Assessor Portal User Guide 1 - Registering and referring clients for assessment

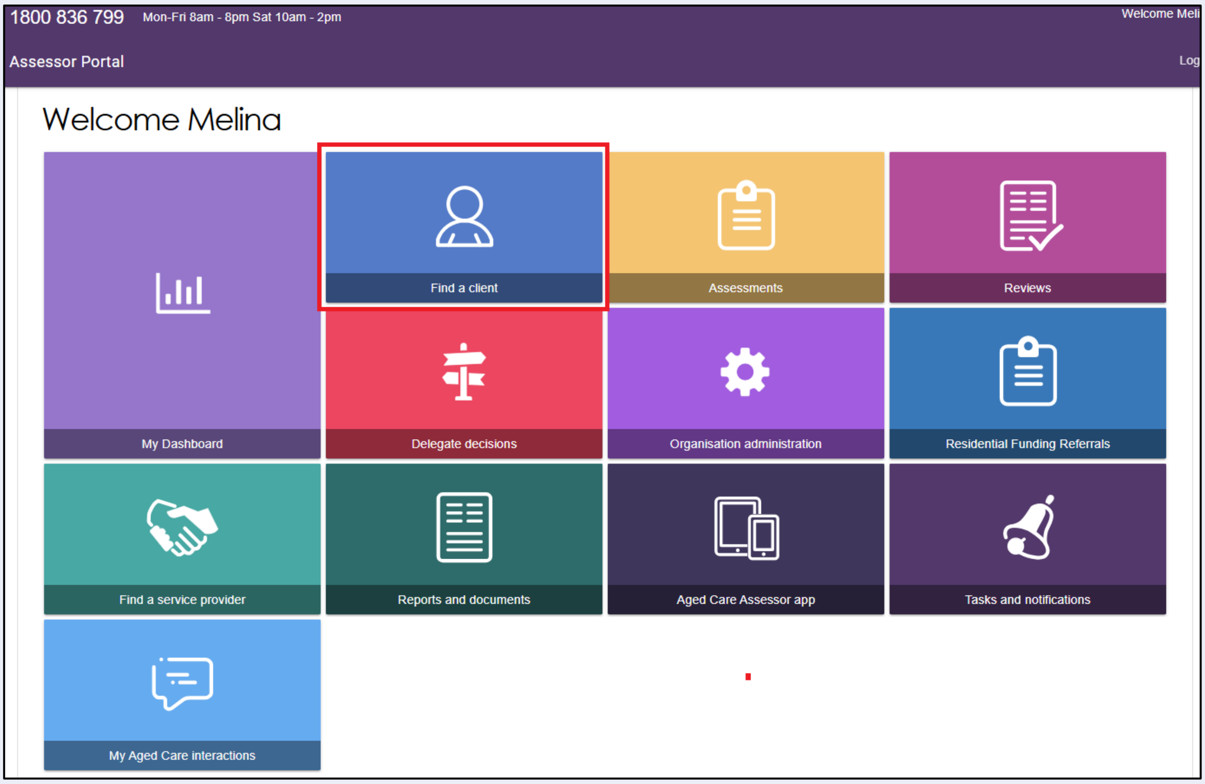
This user guide is to assist aged care needs assessors (assessors) in using the My Aged Care assessor portal (assessor portal) or the Aged Care Assessor App (the App) to register clients and refer them for assessment.

This guide is divided into the following topics:

Finding a client in the Portal

Before you register a person, you need to confirm that they do not already have a client record. Follow the steps below to determine if the client has an existing record.

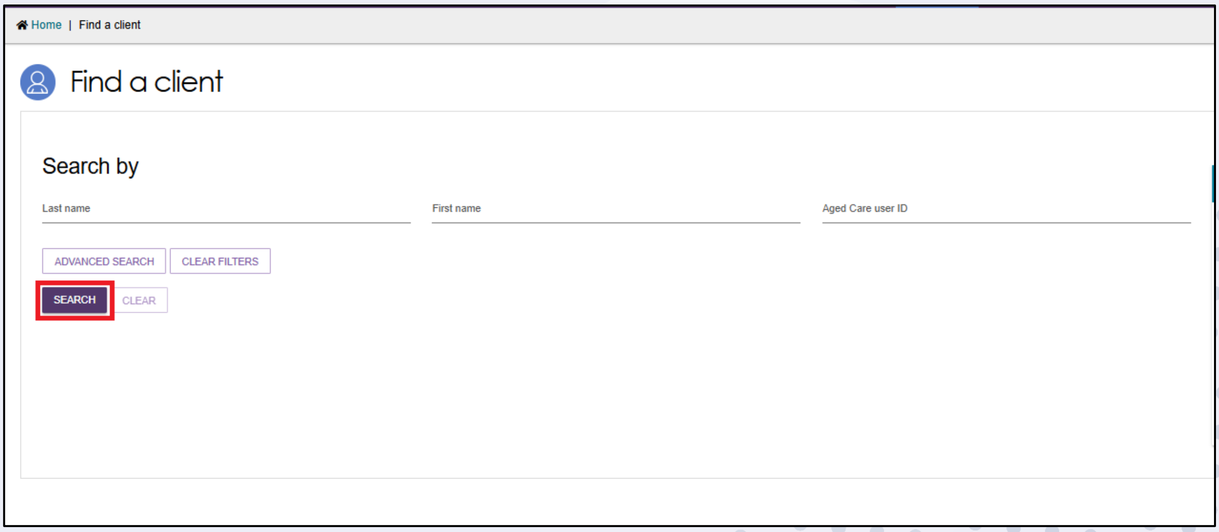
1. Select **Find a client** from the home page.



