



What's New?

Aged Care Gateway

This update provides a summary of the system changes delivered from **Monday 14 October 2024** relating to Release 31 of the **Aged Care Gateway** systems.

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Aged Care Gateway changes

Recommendation algorithm

A recommendation algorithm will be introduced that will run after an assessment is complete in both the Assessor Portal and Aged Care Assessor app.

The algorithm will draw on assessment responses and the client's current care approvals.

It will recommend either the Commonwealth Home Support Programme (CHSP) or a Home Care Package (HCP) in the support plan. The recommendation will be displayed under the "Goals and recommendations" tab.

The recommendation displays for guidance only for assessors.

For RAS assessors this means:

- For a **CHSP** recommendation, RAS assessors should follow current processes.
- For a **HCP** recommendation, RAS assessors should arrange CHSP services for the client, but also consider a referral to an ACAT organisation for a comprehensive assessment.

For ACAT assessors this means:

- For both **CHSP** and **HCP** recommendations, ACAT assessors should follow current processes. From R31, ACAT assessors can also consider recommending a period of linking support and/or reablement if appropriate for the client.

The [Assessor Portal User Guide 6 – Completing an Assessment – RAS](#), [Assessor Portal User Guide 6 – Completing an assessment – ACAT](#), [Assessor Portal User Guide 7 – Completing a support plan and support plan review – ACAT](#) and [Assessor Portal User Guide 7 – Completing a support plan and support plan review – RAS](#) have been updated to reflect these changes

Extending linking support and reablement extended to comprehensive assessors

Assessors will be able to recommend a period of linking support and/or period of reablement to an older person's support plan after comprehensive (ACAT) assessments, to align with home support (RAS) assessments.

Assessors will be able to finalise and keep the support plan open during the linking/reablement support period.

The timeliness Key Performance Indicator (KPI) will not be impacted, as it ends at the "finalised support plan & keep open for support period:" step.

When an older person is undergoing support, a yellow 'undergoing support' banner will be visible to assessors and delegates.

Assessors will have functionality to edit and end a period of linking support and/or reablement.

Extensions to the Transition Care and Residential Respite services can be requested by Team Leaders/staff during the support period. Corrections can be made by an Assessment Delegate during the support period, as per current processes.

For more information regarding recommending a period of linking support and/or a period of reablement for ACAT please refer to [Assessor Portal User Guide 7 – Completing a support plan and support plan review – ACAT](#).

Changes to options to view and manage assigned assessment referrals

Assessors will be able to view and sort assigned aged care referrals (online and downloaded to mobile apps).

Changes to the expanded list view in the Assessor portal include the following fields:

- Assessment Type
- In-hospital location.

Reporting

Assessment organisation operational managers and administration staff will be able to generate the BIP End of Month (EOM) reports in both PDF and Excel formats to support end of month reconciliation activities with the department.

The [My Aged Care Assessor Portal – Organisation Administrator User Guide](#) has been updated to reflect these changes.

Updates to consent scripting for relationships

The consent scripting for creating support relationships in My Aged Care will be changing to ensure individuals understand what they are consenting to and how their information is shared with other appointed support persons when they are entering into a relationship.

These changes will be reflected across channels including the My Aged Care Online Account, Assessor Portal and Aged Care Assessor App, Apply for an Assessment online and the Appointment of a Support Person form.

Refundable Accommodation Deposits (RAD)

Residential Aged Care Providers can choose to apply indexation to their IHACPA approved maximum Refundable Accommodation Deposit (RAD) annually. The system has been updated with improved checks and guidance messages. This will help providers to index higher accommodation amounts in line with legislation.

The [My Aged Care – Service and support portal user guide – Part 1: Administrator functions](#) has been updated to assist providers with these changes.

Release of the Hospital Portal

The My Aged Care hospital portal continues to be rolled out to public and private hospitals who nominated to onboard to the portal. This iteration will be the final upload of hospital data into My Aged Care to establish the remaining 127 hospital organisations and 579 hospital outlets in the hospital portal.

This release will enable authorised discharge planning staff in the remaining 425 public hospitals and 154 private hospital outlets to directly access My Aged Care assessment information through the hospital portal. This will better streamline patient information exchange and referrals with the Aged Care Assessment Workforce to assist older patients to be discharged safely into their homes.

The hospital portal will provide the authorised hospital discharge planning staff access to:

- view/read only access to search for a patient record in My Aged Care to allow staff to view a summary of their aged care assessment information to manage discharge planning from hospital.
- view a summary of an older patient's aged care assessment information including their support network of relationships, organisations and representatives,
- add notes and attachments to an older patient's my aged care record such as a hospital discharge summary and update a patient status to 'deceased'.

For more information about the My Aged Care hospital portal initiative, visit the [Department of Health and Aged Care](#) website or email your questions to MyAgedCare.Assessment@health.gov.au

Additional Aged Care Gateway resources

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

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.