

Assessor Portal User Guide - Residential Respite Classification Referrals (for assessment organisation Team Leaders)

This user guide outlines how assessment organisation team leaders interact with the My Aged Care assessor portal (assessor portal) to manage Residential Respite Classification referrals (referrals).

This user guide does not contain detailed instructions on functions that assessment organisations perform. Those activities are described in the <u>Aged Care App User Guide.</u>

This user guide contains the following topics:

Privacy requirements	2
Assessment organisation team leader view for Residential Respite Classification referrals	2
Accepting Referrals	4
Assigning Referrals	6
Rejecting Referrals	8
Transferring Referrals	. 10
Clients who are in Hospital or in the community/home	. 11
Clients who are in a Residential Service Facility	. 13
Reassigning Referrals	. 15
Viewing Historical Residential Funding Referrals	. 17
Viewing Progress of Respite Classification Assessments	. 19

Privacy requirements

Assessment organisations are required to comply with the legislative requirements under the *Privacy Act 1988* (Privacy Act), including the Australian Privacy Principles when using the assessor portal. The Privacy Act regulates personal information about individuals, including the collection, use, storage and disclosure of personal information, and access to and correction of that information.

For aged care needs assessors (assessors), information collected on My Aged Care for purposes of assessment is also subject to the *Aged Care Act 1997* (Aged Care Act) which they operate under while carrying out their assessment functions.

For more information refer to the My Aged Care Assessment Manual.

Assessment organisation team leader view for Residential Respite Classification referrals



1. Select the **Residential Funding Referrals** tile from the assessor portal home page.

If you are a team lead of both a Residential Funding and assessment organisation outlet, you will be asked to select which outlets referrals you would like to view.

•

Assessor Por	tal			
Home Residential F	unding Referrals			
гшег ру			Ċ	
Select all				
Sort Referrals by:	Select out	let		
Action Referral Du				
Current sort order i	Please select		-	
	Please select		matching result	ts
Moore DILLAN Aged 76, (6 Aug	Team Leader Community Options At Residential Funding Te Community Options R	DT Limited am Lead FA Limited	Адоо од. (20 лидизт 1000), ните	
Aged care user ID	AC37090685	Aged care user ID: AC30675797	Aged care user ID: AC68229350	
	nuon 2022	Date issued: 25 January 2022	Date issued: 16 March 2022	
Date issued: 15 Ja	11001 y 2022	Date Issued 75 January 2022		

2. The **Incoming referrals** tab will be displayed. By scrolling down the page you will be able to view all the Incoming referrals for the organisation/outlet.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm									Welcome Assess	orUser17
Assessor Portal	My Dashboard	Assessment referrals	Reviews requests	Find a client	Find a service provider	Residential Funding Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions	Logout
Home Residential Funding Referrals										
Incoming referrals							Currently view	wing Community O	ptions ACT Limited	(I)
Incoming referrals Accepted referrals Referral history									CARD	
Filter by									\odot	
Select all										
Sort Referrals by: in order of Earliest to Latest	- GO									
Current sort order is Action Referral Due by								1 to 1 out	t of 1 matching result	
Chemarnew 🖉 NEWUAT Aged 81, (1 July 1941), Male										
Aged care user ID: AC38162418 Date issued: 5 September 2022 Care type: Residential Respite										Ŧ

3. Advanced searches can also be conducted to refine the list of referrals by selecting the **Advanced Search** button.

00 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm									Welcome Assess	orUser17
sessor Portal	My Dashboard	Assessment referrals	Reviews requests	Find a client	Find a service provider	Residential Funding Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions	Logout
Iome Residential Funding Referrals										
Incoming referrals							Currently vier	wing Community C	ptions ACT Limited	(F)
Filter by									\odot	
First name	Last name		Aged	Care user ID						
ADVANCED SEARCH CLEAR FILTERS										

A pop-up will open which will allow you to select from a drop-down list of filters for the list of incoming referrals. To further refine the results, multiple filters can be applied.