2. Next, search for the client. There are two ways to search: Normal or Advanced.

Normal Search

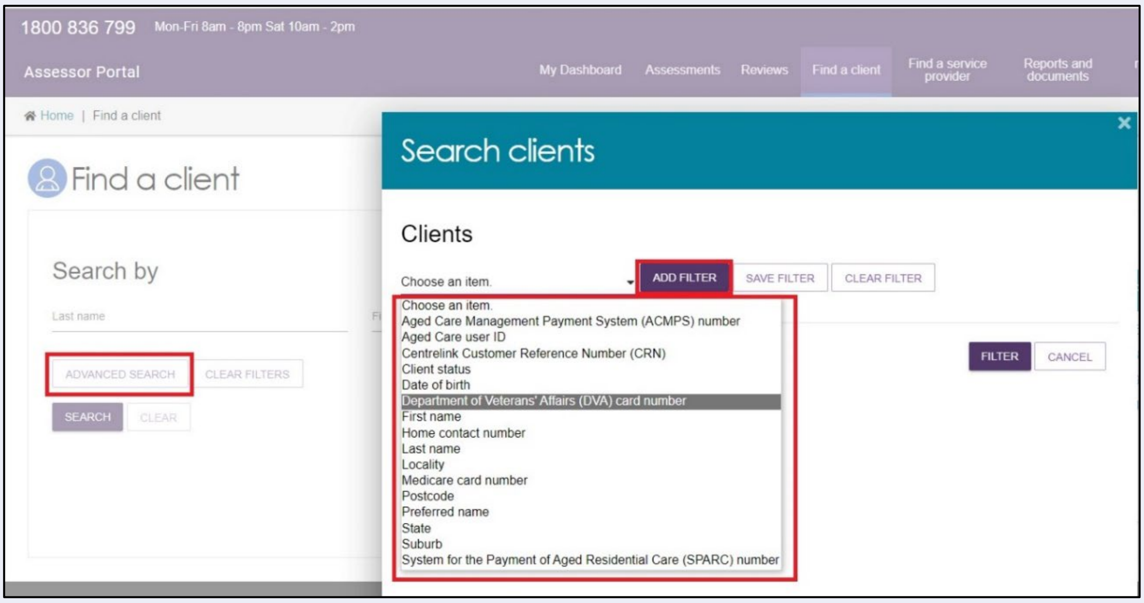
Enter the client's first name, last name and/or Aged Care User ID and select **SEARCH**.



Advanced Search

Alternatively, you can select **ADVANCED SEARCH** to conduct a custom or refined search.

The Advanced Search functionality allows you to search by additional fields, such as date of birth, Medicare number, suburb, etc. This filter can be applied across various sections within the portal. Choose the required filter item from the dropdown menu and select **ADD FILTER**.

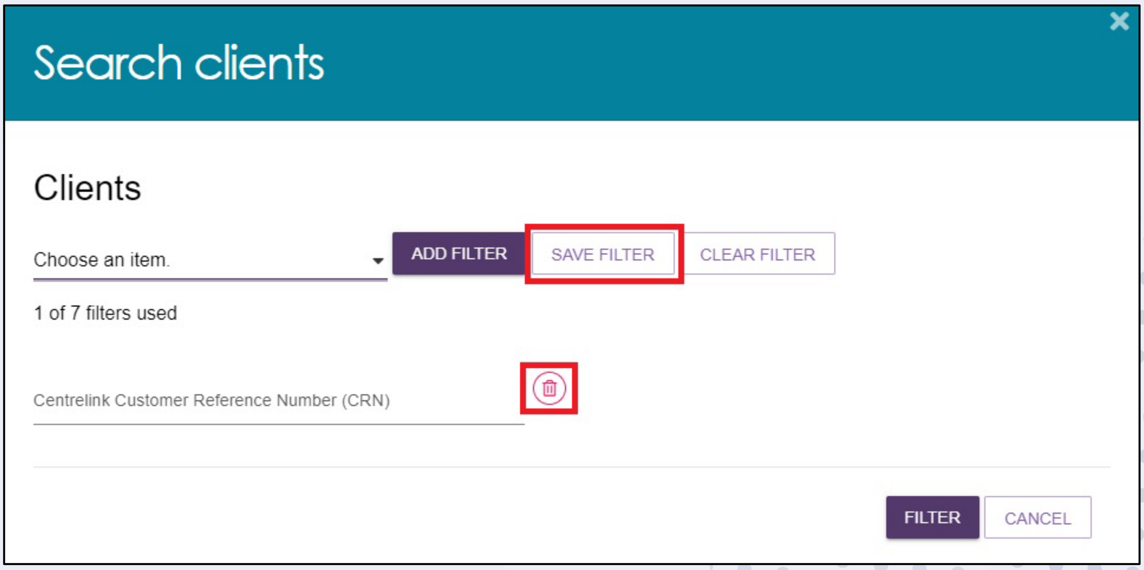


You can save a filter for future use by choosing the item and selecting **SAVE FILTER**.

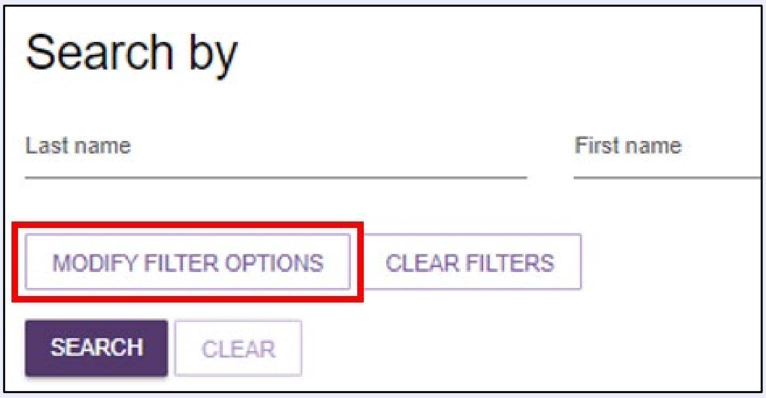
This will display the custom filter (shown below) so it can be easily accessed in the future.

To remove a filter, select the red **Recycle Bin** button next to the filter you wish to remove. You can choose to add that filter back again.

To apply your chosen settings, select the **FILTER** button.



When filters have been applied, the **Advanced Search** link changes to **MODIFY FILTER OPTIONS**.



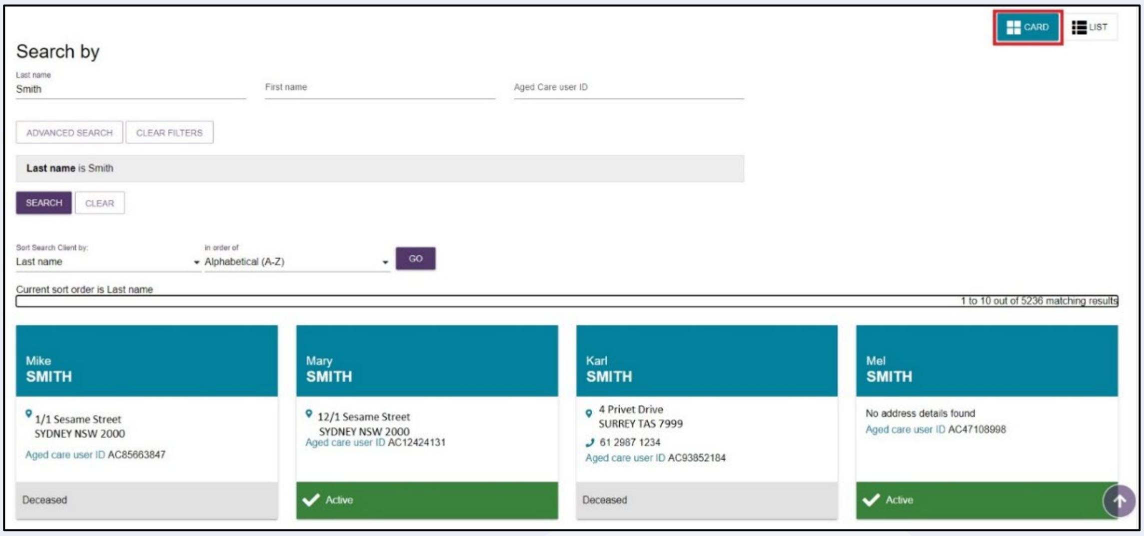
Selecting **CLEAR FILTERS** will clear the information entered.

