



# What's New?

## My Aged Care System

This update provides a summary of the system changes and enhancements delivered on **Monday 09 October 2023** relating to Release 28 of the **My Aged Care** system.

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## My Aged Care changes









### Changes to the appearance of myAssessor App and AN-ACC App

The look-and-feel of the myAssessor App and AN-ACC App will change, as well as their icons and splash screen images. This applies to all versions of the apps (Apple iOS, Android, Windows Store/Microsoft Store+ and Windows sideload).

The functions of the apps will not change. Bug fixes and minor changes have been made for improved user experience and usability of the myAssessor application.

#### Please note:

- The new version of the myAssessor App will be available from 09 October.
- The new version of the AN-ACC App will be available from 16 October.

Name of app	Icon before R28	Icon after R28
myAssessor App		
AN-ACC App		
myAssessor App (Windows Sideload)		
AN-ACC App (Windows Sideload)		

## Enhancements to AN-ACC referral management and assessments

The following changes relating to AN-ACC have been implemented:

- AN-ACC Assessor Team Leads can now transfer referrals between Assessment Outlets.
- In the AN-ACC App, there are now no default answers showing in the Technical Nursing Requirements tab, therefore allowing assessors to select the correct answer.
- There is a new priority 'Urgent' that applies to Residential Funding Permanent Reassessment and Permanent Reconsideration referrals. Functions like selecting and advanced search filtering will apply to Urgent referrals, same as per the current Low, Medium and High priorities.
- Change to urgent reclassification assessment criteria for care recipients who are at imminent end of life.

## My Aged Care fax decommissioning

The My Aged Care fax number (1800 728 174) has been decommissioned and is no longer a pathway to submit information to My Aged Care.

My Aged Care staff will still be able to search for pre-existing faxes however, will not be able to create new fax activities.

Information on alternative pathways can be found: [My Aged Care no longer supports fax | My Aged Care](#).

## Specialised Delegate Decision process for Younger Persons Care approval (Residential Aged Care)

Preparations are being made as part of this release in anticipation for new functionality that will allow newly introduced Younger People in Residential Aged Care (YPIRAC) Delegates to make decisions on comprehensive assessments.

These include a 'Residential Permanent' or 'Residential Respite Care' recommendation for care recipients under 65 years of age, under the [YPIRAC Program](#).

**Please note, assessment organisations will be advised when this functionality is available for use.**

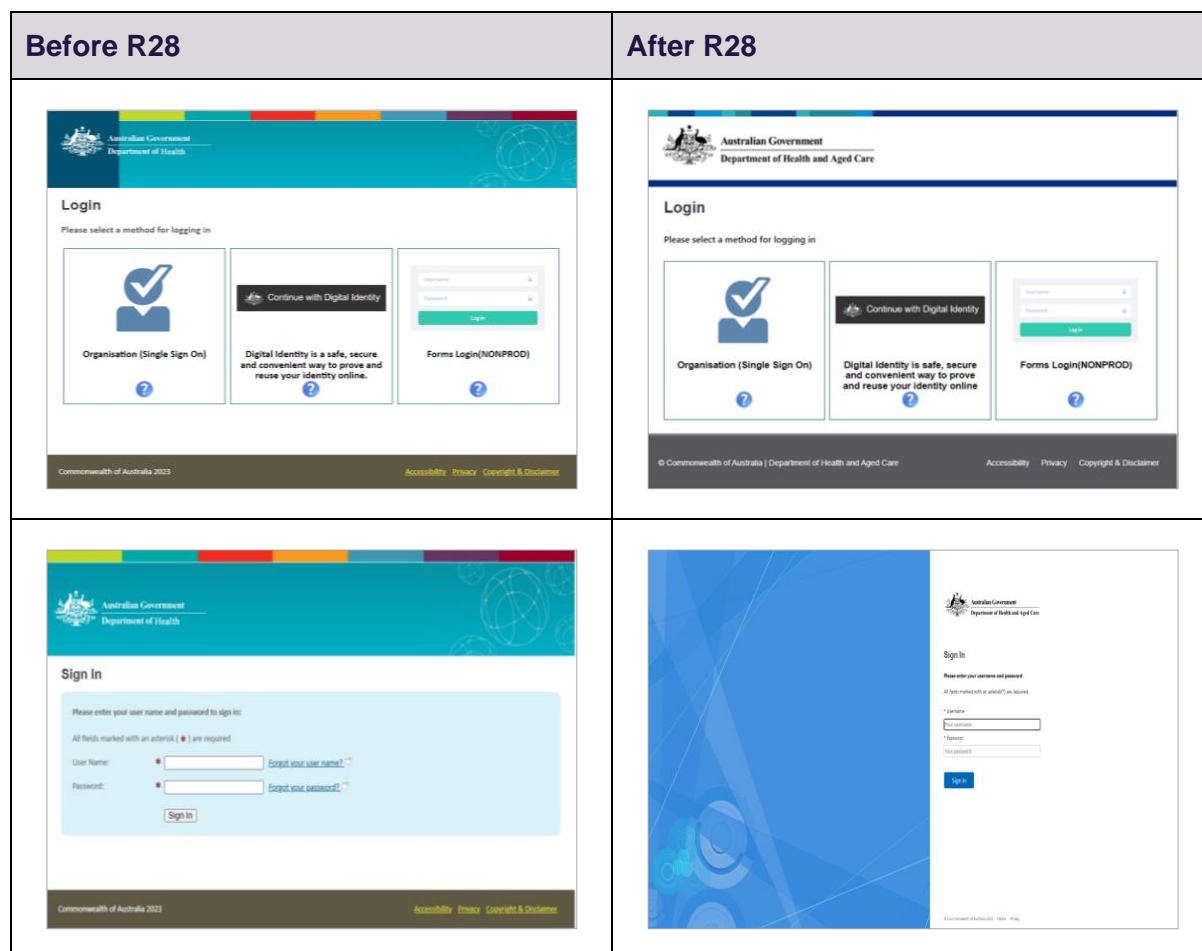
## Star Ratings

Enrolled Nurse care minutes will be displayed alongside Residential Aged Care Provider's Star Ratings on My Aged Care.

## Changes to the appearance of My Aged Care Portal login screens

The look-and-feel of the login screens to all My Aged Care portals (Assessor Portal, Service and Support Portal, Hospital Portal) will change.

The functionality of the login screens will not change:



## Additional My Aged Care resources

**Guidance material for Assessors** is available on the Department of Health and Aged Care Website: [My Aged Care - Assessor Portal Resources](#)

**Guidance material for Service Providers** is available on the Department of Health and Aged Care Website: [My Aged Care - Service and Support Portal Resources](#)

**Guidance material for Hospital Staff** is available on the Department of Health and Aged Care Website: [My Aged Care - Hospital Portal resources](#)

## Further assistance

For help with any of the above changes, please contact the My Aged Care Service Provider and Assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.