• •

300 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm		Welcome AssessorUser17
	My Dashboard Assessment Reviews Find a client Find a service Residential retornals requests Find a client provider Relations	Reports and Tasks and My Aged Care Logout documents notifications interactions
Home Residential Funding Referrals	Search incoming referrals	×
Incoming referrals	Incoming referrals	Currently viewing Community Options ACT Limited 😑
Incoming referrals Accepted referrals Referral his	Choose an item. ADD FILTER SAVE FILTER CLEAR FILTER	
Filter by	Aged Care user ID Care Type D First name Issued date Lest name Locality Postode Priority	E CARD E LIST
ADVANCED SEARCH CLEAR FILTERS	State Suburb	
Select all		
Action Referral Due by action Referration	lest 🗸 GO	
Current sort order is Action Referral Due by		1 to 1 out of 1 matching result

Accepting Referrals

1. Select the **Residential Funding Referrals** tile from the assessor portal home page.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Brenna
Assessor Portal			Logout
Welcome Brenna			
Lu	A first a client	Auseument referente	Perior meganta
	Ê		\$
My Usshooed	Assesaments	Keviews	Organisation administration
	Ś		<u> </u>
Residential Funding Referrals	Find a service provider	Reports and documents	Aged Care Assessor app
Ś	Ē		
Tasks and notifications	My Aged Care interactions		
Accessibility Privacy Disclaimer Terms of use Copyright Copyright & Commonwealth of Australia ABN-83 8555 428 759			Minimum constant Minimum constant Personant Austra Services

2. Navigate to the **Incoming Referrals** tab. You can conduct a basic search or an advanced search to refine the list of incoming referrals.

1800 836 799 Mon Fillium - Item Sut 10am - 2em									Welcome Asses	ssorUser17
Assessor Portal	My Dashboard	Assessment referrats	Reviews requests	Find a client	Find a service provider	Residential Funding	Reports and documents	Tasks and notifications	My Aged Care interactions	Logout
# Home Residential Funding Referrals										
Incoming referrals							Currently	viewing Communit	ty Options ACT Lin	nited (=)
Recently interview Accepted referance Reference Interview									CARD 1	BT
Filter by									6	0
Select all										
Sort Relevants by in order of Action Referral Due by + Earliest to Latest + CO										
Current sort order is Action Referral Due by								1 to	out of 1 matching r	result
ADDNLINE Aven TR, Low TSOL, Mare										
And care user 02. Add/980506 Dist issued 2. Adapted 2020 Care type: Recidential Regite										
1 Han										
Accossibility (Palace Rocking Terms place Convoted Copyright & Communitant of Australia Allet 36, 312, 915, 959								Appendices Conserved Dependices of 10	myaged	care

3. To bulk accept referrals, select the tick box on the upper left-hand side of the client tile for the clients whose referrals you wish to accept and select the Accept button. You can also accept a referral for only one client. Referrals selected in bulk will need to be <u>assigned to assessors</u> from the Accepted referrals tab.

1800 836 799 Mon-Fri Bam - Rpm Sat 10am - 2pm									Welcome Asses	sorUser17
Assessor Portal	My Dashboard	Assessment referrals	Reviews requests	Find a client	Find a service previder	Residential Funding Referrats	Reports and documents	Tasks and notifications	My Aged Care interactions	Logout
Home Residential Funding Referrals										
Incoming referrals							Currently	viewing Communit	y Options ACT Lin	nited 📻
Incoming returns Accepted referrals Referral history										
									CARD III U	ST
Filter by									(0
Select all										
See Tealways by: In order of Action Referral Due by - Earliest to Latest - 60										
Current set used is Action Referral Due by Participation Image: Constraint of Constraintof Constraint								1 to '	out of 1 matching r	esult
Agent Care use (E) ACAE08506 Date source 1: Appent 2020 Care type: Readvanta Respin										
1 mp										
Accessibility Physics Checkaner Terms of use Coornell Capyright & Commonwealth of Acatalas ASN 38 342 015 855								Andreka Gran Department of B	myagedo	are

4. When accepting a referral for a single client, a pop-up box will appear confirming the client whose referral you wish to accept. Once you have confirmed, select the **Accept** button.

1800 836 799 Man Fri Baw - April Sat 10am - Zpm								Welcome Acces	oorUoer17
									Logout
# Home Residential Funding Referrals									
lncoming referrals						Currently	viewing Community	y Options ACT Lim	ated 📻
Providegraphical Accepted reference Redenational Relative							E	CARD III U	T.
Filter by acceventeen AAONLINE				,	1			6	
Adder Baler von Aufterste Date internationalise internationalinternationalise internationalise internationalise international	Assessor initiated p 21 August 2022 Client deuta 5 MERUUTH Road No Client Angue No Client Angu	elf-referral on ALEXANDRA HILLS recorded	GLD 4161	 			1 to 1	out of 1 matching n	fun
Accessibility Princey Disclamer Terms of use Coexistel Capyright & Caermenwalk of Australia ANN-38 342 815 855							Alfre	myagedo	190

The referral will now be in an Accepted or Assigned state and will be visible on the **Accepted Referrals** tab.