Selecting **CLEAR** will clear any current search results.

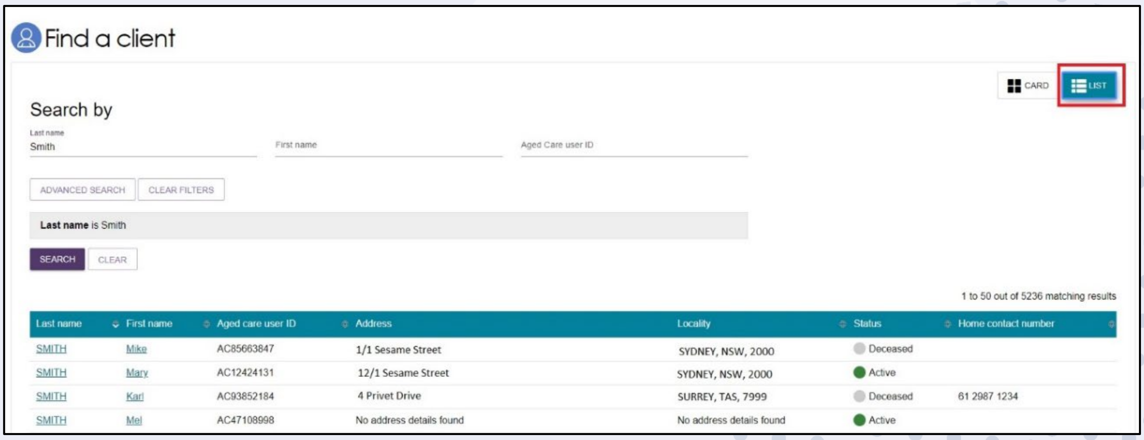
Any matching search results will be displayed.

The results will be shown either in Card view or List view, depending on your selection.

Example of card view



Example of list view



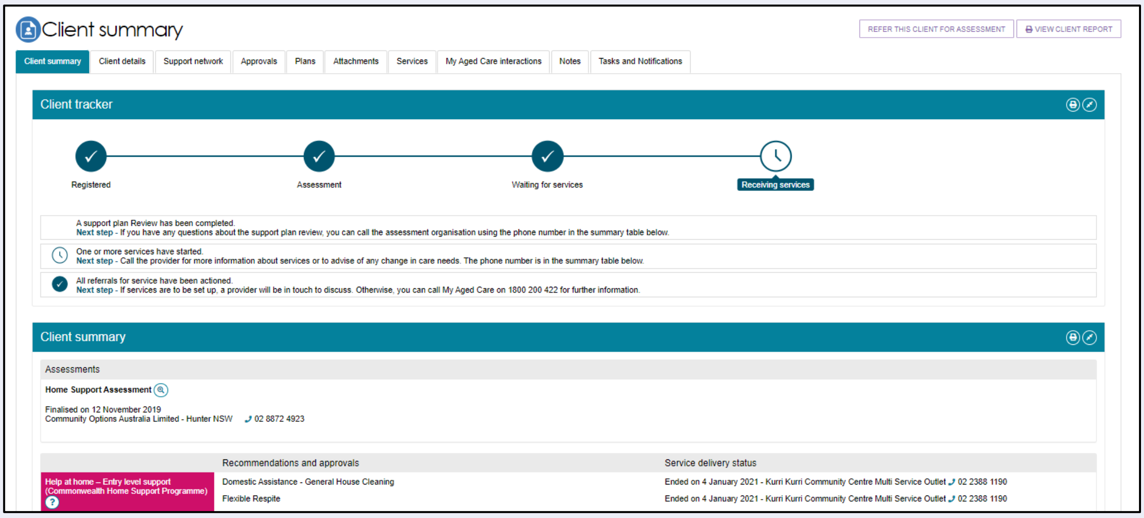
Where there are multiple search results, please ensure you review the records first to determine the appropriate client.

Client summary

After selecting the appropriate client, the **Client summary** tab will display. This tab aims to provide a snapshot view of where a client is in their aged care journey. It contains key information the client, including:

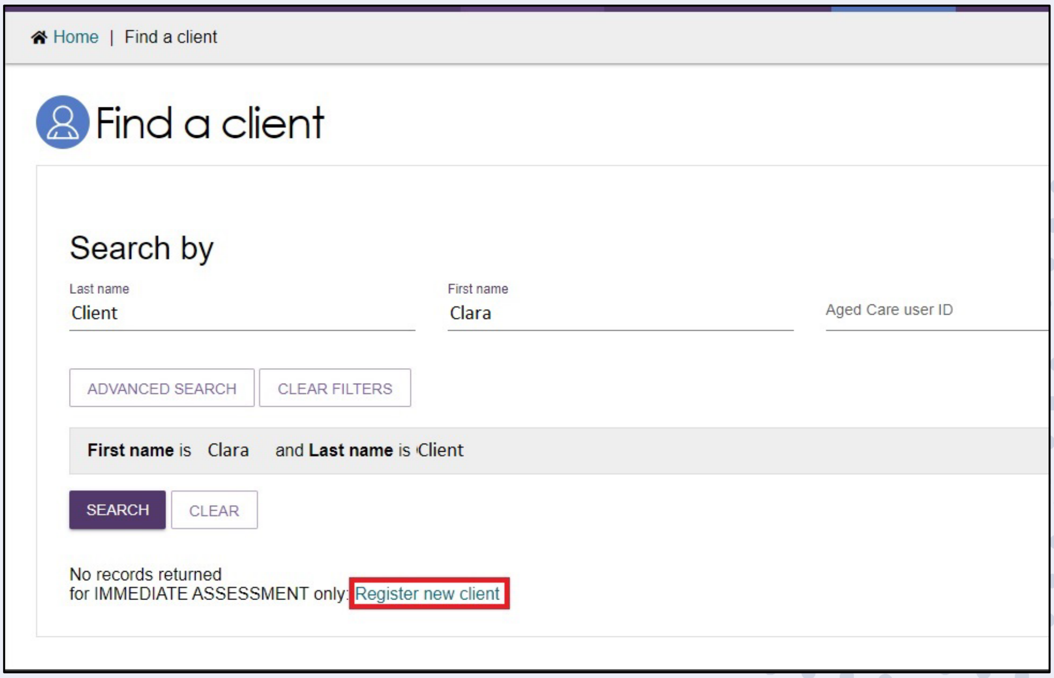
- Assessment information
- Approvals
- Service recommendations
- Service delivery information
- Goals and reablement
- Any periods of linking support.

