



Quality assurance of residential aged care funding assessments

This fact sheet provides information on the quality assurance of residential aged care funding assessments (funding assessments) conducted by residential aged care funding assessors (funding assessor) using the Australian National Aged Care Classification (AN-ACC) funding model.

Overview

Funding assessors conduct funding assessments of aged care residents using the AN-ACC assessment tool, to determine appropriate funding levels for residential care services.

Most residents receive an assessment by a funding assessor within 28 days¹ of when a service notifies [Services Australia](#) that the resident has entered care.

The Department of Health and Aged Care (department) ensures the integrity of these assessments so that outcomes are consistent and repeatable.

The department is committed to ensuring high quality assessments to support the integrity of residential aged care funding. This includes ensuring that classifications assigned to residents are statistically consistent and repeatable.

¹ From the date of referral:

90% of all accepted assessments will be completed within 28 calendar days; and
97% of all accepted assessments will be completed within 56 calendar days.

What is the quality strategy for assessments?

The department uses a continuous improvement approach including:

Engagement of experienced and highly qualified assessors

- Assessors must have a minimum of 5 years' demonstrated experience as a Registered Nurse, Physiotherapist or Occupational Therapist and a minimum of 5 years' experience providing direct delivery of services in aged care settings and/or to aged persons.
- Assessors must obtain and maintain additional credentials, including unrestricted [Australian Health Practitioner Regulation Agency](#) registration, police checks and vaccinations.

Mandatory training and clinical support for assessors

- Assessors are required to undertake face-to-face training and assessment in the AN-ACC model and assessment tool, including achieving a minimum pass mark of 75% in their final exam.
- Assessors are also able to access clinical support provided by the department or through their own contracted assessment organisation.

Validation rules in the AN-ACC Assessment Tool

- The [AN-ACC Assessment Tool](#) includes validation rules to ensure data entered by the independent assessor is consistent across the tool before it is uploaded.

Statistical analysis of funding assessment data

- Analysis of assessment data provides information on assessment patterns and anomalies. This is used to refine assessor training and inform communication with the independent assessor network.

Dual assessments to ensure consistent outcomes

- The department conducts dual assessments (where one resident is assessed by 2 assessors) to ensure that funding assessments are accurate and reasonable, and that consistent outcomes are recorded across assessor professions.

Mentoring by departmental assessors

- Departmental assessors support consistency by mentoring assessors, observing assessments, and participating in dual assessments.

Why consistent results are important

The funding assessment outcome should be the same regardless of the assessor conducting the assessment or the assessor profession.

The process of 'dual assessments' (where 2 assessors assess the same resident at the same time, without engaging with each other during the assessment) is used to check that assessment processes and outcomes are repeatable and reliable.

[AN-ACC Assessment Inter-rater Reliability Analysis](#), a statistical check conducted in late 2023 by independent actuary organisation Ernst & Young, identified that the overall reliability and repeatability of funding assessments using the AN-ACC Assessment Tool is excellent, with consistency at around 83.3%. The industry standard for human-to-human assessments is 70%.

Additionally, regular Quality Assurance Assessments (QAAs) are undertaken to ensure consistency across funding assessors. This is undertaken at the assessment organisation level between peers, as well as senior assessors undertaking support practices. Results are reviewed within the department for inconsistencies. The department also undertakes QAAs with assessors to ensure consistency and accuracy.

How are anomalies managed?

Funding assessments are checked for consistency between assessor professions, services, Assessment Organisations, Modified Monash Model zones, services of the same size, ownership type and specialised services.

The consistency of responses is also checked between different AN-ACC tools such as the correlation between lower mobility and the higher risk of pressure wounds.

The department investigates anomalies and where appropriate and considers treatments including:

- amendments to AN-ACC policy and/or procedures
- amendments to IT business rules in the AN-ACC Assessment Tool
- updates to training material
- refresher training for funding assessors
- targeted combined clinical communities of practice with funding assessors
- a recommendation for reassessment.

Anomalies do not always mean that an assessment is incorrect or that there is an issue.

More information and resources

See [residential aged care funding assessments](#) for information on the assessment process.

See [the AN-ACC Funding Guide](#) for information on how to receive AN-ACC subsidies.

Further information about the AN-ACC funding model is available on [Australian National Aged Care Classification funding model](#).

Last updated 2 January 2023

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.
To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.