Assigning Referrals

Assessment organisation team leads can assign referrals to assessors.

1. From the assessor portal home page, select the **Residential Funding Referrals** tile.

18	00 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Brenna
As	sessor Portal			Logout
	Welcome Brenna			
	Lut	Red a direct	Assessment referatio	Review mounts
	<u></u>	Ê		\$
	My Dashboard	Assessments	Reviews	Organisation administration
		S		
	Residential Funding Referrals	Find a service provider	Reports and documents	Aged Care Assessor app
	Ś	Ţ		
	Tasks and notifications	My Aged Care interactions		
Å	cessibility Privacy Disclaimer Terms of use Copyright pyright © Commonwealth of Australia ABN/83 505 4789			Annual conneas Representation and general mysged (170

2. Navigate to the **Accepted Referrals** tab. You can filter the list of referrals or conduct an advanced search to refine the list of unassigned referrals.

0 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm							Welcor	me .
essor Portal		My Dashboard	Find a service provider	Residential Funding Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions	
me Residential Funding Referrals								
Accepted referrals								
				Curren	Illy viewing Suncor	p UAT Residential	Funding Assessme	ent
aming referrals Accepted referrals Referral histo	жу					_		
							CARD	
Filter by								1
Carolina anama		Annal Care unan IO						L
Pacity name		Ageu Care user io						L
ADVANCED SEARCH CLEAR FILTERS								L
FILTER CLEAR								L
		7						1
Due Date Earliest to Lab	est 🗸 GO							
Current sort order is Due Date						1 to 9 ou	t of 9 matching resul	llts
Inconigned								
Jhassighed								

3. Select the referral you wish to assign from the **unassigned** list of referrals.

		My Dashboard Find a service provider	Funding Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions
ome Residential Funding Referrals						
Facility name	Last name	Aged Care user ID				
ADVANCED SEARCH CLEAR FILTERS						
FILTER CLEAR						
Sort Referrals by: in order of Due Date Farliest to I	stest _ GO					
Current ender is Due Date						
Current solt order is Due Date						
Current sont order is Due Date					1 to 9 ou	t of 9 matching resu
Unassigned					1 to 9 ou	t of 9 matching resu
Unassigned					1 to 9 ou	t of 9 matching resu
Unassigned	⊘ Ray	Alvin	Ø		1 to 9 ou	t of 9 matching resu
Unassigned Levi BOUY	© © Roy MEHAN	Alvin SENSENEY	Ø		1 to 9 ou	t of 9 matching resu
Unassigned Levi BOUY Rosewood Care Leederville	Roy MEHAN Rosewood Care Leederville	Alvin SENSENEY Rosewood Care Leederville	Ø		1 to 9 ou	t of 9 matching resu
Unassigned Levi BOUY Rosewood Care Leederville • LEEDERVILLE, VM, 8007 Aged Care user 1D, AC51307973	Roy MEHAN Rosewood Care Leederville EEDERVILLE, WA, 6007 Aged care user ID, AC323489	Alvin SENSENEY Rosewood Care Leederville 9 LEEDERVILLE, WA 6007 Aged Care user ID Ac15845308	Ø		1 to 9 ou	t of 9 matching resu
Current soft often is Doe Date Unassigned Levi BOUY Rosewood Care Leederville • LEEDERVILLE, WA 6007 Aged care user 10 AcS130773 Date eccepted & February 2022 Commended encement date with 1 Merch 2023	Roy MEHAN Rosewood Care Leederville • LEEDERVILLE, WA 6007 Aged care user ID: AC132489 Date accepted 5 February 2022 Date accepted 5 February 2022	Alvin SENSENEY Rosewood Care Leederville 9 LEEDERVILLE, WA 6007 Aged Care used the Ac15845308 Date excepted 8 February 2022 Deserved of 8 February 2022	<i>©</i>		1 to 9 ou	t of 9 matching resu
Unassigned Levi BOUY Rosewood Care Leederville © LEEDERVILLE, VA, 6007 Aged care user ID Ac51307973 Data eccopted 5 Perbuay 2022 Completed assessment due by 1 March 2022 Care type Residential Permanent	Roy MEHAN Rosewood Care Leedenville EEDERVILLE, VA, 6007 Aged care user ID. AC31233480 Date accepted: 8 February 2022 Completed assessment due by 1 March 2022 Care type Residential Permanent	Alvin SENSENEY Rosewood Care Leederville 9 LEEDERVILE, WA, 6007 Aged care user (D. AC1545308 Date accepted 7 Erbruary 2022 Completed assessment due by 1 Match Care type: Readential Permanent	2022		1 to 9 ou	t of 9 matching resu
Current soft often is Date Date Unassigned Levi BOUY Rosewood Care Leedervile V LEEDERVILLE; VA 6007 Aged care user ID AcS130773 Date accepted for February 2022 Completed assessment due by 1 March 2022 Care type: Residential Permanent	Roy MEHAN Rosewood Care Leedervile P LEEDERVILLE, WA 607 Aged care user ID AC3123489 Date accepted: 8 February 2022 Completed assessment due by 1 March 2022 Care type: Residential Permanent Date accepted	Alvin SENSENEY Rosewood Care Leederville 9 LEEDERVILLE, WA 6007 Aged care user (D AC16545306 Date accepted 7 Seforum 2022 Completed assessment due by 1 March Care type: Residential Permanent	2022		1 to 9 ou	t of 9 matching resu