Information will only be displayed where it is applicable to the client.



3. If there are **No records returned** (as shown below), you can select **Register new client** for immediate assessment only.

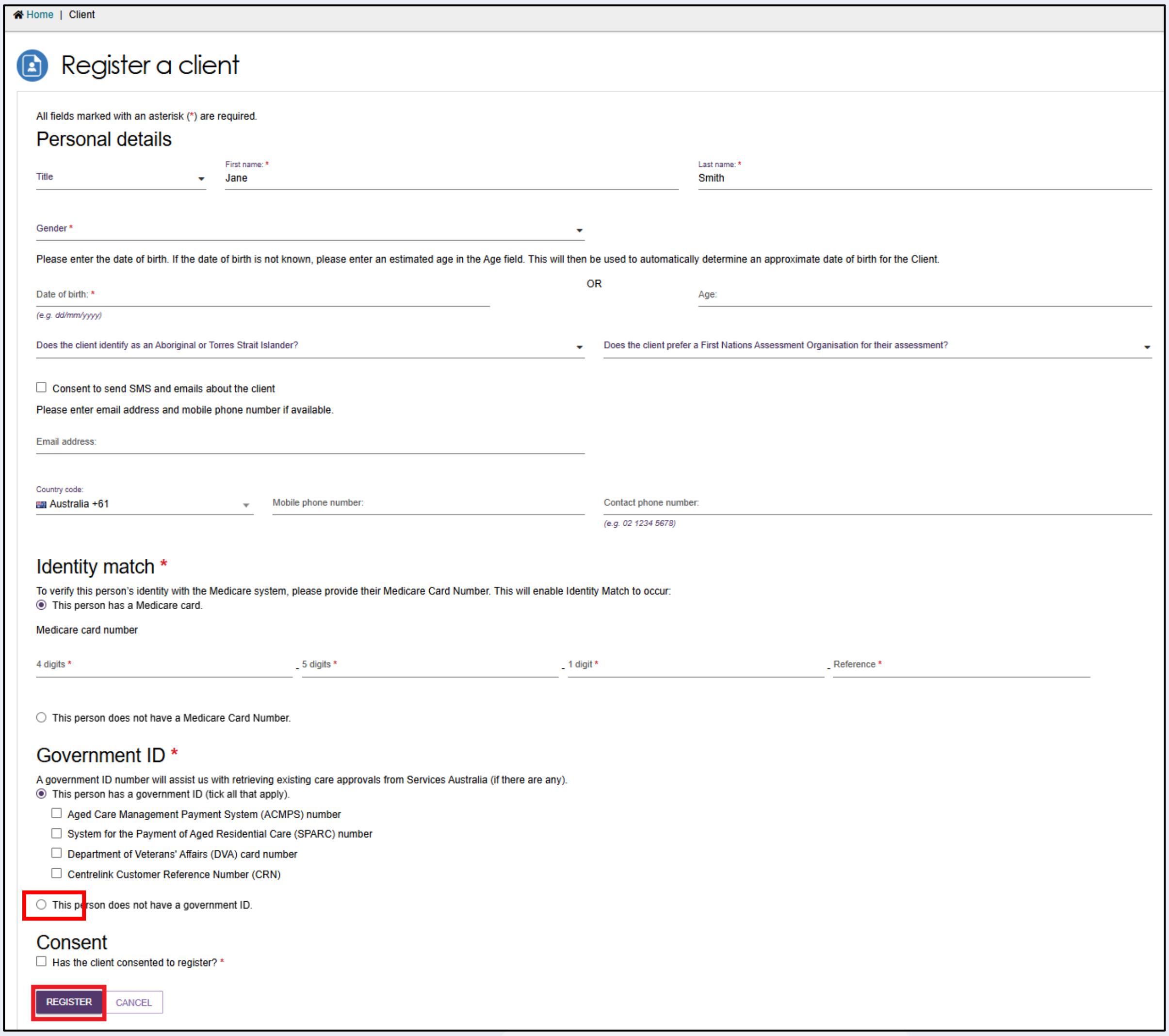
! You must have the client's consent to successfully complete registration.



Registering a client in the Portal

After the search for a client returns no records (see above), the **Register a client** link will be displayed.

Enter client details and select **REGISTER**.


Home | Client

Register a client

All fields marked with an asterisk (*) are required.

Personal details

Title

First name: * Jane

Last name: * Smith

Gender *

Please enter the date of birth. If the date of birth is not known, please enter an estimated age in the Age field. This will then be used to automatically determine an approximate date of birth for the Client.

Date of birth: * OR Age:

(e.g. dd/mm/yyyy)

Does the client identify as an Aboriginal or Torres Strait Islander?

Does the client prefer a First Nations Assessment Organisation for their assessment?

Consent to send SMS and emails about the client

Please enter email address and mobile phone number if available.

Email address:

Country code: Australia +61

Mobile phone number:

Contact phone number:

(e.g. 02 1234 5678)

Identity match *

To verify this person's identity with the Medicare system, please provide their Medicare Card Number. This will enable Identity Match to occur:

This person has a Medicare card.

Medicare card number

4 digits * - 5 digits * - 1 digit * - Reference *

This person does not have a Medicare Card Number.

Government ID *

A government ID number will assist us with retrieving existing care approvals from Services Australia (if there are any).

This person has a government ID (tick all that apply).

Aged Care Management Payment System (ACMPS) number

System for the Payment of Aged Residential Care (SPARC) number

Department of Veterans' Affairs (DVA) card number

Centrelink Customer Reference Number (CRN)

This person does not have a government ID.

