Strait Islander Flexible Aged Care Program.
Home Support Assessment	A face-to-face assessment to determine a client's needs, goals, and eligibility to access entry-level aged care services.
Home Support Assessor	A person qualified to undertake Home Support Assessment, and part of the Regional Assessment Service (RAS).



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Home Care Packages Program (HCP)	<p>The Home Care Packages Program (HCP) helps older Australians with complex care needs to live independently in their own homes.</p> <p>Under the Aged Care Act 1997, the Australian Government provides a subsidy to an approved provider of home care to coordinate a package of care, services and case management to meet the individual needs of older Australians. There are four levels of support:</p> <ul style="list-style-type: none"> • Home Care Level 1 – basic care needs • Home Care Level 2 – low level care needs • Home Care Level 3 – intermediate care needs • Home Care Level 4 – high care needs
Interim Home Care Package	<p>An Interim Home Care Package is a Home Care Package assigned or received by a client, at a level lower than their approved level of care. A client can choose not to be considered for assignment of an Interim Home Care Package and can set a minimum level for an Interim Home Care package (up to 2 levels lower than their approved level).</p>
Linking Support	<p>A Home Support Assessor may identify during a Home Support Assessment that a client has complex circumstances that may be a barrier to accessing aged care services. In these circumstances they can provide linking support to assist the client to access various services they require.</p>
Make a referral form	<p>An online referral form accessed from the My Aged Care website. Doctors, specialists, health professionals and practitioners, service providers, assessors and community workers can use the form to refer a person for aged care services. Submission of the form may initiate registration, screening and referral for assessment. Consumers can apply for an assessment using the <i>Apply for an assessment online</i> form.</p>
Multi-Purpose Services (MPS) Program	<p>The MPS Program provides integrated health and aged care services for small regional and remote communities, allowing services to exist in regions that could not viably support stand-alone hospitals or aged care homes.</p>
My Aged Care	<p>My Aged Care is the main entry point to the aged care system in Australia. My Aged Care aims 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 find and access services.</p>



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myGovID	myGovID is a secure digital identity provider managed by the Australian Taxation Office. myGovID is used in conjunction with the Relationship Authorisation Manager (RAM) service, authorising individuals to use participating government online services on behalf of a business.
National Aboriginal and Torres Strait Islander Flexible Aged Care Program	The National Aboriginal and Torres Strait Islander Flexible Aged Care Program funds organisations to provide culturally appropriate aged care for older Aboriginal and Torres Strait Islander people close to home and community.
National Screening and Assessment Form (NSAF)	A form that supports CSS to undertake screening, RAS to undertake Home Support Assessment, and ACAT to undertake Comprehensive Assessment. It ensures that questions are appropriate to each level of assessment and that there is a nationally consistent and holistic screening and assessment process.
National Priority System	The way in which clients approved for the Home Care Packages program will be prioritised for assignment of a home care package. This national process is managed by the Department of Health based on the outcomes of assessments and approvals for home care as completed by ACATs.
New Assessment	<p>A New Assessment will be undertaken when there is a significant change in a client's needs or circumstances which affect the objectives of the existing Support Plan.</p> <p>Changes to the priority for home care will need a New Assessment by an ACAT to inform the ACAT delegate of the evidence that constitutes the need for a new decision around priority.</p>
Non-funded Service	Services not directly funded by a Commonwealth Aged Care programme.
Notes	CSS, assessors and service providers and hospital staff can add different types of notes about clients through the My Aged Care portals.
Outlet	An outlet is how different aged care organisations are represented in the My Aged Care portals. An organisation can have multiple outlets in the system. Electronic referrals are sent to individual outlets.