4. A pop-up will appear, select the **assign** button.

UATBerg	naum UATGOTTLIEE	}	×
Aged 77, (22 July 19 Referral details	945), Male	Assessor initiated self-referral on 9 September 2022	
Care type: Action referral due b	Residential Respite	Client details 15 LIMBURG Way GREENWAY ACT 2900	
Referred from	Assessor on 9 September 2022	Client story No client story was recorded	
		Client notes No client notes were recorded	
		Transfer Reason: Clients change in circumstance	
		Transfer Comments: test this in UAT	
VIEW FULL CLIENT R ASSIGN REJECT	T TRANSFER		

A pop-up will appear, select the assessor that the referral will be assigned to and select the **assign** button.

Accept this referral for UATBergnaum UATGottlieb	
Accept this referral for UATBergnaum UATGottlieb	
The referral will now be assigned to the assessor selected.	

Rejecting Referrals

Assessment organisation team leaders are able to reject referrals that are both incoming and assigned.

1. From the assessor portal home page, select the **Residential Funding Referrals** tile.



2. Select the referral you wish to reject.

essor Portal		My Dashboard F	ind a service Residential provider Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions	Logo
ome Residential Funding Referrals							
Filter by						Ø	
Select all							
Sort Referrats by: in order of Due Date - Earliest	to Latest _ GO						
Current sort order is Due Date					1 to 20 out of 2	269 matching resul	ts
Descused Care Loaden ill							
RACOMAAA							
LEEDERVILLE, WA, 6007						_	
LEEDERVILLE, WA, 6007	• •	⊘ ■	\odot	-		Ø)
LEEDERVILLE, WA, 6007 Emil, LUDLUM	Mack, DAMION		Ø	Leon, CON	LAN	C)
LEEDERVOLLE, WA 6007 Emil, LUDLUM Aged care user ID. AC47878255 Date issued. 1 Fabruary 2022 Action referred user by 4 Fabruary 2022	Mack, DAMION Aged care user ID AC60927809 Date issued 1 February 2022 Action referraid use y 4 February 2022	Jacob, DAMION Aged care user ID AC07 Date insued: 1 February. Action referrad use by 41	680119 2022 Fobruary 2022	Aged care user IC Date issued: 1 Fe Action referral due	LAN D: AC83799221 Ibruary 2022 e by: 4 February 202	22	
LEEDERVOLLE, W4,000 LEEDERVILLE, W4,000 Emil, LUDLUM Aged care user ID: AC47878255 Date issued: 1F abruary 2022 Care type. Residential Permanent	Mack, DAMION Aged care user ID AC80927800 Date ssued 1 February 2022 Action referral due by 4 February 2022 Care type: Residential Permanent	Jacob, DAMION Aged care user ID AC07 Date issued: 1 February Action referrad use by 41 Care type: Residential Po	880119 2022 2072 2072 2072 2072 2072	Aged care user IC Date issued: 1 Fe Action referral due Care type: Reside	LAN): AC83799221 bruary 2022 b by: 4 February 202 antial Permanent	22)
CLEEDERVOLLE, W6,600 CLEEDERV	Mack, DAMION Aged care user ID. AC80927809 Date ssued. I February 2022 Care type. Residential Permanent Ingh	Soverdue	e80119 2022 ermanent 5 days overdue	Leon, CON Aged care user IE Date issued: 1 Fe Action referral du Care type: Reside	LAN 2. AC83799221 bruary 2022 by 4 February 2023 ontial Permanent 1. S 6 6	C 22 days overdue	
C LEEDERVILLE, WA, 6007 LEEDERVILLE, WA, 6007 Emil, LUDLUM Aged care user ID: AC47876255 Date issued: 1 February 2022 Action reformal due by: 4 February 2022 Care type: Residential Permanent Hagh S days overdu	Aged care user ID AC60927809 Date issued 1 February 2022 Action referral due by 4 February 2022 Care type. Residential Permanent 1 tigh 5 day	Jacob, DAMION Aged care user ID. ACOT Date issued. 1 February: Action referral due by. 41 Care type. Residential PC Legh s overdue	(80119 2022 February 2022 arrandom 5 6 days overdue	Leon, CONI Aged care user IC Date issued. 11 Fe Action refers the Autor Care type. Reside	LAN D: AC83799221 bruary 2022 bry 4 Fobruary 2027 bry 4 Fobruary 2027 http://www.academic.org/academic http://www.academic http://wwww.academic http://wwww.academic http://wwwwwwwwwwwwwwwwwwwwwwwwwwwwwwwwww	22 days overdue	