Consent

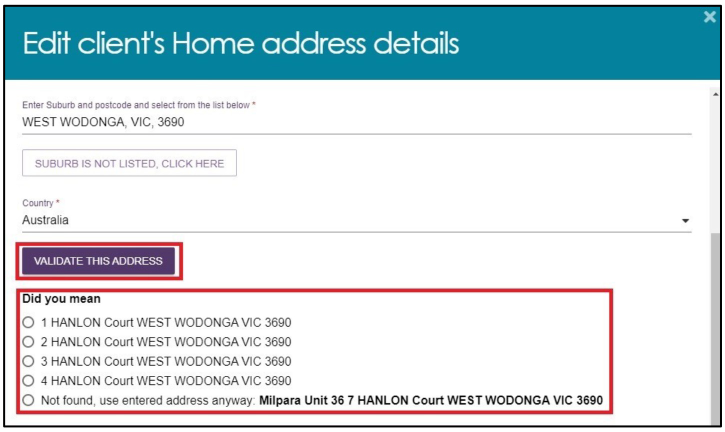
Has the client consented to register? *

REGISTER CANCEL

The details include Name, contact details, if the client identifies as Aboriginal or Torres Strait Islander, if the client has a preference for a First Nations Assessment Organisation (if available), Medicare number and status, government ID and status, and consent status.

! Note: First Nations assessment organisations will be standing up slowly over time to offer a choice for Aboriginal and Torres Strait Islander people from 1 July 2025. A limited number of pilot sites will commence in parts of Australia in March 2025. Over time, the service will extend its reach and work towards covering more areas across Australia.

! Remember to validate the address when you enter a new address or when you edit an existing address. This will ensure that any correspondence will be sent to the correct address.



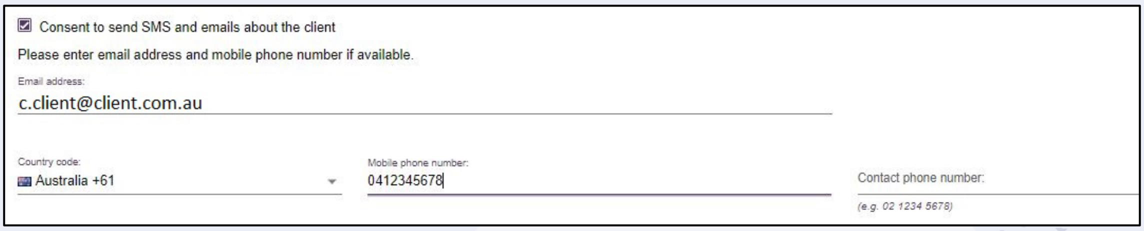
Email and SMS Notifications

! Client email addresses and/or mobile phone numbers can be captured at registration.

You must have the client's consent to receive email and/or SMS notifications.

Clients and/or their representatives can nominate an email address and/or mobile phone number to receive notifications when they reach key stages of their My Aged Care journey.

To set up email and/or SMS notifications for a client at registration, select the **Consent to send SMS and emails about the client** checkbox and input an email address and/or mobile phone number.



Email and/or SMS notification preferences can be can be viewed or modified on the **Client details** tab in the assessor portal. Refer to the [My Aged Care – Assessor Portal User Guide 2 – Registering support people and adding relationships] for information about enabling email notifications for existing clients and representatives.

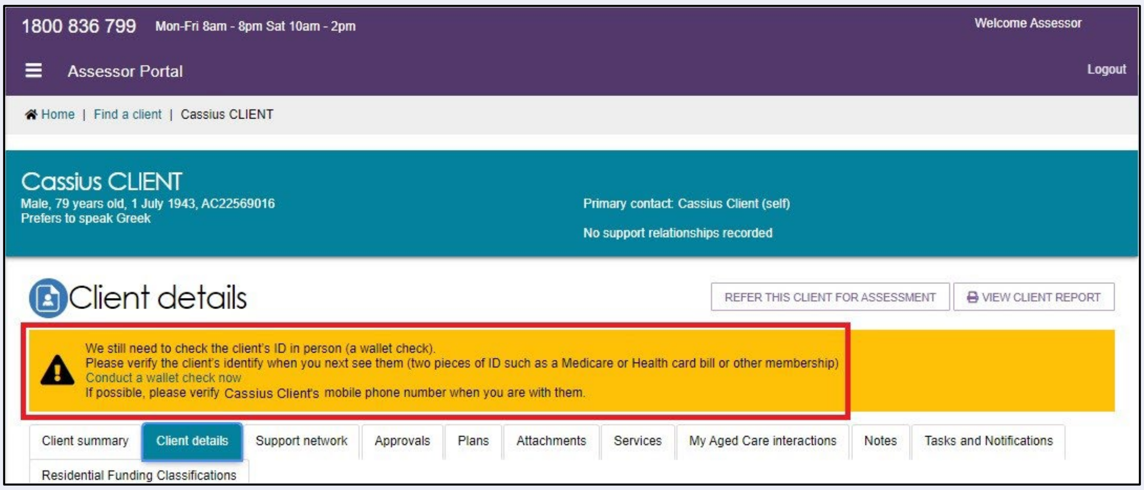
Registering or assessing a client in the App

If you are using the App and you need to undertake an assessment for a client who has not been referred to your organisation, you can use the **Add offline client** function. See the [Aged Care Assessor App User Guide] for this process.

When you are reconnected to the Internet, you will need to register the client if they do not have an existing record and facilitate a referral for assessment via the contact centre before linking the offline client to the registered record.

Verifying a client’s identity

1. From the Client Record in **Find a client**, you can verify the client’s identity by selecting **Conduct a wallet check now**. The wallet check can also be conducted through the App or at other stages of the assessment.

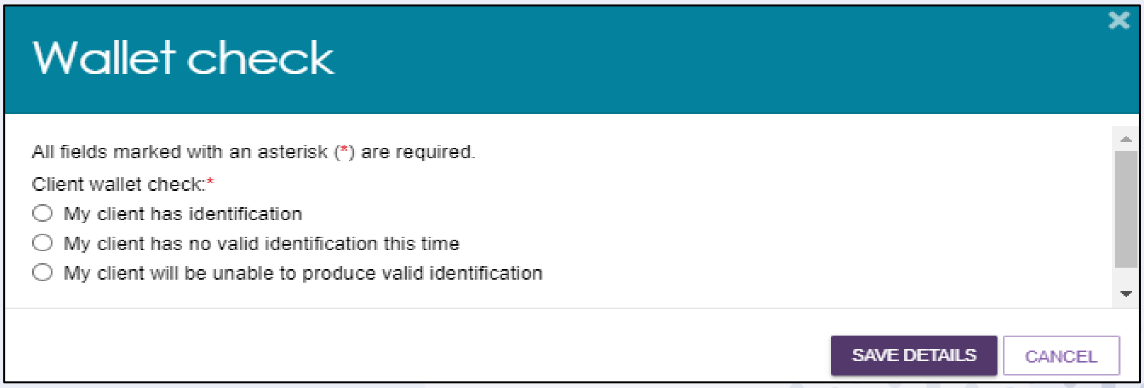


2. A dialog box appears. Select the appropriate scenario and then select **SAVE DETAILS**.

If you select **My client has identification**, you will then be prompted to enter two types of ID and the date that you have performed the check.

