What's New?

Aged Care Gateway – Single Assessment System changes

This update provides a summary of the system changes delivered from **Monday 9 December 2024** supporting the establishment of the **Single Assessment System workforce** within the **Aged Care Gateway** systems.

Contents

Aged Care Gateway changes

Change of assessment type

Assessors can convert the assessment type from Home Support to Comprehensive, after the Integrated Assessment Tool (IAT) assessment is finalised. In instances of self-referral, following triage and where team leader supervision has been obtained, the assessment type can also be converted, if deemed necessary.

The assessment type can be converted via the 'Convert to Comprehensive assessment' button. When converting the assessment type, assessors need to select a reason for the change (e.g. high-level care needs) and provide a reason or comments in the free text box.

Non-clinical assessors will need to provide supervising clinical assessor details when changing the assessment type.

The My Aged Care Assessment Manual – Sections 2.4 (Home support assessments), 5.7 (Developing the Support Plan) have been updated to reflect these changes.

Clinical attendance for non-clinical assessor

All sections of the IAT will be visible to both clinical and non-clinical assessors. When questions that require clinical judgement are prompted by a non-clinical assessor the system will prompt the assessor to declare that they are asking those questions in accordance with their organisation's clinical governance framework. Supervisor details will also need to be recorded My Aged Care system for non-clinical assessors.

For more information on clinical attendance please refer to Section 5.5.1 and Appendix 3: Clinical Attendance of the My Aged Care Assessment Manual.

Changes to self-referral

Assessors will be allowed to self-refer for both types of assessment (Home Support and Comprehensive). Self-referrals are limited to five reasons:

1. In hospital

2. First Nations

3. Remote assessment

4. Homeless or at risk of

5. Vulnerable groups (e.g. experiencing or at risk of domestic or family violence or elder abuse, at risk of hospitalisation, primary carer is absent or non-existent).

This is an extension of the functionality that existed prior to the Single Assessment System workforce for ACAT assessors, team leaders with a system assessor role, and identified RAS organisations with self-refer access managed by the department.

In these circumstances, an assessor can only self-refer clients to themselves through the My Aged Care assessor portal and app.

For more information on Self-referrals please refer to Section 4.4 (Self Referrals) of the [My Aged Care Assessment Manual](#).

Changes to requesting a reassessment

Assessors will be allowed to self-refer for reassessments for Home Support and Comprehensive assessments. Reassessments will have six reasons allowable:

1. In hospital

2. First Nations

3. Remote assessment

4. Homeless or at risk of

5. 'Unplanned assessment', and

6. 'Support Plan Review'.

For more information on Reassessments please refer to Section 4.4 (Self-referrals) of the [My Aged Care Assessment Manual](#).

Updating to existing KPIs and milestones displayed to assessors

Assessors will be able to view how they are tracking against completing the Support Plan Review and other urgent milestones as per new KPIs.

Assessors will have milestones in the system updated to reflect KPI changes (for example Hospital setting to Home Support assessments.

Team leaders will be able to view how they are tracking against the triage milestone as per triage KPI. The system will display when its due and if it becomes overdue.

Assessor clinical status and validation

Clinical assessors will have the ability to be assigned a Home Support assessment in the system. Home support assessors can be clinical or non-clinical in the system.

Sharing My Aged Care support plans to My Health Record

From 9 December 2024, new and updated client support plans can now be shared with My Health Record. Assessors will need to ask the client if they provide authorisation to share their support plan with My Health Record.   Client

authorisation is recorded after the Integrated Assessment Tool is completed. Clients can provide or withdraw their authorisation at any time after this process.

Online learning material covering the My Aged Care to My Health Record integration was made available to assessors in MAClearning in early October, as part of Release 31. This training remains visible to assessors. Information about this update can be found within the element titled: Release 31 for the assessment workforce. If you need access to this element, please email MAClearninghelp@health.gov.au.

For more information on Sharing My Aged Care support plans to My Health Record please refer to Section 5.7 (Developing the Support Plan) of the My Aged Care Assessment Manual or alternatively the My Health Record resources page (specifically the Fact Sheet for Assessors and FAQs for Assessors).

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.