3. A pop-up will appear. Confirm this is the referral you wish to reject and select the **reject** button.

	×
Assessor initiated self-referral on 21 August 2022	
Client details 5 REDRUTH Road ALEXANDRA HILLS QLD 4161	
Client story No client story was recorded	
Client notes No client notes were recorded	
	Assessor initiated self-referral on 21 August 2022 Client details 5 REDRUTH Road ALEXANDRA HILLS QLD 4161 Client story No client story was recorded Client notes No client notes were recorded

- **4.** A pop-up will appear, select the reason for the referral rejection and provide details in the free text field. Referrals can be rejected for the following reasons:
 - **Client Deceased:** You will be required to provide additional information in regards to the circumstances that surround the client.
 - Entered a Residential Facility: This will transfer the referral to a residential aged care funding assessor, please refer to <u>Transferring Referrals</u> for guidance.
 - **Outlet Insufficient Capacity:** This will transfer the referral back to the department to assign to another outlet.
 - Other: Additional details will be required.

Additional details can be provided in the **Details** text box.

Once complete, select the **reject** button.

Reject this referral for aaseventeen	aaonline	
5 REDRUTH Road ALEXANDRA HILLS QLD 4161 All fields marked with an asterisk (*) must be completed before submission Select rejection reason * Client Deceased Entered a residential facility Outlet Insufficient Capacity Other Details:	0 / 500	
	REJECT CANCEL	

Transferring Referrals

Assessment organisation team leaders are able to transfer referrals that are both incoming and assigned.

1. From the assessor portal home page, select the **Residential Funding Referrals** tile.



2. Select the referral you wish to transfer.

Assessor Portal		My Dashboard Find a service Residenti provider Referrats	al Reports and Tasks and My Aged Care Logout documents notifications interactions Logout
Home Residential Funding Referrals			
Filter by			\odot
Select all			
Sort Referrals by: in order of Duo Data – Earliest to Latest	GO		
Current sort order is Due Date Rosewood Care Leederville LEEDERVILLE, WA, 6007			1 to 20 out of 269 matching results
Emil, LUDLUM	Mack, DAMION	Jacob, DAMION	Leon, CONLAN
Aged care user ID: AC47876255 Date issued: 1 February 2022 Action referral due by: 4 February 2022 Care type: Residential Permanent	Aged care user ID: AC80927809 Date issued: 1 February 2022 Action referral due by: 4 February 2022 Care type: Residential Permanent	Aged care user ID: AC07680119 Date issued: 1 February 2022 Action referral due by: 4 February 2022 Care type: Residential Permanent	Aged care user ID: AC83799221 Date issued: 1 February 2022 Action referral due by: 4 February 2022 Care type: Residential Permanent
High 5 days overdue			
	■ ⊘	• (
Will, MEIGGS	Richard, MONFORE	Claude, MEHAN	Wesley, CRAYFORD

3. A pop-up will appear. Confirm this is the referral you wish to transfer and select the **Transfer** button.

Assessor initiated self-referral on 21 August 2022
Client details 5 REDRUTH Road ALEXANDRA HILLS OLD 4161
Client story No client story was recorded
Client notes No client notes were recorded

Referrals can be transferred to another assessment organisation outlet or to an RFA outlet where the client has entered a Residential Service facility.

Clients who are in Hospital or in the community/home

1. Select assessment setting as either Home or Hospital and select Transfer.



2. Search for an assessment organisation based on either the client's address or the alternative assessment address and select Search.

>

..

•

...