If you select **My client has no valid identification this time**, you will then be prompted to ask the client for ID in the future.

If you select **My client will be unable to produce valid identification,** you will not be prompted to ID-check this client in the future.



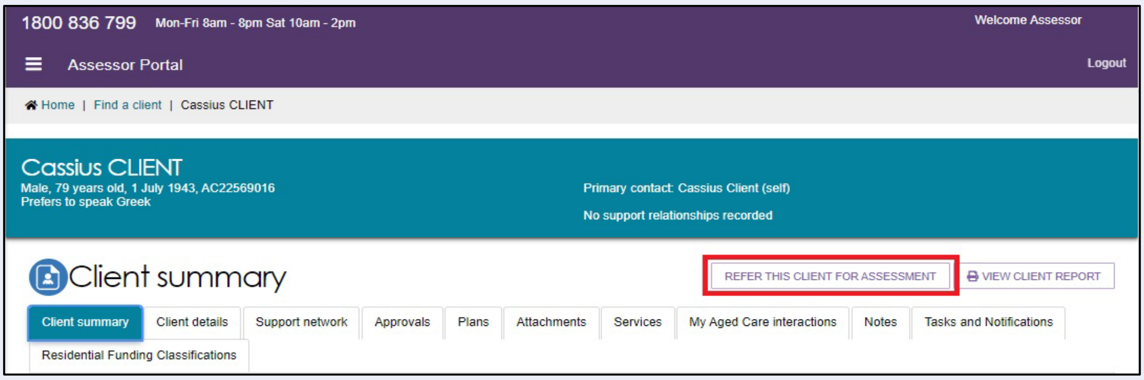
Self-referring a client

! Triage must be completed by a clinical staff member who holds the Triage Delegate role in the My Aged Care assessor portal.

For further information on the Triage Delegate role, visit My Aged Care Assessor Portal User Guide 12 – Managing Delegate Roles.

! Assessors can self-refer clients for assessment as long as the assessment type is support by their outlet. For example, non-clinical aged care needs assessors (non-clinical assessors) can self-refer for both Home Support and Comprehensive assessments if their outlet supports both assessment types.

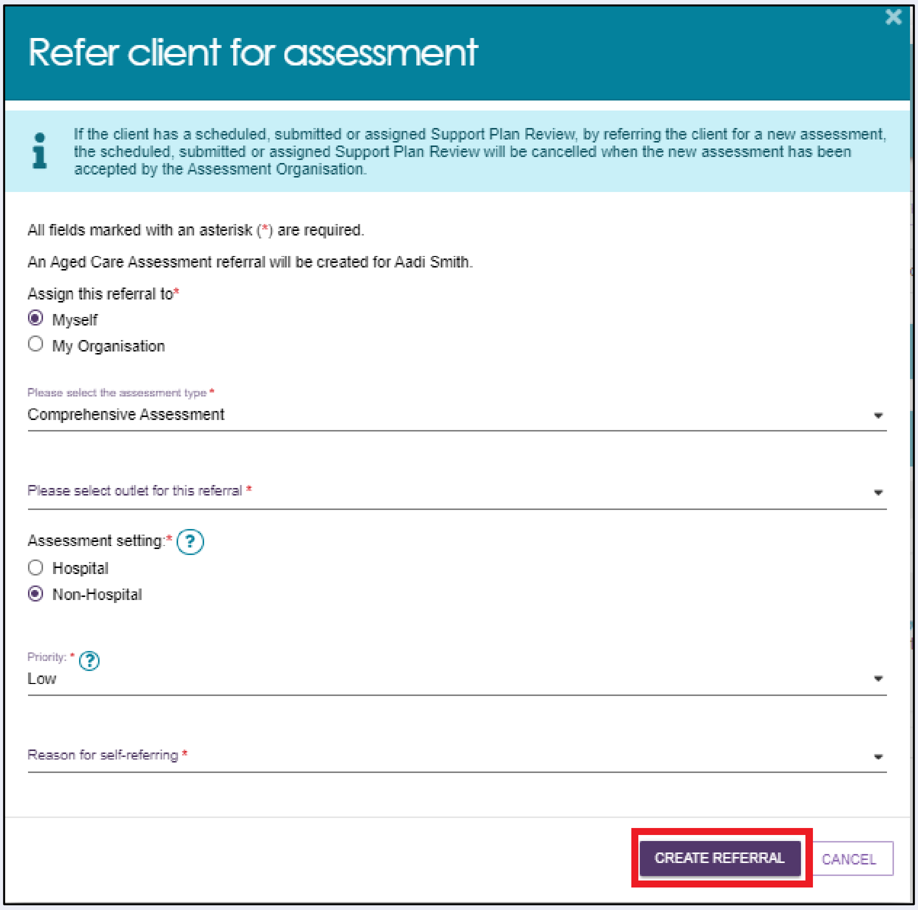
From the Client record in **Find a client**, you can self-refer the client for assessment by selecting **REFER THIS CLIENT FOR ASSESSMENT**.



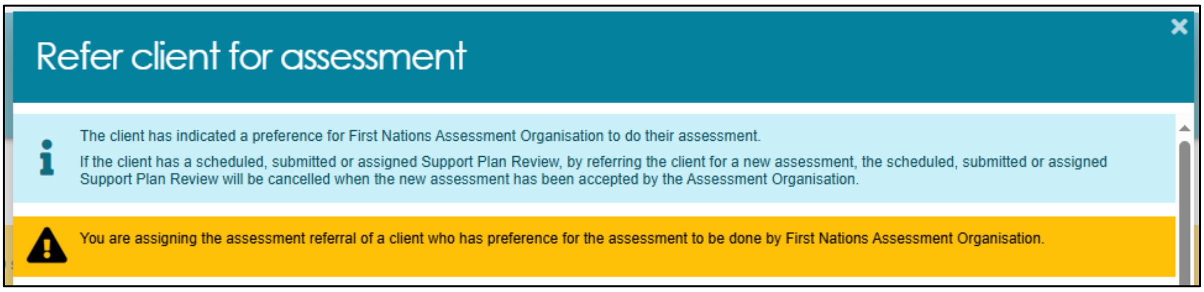
1. In the pop-up box you will need to:

- assign the client to Myself or to My Organisation
- select the assessment type (comprehensive or home support)
- select the outlet for this referral
- select the assessment setting (for comprehensive assessments only)
- choose the assessment priority rating (High, Medium, Low)
- the reason for self-referring (remote assessment, first nations, in-hospital, homeless or at risk of or vulnerable).