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Primary contact person	First point of telephone contact for the My Aged Care contact centre, assessor, and service providers. This can be a carer, family member or a client themselves.
Priority	<p>A rating generated by decision support – or set by a CSS or assessor – that identifies a client’s level of priority to access assessment and/or services. The priority rating has associated timeframes attached that identifies the urgency in which a client should be assessed and/or provided with services.</p> <p>A priority for home care services is the outcome of an ACAT delegate decision for the purposes of prioritising a home care client for assignment of a home care package.</p>
RAS	The My Aged Care Regional Assessment Service (RAS) will conduct a face-to-face Home Support Assessment for clients seeking access to CHSP services.
Reablement	Reablement involves time-limited interventions that are targeted towards a person’s specific goal or desired outcome to adapt to some functional loss or regain confidence and capacity to resume activities. Support could include training in a new skill or relearning a lost skill, modification to a client’s home environment or having access to equipment or assistive technology.
Referral code	<p>A code given to the client (by a CSS or an assessor) to allow them to visit different service providers to discuss their needs prior to choosing their preferred provider and enables the provider to access the client’s record. Referral codes are generated for individual services.</p> <p>Clients can choose to have a referral code given to them or choose an electronic referral method.</p> <p>Home Care clients will receive a referral code when they are assigned a Home Care Package.</p>
Referral for assessment	<p>A referral sent by the My Aged Care contact centre to an aged care assessment organisation requesting an assessment (Home Support Assessment or Comprehensive Assessment) for a client.</p> <p>ACAT assessors are also able to self-refer clients for assessment.</p>
Referral for service	<p>A referral sent by either the My Aged Care contact centre or assessors to a service provider requesting a service for a client.</p> <p>Referrals can be sent electronically, or a client can be issued a Referral code.</p>



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Registration	The process undertaken to record a Client or Representative in the My Aged Care system for the purpose of accessing aged care services, or representing someone accessing aged care services.
Remote Access	Access to My Aged Care and aged care services for those who live in remote and very remote locations.
Representative	<p>Clients can nominate one or more representative(s), (e.g. a carer), to speak and act on their behalf. The My Aged Care system enables a representative to be classified as regular or authorised.</p> <p>If an older person is capable of providing consent for someone else to speak and act for them, they can set up someone else as their regular representative.</p> <p>If an older person is not capable of providing consent for someone else to speak on their behalf, they will need an authorised representative. Authorised representatives need to provide My Aged Care with legal documentation to show that they can legally act in this role.</p>
Residential care	Residential care is provided in a residential facility to people who can no longer live at home. This type of care is provided on either an ongoing or short-term (respite) basis and includes appropriate staffing, services and support to meet the daily care needs of the person.
Screening	A discovery process undertaken by the CSS to identify the client's most appropriate assessment referral pathway. In certain circumstances, the screening can result in referrals for urgent services where appropriate.
Seeking services (home care only)	This is an indicator of a client approved for home care and their preference for accessing a Home Care Package. If the client is approved for a Home Care Package and seeking home care services they will be added to the National Priority System to await assignment of a Home Care Package.
Sensitive Information (in client record)	Information about a client in the form of a note type that has restricted visibility to users. This is dependent on role type.
Service delivery area	The area where an organisation delivers services. This can be from a specified location (provider location) or to an area where the service is provided to clients in their own home (at client location).



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Short-Term Restorative Care (STRC)	STRC provides a range of care and services for up to eight weeks to help prevent or reduce difficulties older people are having with completing everyday tasks. It can be accessed from the community and is designed for people not currently receiving a home care package, residential care, or transition care. It aims to improve wellbeing and independence to help people continue living in their own home.
Support Plan	A plan developed by the RAS or ACAT with the client. The Support Plan identifies the client's needs, goals and service preferences. Assessors and service providers can view a client's Support Plan via the My Aged Care Portals. Clients and their representatives will be able to view this information on the My Aged Care Client Portal via myGov.
Support Plan Review	An evaluation of a client's Support Plan undertaken by the RAS or ACAT. A review can be requested by the client, service provider, or scheduled by an assessor. The review may result in a change in services, or a New Assessment.
Team Leader	A person who is assigned the Team Leader role for an outlet in the Assessor and Service Provider Portals will be responsible for managing referrals (accepting, rejecting or revoking) and assigning referrals to staff.
Transition Care	Transition care provides short-term, time limited and goal orientated care that seeks to optimise the functioning, independence and confidence of older people after a hospital admission. It seeks to enable more people to return home after hospital admission rather than prematurely enter a residential aged care facility. Transition care can only be accessed directly upon discharge from hospital.
Wallet check	A wallet check is a method of client identity verification that involves sighting two documents that identify the client and noting this on the client's record.



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Wellness	<p>A philosophy that focuses on whole-of-system support to maximise a client's independence and autonomy. It is based on the premise that even with frailty, chronic illness, or disability; people generally have the desire and capacity to make gains in their physical, social, and emotional wellbeing and to live autonomously and independently.</p> <p>Wellness emphasises prevention, optimising physical function and active participation. It focuses on finding the service solutions to best support each individuals aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections.</p>