۲

٠

•

•

۲

•

•

۲

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm				
Assessor Portal				
Transfer this referral for Chemarnew NEWUAT				
All fields marked with an asterisk (*) are required.				
Assessment setting: (?)				
Home				
Hospital Desidential Service Exciliate				
Search for an Assessment Organisation: *				
Use the client's address Client address				
23 Bettong Avenue Access THROSBY ACT 2914				
Enter an alternative assessment address				
SEARCH				
TRANSFER CANCEL				
Accessibility Privacy Disclaimer Terms of use Copyright Copyright © Commonwealth of Australia ABN:36 342 015 855				

•

٠ ۲

•

٠

..

۲ ۲

۲

۲

••

..

..

•

•

A list of assessment organisations will be displayed, select the appropriate assessment organisation and select **Transfer**.

 Search for an Assessment Organisation: * Use the client's address Client address 23 Bettong Avenue Access THROSBY ACT 2914 Enter an alternative assessment address 		
SEARCH		
Select Assessment Organisation*		
O Test outlet four market, BONNER, Ph 02 6100 7895		
O Bridie Outlet, GREENWAY, Ph 14 0165 2316		
O R19 Outlet3, BELCONNEN, Ph 02 7845 2563		
O SMT PT OL1, Ph 0428 017 389		
O Community Options Australia Limited - ACT, ARTARMON, Ph 02 8872 4867		
O Central Intake Outlet FOUR_LUT_RAS, BONNER, Ph 02 6514 7895		
O Outlet 1, Ph 02 6100 7895		
O 123 Residential Care, KEYSBOROUGH, Ph 02 8678 6771		
O R19 Outlet2, BELCONNEN, Ph 02 7856 2522		
O Nipun Outlet, Ph 0416 781 234		
O SMT DPT OutletG, Ph 0472 394 832		
TRANSFER CANCEL		

Clients who are in a Residential Service Facility

1. Select Residential Service Facility.



•••

2. Search using either the service facilities name or based on the suburb/postcode.



3. Select search and a list of services will appear, select the correct service and enter a reason for transferring the client. For Referrals transferred to RFA Outlets this should be Other.

e Residential Funding Referrals Transfer Referrals fields marked with an asterisk (*) are required. sessment setting: ⑦ Home Hospital Residential Service Facility arch for a residential service facility: * Enter a facility name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: EARCH Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 rd a reason for transferring this client.* ect one Ect one	
fields marked with an asterisk (*) are required. sessment setting: ? Home Hospital Residential Service Facility arch for a residential service facility: * Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 rt a reason for transferring this client: * lect one Rectore Ufficient capacity trice assessment on region	
sessment setting: (?) Home Hospital Residential Service Facility arch for a residential service facility: * Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH lect Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 *t a reason for transferring this client: * lect one Ect one	
Home Hospital Residential Service Facility arch for a residential service facility: Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 rt a reason for transferring this client:* lect one Rectore Ufficient capacity Inficient capacit	
Hospital Residential Service Facility arch for a residential service facility: * Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH lect Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 *d a reason for transferring this client. * lect one Ect one Ect one	
Residential Service Facility arch for a residential service facility: Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 rt a reason for transferring this client: ect one Rectore Ufficient capacity Ufficient capacity Ufficient capacity Enter a suburb resident capacity	
arch for a residential service facility: * Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: EARCH Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 st a reason for transferring this client.* ect one e	
Enter a facility name Facility Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 rt a reason for transferring this client.* lect one Rect one Rec	
Pacify Name Ranelagh Gardens Enter a suburb/postcode Enter suburb or postcode and select from the list below: SEARCH Rect Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 rt a reason for transferring this client.* lect one Rect one	
Enter a suburb/postcode Enter suburb or postcode and select from the list below: EARCH Reck Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 Inter a reason for transferring this client.* Inter a reason for transferring this client.* Inter a segment on transferring this s	
Enter suburb or postcode and select from the list below: SEARCH Lect Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 Let a reason for transferring this client:* Lect one Lect	
SEARCH lect Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 set a reason for transferring this client.* lect one lect one lect one lect one lect one lect one lect one	
Inter a reason for transferring this client.*	
lect Residential Service Facility:* Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 tet a reason for transferring this client: * lect one tet one tet one ufficient capacity tride assessment on region	
Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 Incl a reason for transferring this client: * lect one rect one rect one rectione rection	
Incl a reason for transferring this client: * Incl one Incl one Infficient capacity Inficient capacity Inficient capacity Inficient capacity	
tect a reason for transferring this client: * lect one lect one utflicient capacity ticle assessment org region	
lect one lect one ufficient capacity totale assessment organization	
lectione ufficient capacity taide assessment organization	•
ufficient capacity	
ASING RESOLUTION AND A DATABASED	
ents change in circumstances	
note assessment	
RANSFER CANCEL	

.. ...