Then, select **CREATE REFERRAL**.



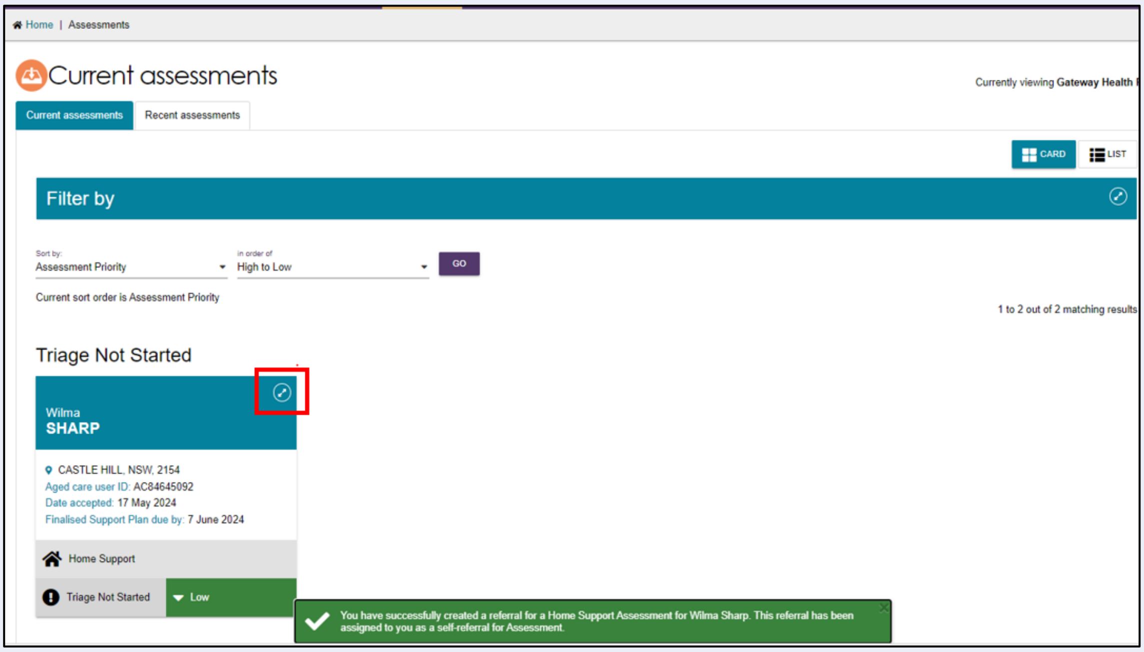
! If the client has a preference for their assessment to be completed by a First Nations Assessment Organisation this will display in both the blue banner and the amber banner.



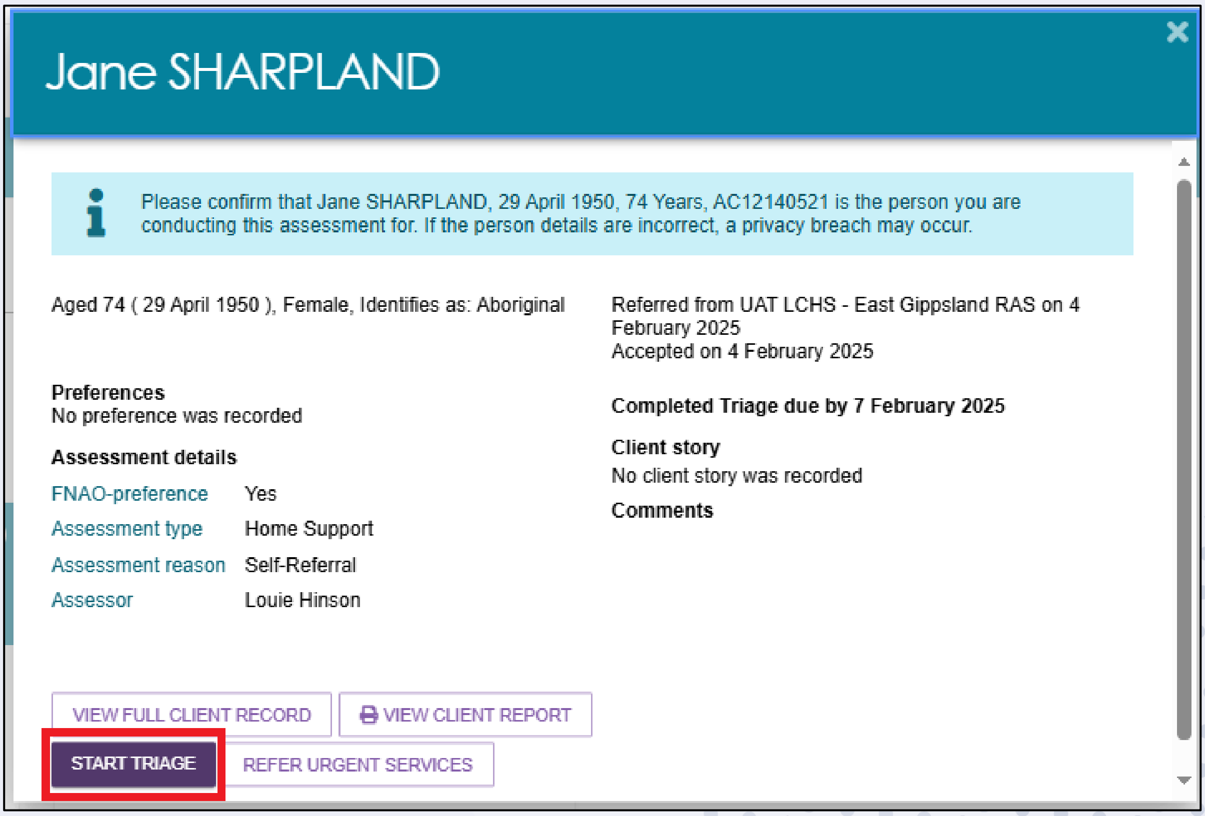
Please note, where you identify a potential client with aged care needs that is cohabitating with the current client at the time of the assessment, the assessor may wish to encourage that person to contact My Aged Care to request screening which will determine eligibility for an assessment referral. For more information, please refer to Facilitating a referral for a potential client.

2. If you have selected to assign the referral to yourself, you will then be re-directed to the **Current assessments** page. To complete the assessment, you must first undertake triage.