..

•••

• ••

> ۲

•

•

... ..

.. 6

۲

•

٠

٠

4. Provide comments on why the referral is being transferred and select Transfer.

800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm				
ssessor Portal	My Dashboard			
Home Residential Funding Referrals Transfer Referrals				
All fields marked with an asterisk (*) are required.				
Assessment setting: (?)				
⊖ Home				
O Hospital				
Residential Service Facility				
Search for a residential service facility: *				
Enter a facility name				
Facility Name Ranelagh Gardens				
Enter suburb or postcode and select from the list below: SEARCH Select Residential Service Facility.* (a) Ranelagh Gardens, MOUNT ELIZA, VIC, 3930 Select a reason for transferring this client. * Other				
Comments: * Transferring as client has entered a residential aged care service.				
TRANSFER CANCEL				

5. When a referral has been successfully transferred, you will be navigated back to the **referrals** tab and a green success message will appear.



Reassigning Referrals

Assessment organisation team leaders can re-assign referrals that have been assigned to assessors.

1. From the assessor portal home page, select the **Residential Funding Referrals** tile.

18	1800 836 799 Mon-Fri &am - Spm Sat 10am - Spm Welcome Brenna							
As	Assessor Portal Loguit							
	Welcome Brenna							
		8	4					
	<u> .111</u>	Pind a client	Assessment referate	Review requests				
	My Dashboard	Assessments	Reviews	Organisation administration				
	Ê	\$		Ę				
	Residential Funding Referrals	Find a service provider	Reports and documents	Aged Care Assessor app				
	Ś	(F)						
Tasks and notifications My Aged Care Internations								
ACC .	Accessibility Phase Obstaining Terms of use Candidat Capyopht & Communication of Australia Add/16 606 409 Page							

2. Navigate to the **Accepted Referrals** tab. You can search for the referral you wish to reassign or scroll to the assessors referrals that you wish to re-assign.

sessor Portal		My Dashboard Find a service provider	Residential Funding Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions	Logout
Home Residential Funding Referrals							
Frank Prendergast House • SUCCESS, VA, 6164 Aged care user ID. AC65665197 Completed assessment due by 27 January 2022 Care type: Residential Permanent	Beptistcare William Carey Court Ø BROADWATER, WA, 6280 Aged care user ID. AC69569609 Completed assessment due by 1 March 2022 Care type: Residential Permanent	Aegis Elienvale • BROADWATER, WA, 6280 Aged care user ID. AC31313992 Date accepted. 4 February 2022 Completed assessment due by. 4 March Care type: Residential Permanent	2022	Aegis Ellenvale P BROADWATH Aged care user Completed asse Care type: Resid	ER, WA, 6280 ID: AC60728425 ssment due by: 7 I Jential Permanent	March 2022	
12 days overdue	High Due in 21 days	High Due in 24 da	ays	High	Due i	n 27 days	
Josh Powell							
UAT.Marta UAT.GERLACH	UAT.Doyle UAT.BURNICE						
Aegis Ellenvale P BROADWATER, WA, 6280 Agad care user (D): AC60372428 Completed assessment due by 22 February 2022 Care type: Residential Permanent	Baptistcare William Carey Court © BROADWATER, WA, 6280 Aged care user ID: AC07526381 Completed assessment due by: 24 February 2022 Care type: Residential Permanent						
High Due in 14 days	➡ Low Due in 16 days						