To begin triage, select the expand button at the top right of the client card.



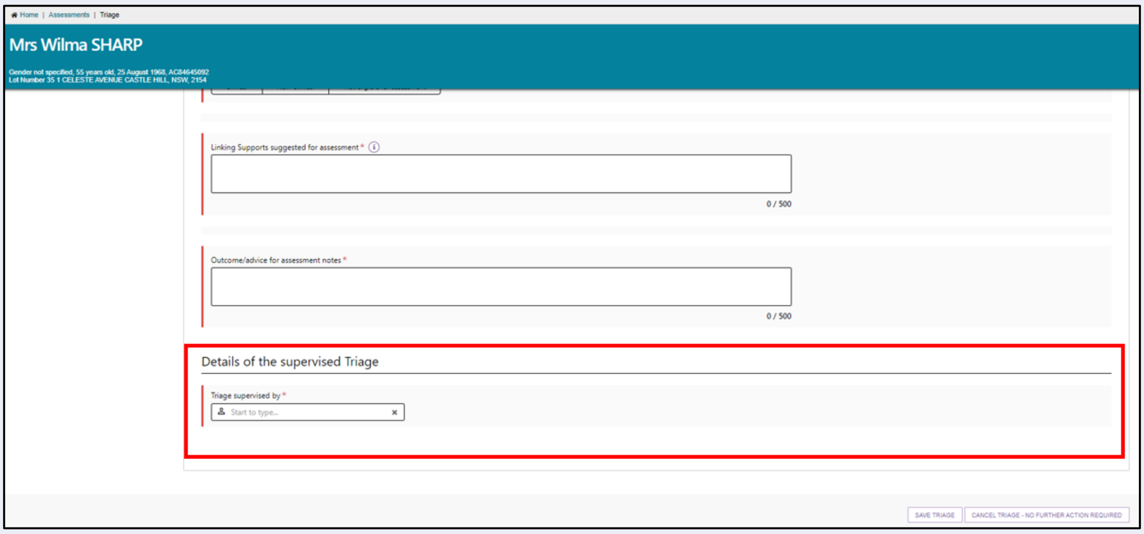
3. Next, select **START TRIAGE** and complete the relevant consent and demographic fields. Refer to the My Aged Care – Assessor Portal User Guide 3 – Managing Referrals for Assessment and Support Plan Reviews for more information.



If you have assigned the referral to **Yourself** and you are also a Triage Delegate, you can complete triage and then proceed to the assessment using the IAT.

If you have selected to assign the referral to **Yourself** and you are not a Triage Delegate, then you will only be able to complete triage with the supervision of a Triage Delegate. This must be captured in the portal at the time of triage.

To record the details of your supervision, at the bottom of the triage questions is a **Details of the supervised Triage** section. Select the relevant supervisor and then select **SAVE TRAIGE.** You will then be able to proceed with completing the assessment using the IAT.

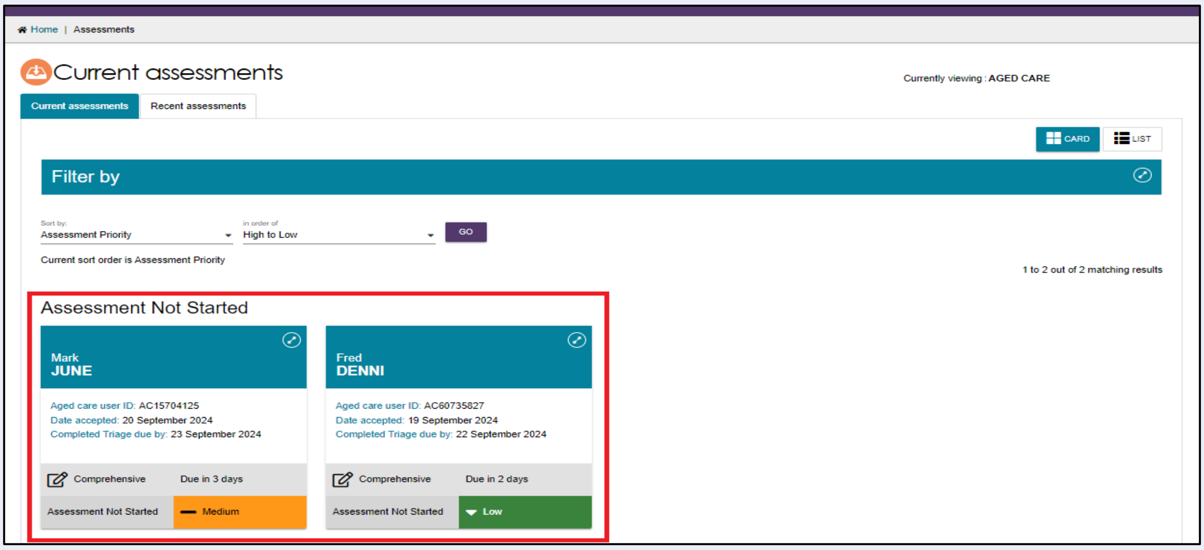


If you later choose to reject a self-referred client, you must include a detailed rejection reason that will allow the My Aged Care contact centre to appropriately action the rejected case referral and ensure the client is not delayed in receiving an assessment they may require.

Facilitating a referral for a potential client

A client referral must be assigned to you in the assessor portal before you can complete an assessment for that client. If the potential client has aged care needs that is cohabitating with the current client at the time of the assessment and who has not been referred to you, follow the steps below.

1. Encourage the person to contact My Aged Care contact centre on 1800 200 422 to request screening which will determine eligibility for an assessment referral.
2. Once eligibility is determined, a team leader will need to accept the referral in the assessor portal.
3. A Triage Delegate will then need to complete triage.
4. Following this the Triage Delegate or a Team Leader can then assign it to an assessor.
5. If the referral is assigned to you, it will appear in your **Current assessments** list in the **Assessments** tile. From here, you will be able to begin the assessment.


Home | Assessments
Current assessments
Currently viewing : AGED CARE
Current assessments
Recent assessments
CARD
LIST
Filter by
Sort by:
Assessment Priority
In order of
High to Low
GO
Current sort order is Assessment Priority
1 to 2 out of 2 matching results
Assessment Not Started
Mark
JUNE
Aged care user ID: AC15704125
Date accepted: 20 September 2024
Completed Triage due by: 23 September 2024
Comprehensive
Due in 3 days
Assessment Not Started
Medium
Fred
DENNI
Aged care user ID: AC60735827
Date accepted: 19 September 2024
Completed Triage due by: 22 September 2024
Comprehensive
Due in 2 days
Assessment Not Started
Low