3. A pop-up will appear, select the **Reassign** button.



4. A pop-up will appear. Select the assessor you wish to re-assign the referral to and select the **Reassign** button.

Re-assign this referral for Chemarnew Ne	ewUAT
Re-assigning this referral will result in the cancellation of any assessments that have been mode. Please confirm with the assigned assessor that they have not completed the assess assigning the referral.	started in offline sment prior to re-
23 Bettong Avenue Access THROSBY ACT 2914	
Residential Funding Referral, currently assigned to Assessor AssessorUser05 AssessorUser05	
Select an assessor to re-assign this referral to *	
O AssessorUser06 AssessorUser06 (48 referrals assigned,0 referrals assigned in postcode)	
O AssessorUser09 AssessorUser09 (0 referrals assigned,0 referrals assigned in postcode)	
O AssessorUser11 AssessorUser11 (0 referrals assigned,0 referrals assigned in postcode)	
O AssessorUser20 AssessorUser20 (4 referrals assigned,0 referrals assigned in postcode)	
O AssessorUser21 AssessorUser21 (5 referrals assigned,0 referrals assigned in postcode)	
O AssessorUser22 AssessorUser22 (0 referrals assigned,0 referrals assigned in postcode)	
O AssessorUser23 AssessorUser23 (2 referrals assigned,0 referrals assigned in postcode)	
 AssessorUser25 AssessorUser25 (5 referrals assigned,0 referrals assigned in postcode) 	
O ACAT TL Community Options (0 referrals assigned,0 referrals assigned in postcode)	
 Arp Gow (0 referrals assigned,0 referrals assigned in postcode) 	
O Marsh Ilo (0 referrals assigned,0 referrals assigned in postcode)	
 April Mak (0 referrals assigned,0 referrals assigned in postcode) 	
O Orana Phill (0 referrals assigned,0 referrals assigned in postcode)	
	REASSIGN CANCEL

The referral will now be reassigned to the assessor selected to action.

Viewing Historical Residential Funding Referrals

Assessment organisation team leaders can view historical Residential Funding Referrals for their organisation/outlet. Referral history will display all completed and rejected referrals.

- 2000 359 709
 Modean data managan
 Assessor
 Care

 Assessor Portal

 Welcome Brenna

 Lill
 Re arear
 Reiner
 Reiner
- 1. From the assessor portal home page, select the **Residential Funding Referrals** tile.

2. Navigate to the **Referral History** tab. You can search or filter the list of referrals or scroll down to see the finalised referrals for your outlet/organisation.

IO 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm							Welco
essor Portal		My Dashboard	Find a service provider	Residential Funding Referrals	Reports and documents	Tasks and notifications	My Aged Care interactions
ome Residential Funding Referrals							
Referral history							
	n			Curre	ntly viewing Sunco	rp UAT Residential	I Funding Assessm
coming referrals Accepted referrals Referral history							
Filter by							Ø
Facility name	Last name	Aged Care user ID					
ADVANCED SEARCH CLEAR FILTERS							
FILTER CLEAR							
Sort Referral by: in order of Date Closed Latest to Earliest	_ GO						
Current sort order is Date Closed						1 to 20 out o	of 340 matching resu
Finalized							
Finalised							

(i)

•

۲

٠ ۲

•

•

•

٠

•

•

.. ••

••

..

> ۲

٠

۲

Viewing Progress of Respite Classification Assessments

Assessment organisation team leaders are able to view the progress of Residential Funding Assessments for their outlet/organisation.

- Welcome Brenna Ð 8 dil [**°** Ļģ Ì (F) . Accessibility Privacy Disclaimer Terms of use Copyright Copyright © Commonwealth of Australia ABN:83 605 426 759
- 1. From the assessor portal home page, select the My Dashboard tile.

2. Select the blue **Residential funding referrals** tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2	2pm		Welcome AssessorUser17
Assessor Portal			Logout
☆ Home My Dashboard			
📖 My Dashboard			
4 143	4 33	0	
Retrieved: 25/08/2022, 09:35		Review reques	51S

 You will now be able to see an overview of the Residential Funding Referrals for your assigned outlets.

To see a detailed breakdown select the referral highlighted count next to the desired outlet.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm	Welcome AssessorUser17
	Logout
★ Home My Dashboard Residential Funding Referrals	
📖 My Dashboard	
The dashboard below displays Residential Funding Referrals in your assigned outlets. The displayed count shows the total in progress referrals assigned to the outlet. To view the outlets completed referrals please to the "Completed Residential Funding Referrals" section. A warning will be displayed when an outlet has an actionable item that is approaching or past its due date.	e select the outlet and refer
Residential funding referrals	
Community Options 363 G RFA Limited	
Community Options 70 ACT Limited	

4. The top section will display the breakdown of all in progress assessments, these are the referrals that your outlet has been assigned.

The bottom section will show a count of referrals completed in the current calendar month and the previous calendar month.

Each count is a link that will take you to the list of referrals with the corresponding filter applied.

Residential funding refe	rrals	Comm	unity Options RFA	Limited			
Community Options	363	In Progre	In Progress Residential Funding Referrals				
RFA Limited		Incoming	1	<u>348</u>			
Community Options	<u>70</u>	Unassigr	ned	1			
		Assigned	i	<u>14</u>			
		Complete	ad Basidantial Funding Ba	forrolo			
		Complete	ed Residential Funding Re	ienais			
		Complete	ed this month	<u>0</u>			
		Complete	ed previous month	<u>0</u>			
					-(

•