

Assessor Portal User Guide 13 - Management of Home Care Packages

This user guide provides an overview of the system functionalities for assessment delegates and clinical aged care needs assessors (clinical assessors) in My Aged Care assessor portal (assessor portal).

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Assessor portal functions

For clinical assessors

- Recommend Home Care at a specific package level (1, 2, 3, 4).
- Recommend priority for service.
- View system generated priority for Home Care service.
- Search for an Approved Provider using Home Care parameters (language, culture, religion, specialised services, etc.).
- Send a referral for the client.

For assessment delegates

- Approve or not approve Home Care Packages at a specific level and priority for Home Care services.
- Issue an Approval or Non-Approval Letter to the client.

For both clinical assessors and assessment delegates

- Capture whether or not a client is currently seeking a Home Care Package (seeking services).
- Receive notifications of Home Care correspondence as issued to clients through My Aged Care.
- Search for, and filter, notifications of Home Care correspondence.
- Generate a report at the outlet level that will display all the clients for whom the clinical assessors and Assessment Delegates have nominated to receive notifications.
- Extend response times for clients beyond the 56-day entry period by an extra 28 days.

Completing a Support Plan



The Goals & recommendations tab is where you will record the clients:

- areas of concerns,
- goals to address their concerns,
- any services or general recommendations, and
- any care type recommendations.

Home Care Packages are care types delivered under the Aged Care Act 1997 (the Act). If they need a delegate decision, this can be done at <u>Add a care type for delegate decision</u>.

Support plan a	nd services				GO TO THE ASSESSMENT	PRINT COPY OF SUPPORT PLA
You have report(s) that are ready to be dow	nioaded. To download, go to <u>Reports p</u>	<u>age</u> .				
dentified needs Goals & recommendat	tions Decisions Manage service	es & referrals	Associated People	Review		
IAT outcome						\odot
IAT outcome: CHSP Current assessment type: Comprehe	nsive Assessment					
Client concerns and g	oals					
ADD AREA OF CONCERN						
Other recommendatio	ns					
ADD A GENERAL RECOMMENDATION	ADD A SERVICE RECOMMENDATION	ADD RECO	DMMENDED LONG TERM LI	VING ARRANGEMEI	ADD A CARE TYPE FOR DE	LEGATE DECISION
ADD 'NO CARE TYPE UNDER THE ACT'	RECOMMEND A PERIOD OF LINKING	SUPPORT	RECOMMEND A PERIOD	OF REABLEMENT		
There are no service recommendations for	or this client					
COMPLETE SUPPORT PLAN AND CONTIN	NUE TO MATCH AND REFER	TO CLIENT]			

Add a care type for delegate decision

For Home Care Packages, the Priority of this care type decides the Priority for home care service. Priority for Home Care, along with the approval date, will decide the client's place in the National Priority System for Home Care Packages.

All fields marked with an asterisk (*) are required.	
Home Care Package Level 2	Y
f time-limited, when does the approval stop (optional):	
e.g. dd/mm/yyyy)	
What is the priority of this care type? * Medium	() V
The priority for home care service is Medium ? The client's preference for seeking home care services is Seeking services	
> Not seeking services	
Vhat is the agreed minimum interim package level?	
Tome Care Package Level 1	
s this emergency care? ⊃ Yes ● No	
Reason or comments	
	0 / 255

ument their If a client is under the aged of 65, several additional entry fields will exceptional circumstances.

The priority will default to **Medium** for Home Care Packages. For other care types needing an Assessment Delegate decision will default to the latest Priority for Assessment. Clinical assessors should continue to make change to the priority for service, as appropriate. Assessment delegates can change this priority during delegation or set a priority where a Home Care Package recommendation has been added.

The client's preference for seeking Home Care services determines whether the client is place on the queue for a Home Care Package. This should be discussed with the client and then the appropriate answer selected from the **Add care type for delegate decision** page.

Please note, the system will default to Seeking services.

If a client opts to not seek services and they change their mind in the future, they will not be disadvantaged as their position in the queue will be determines by the date of their original Home Care Package approval.

Add care type for delegate decision	×
All fields marked with an asterisk (*) are required. Which care type applies? * Home Care Package Level 2	Y
If time-limited, when does the approval stop (optional): (e.g. ddtm:n/yyy) What is the priority of this care type?*	•
The priority for home care service is Medium ? The client's preference for seeking home care services is	Y
Soening services Not seeking services What is the agreed minimum interim package level? Home Care Package Level 1	Y
Is this emergency care? O Yes No Reason or comments	
SAVE TO PLAN CAN) / 255

! Please note that interim packages are not being released at this time. Any decision to reinstate interim packages will be communicated to clinical assessors through the regular bulletins.

If it is determined that a client has a high priority for a Home Care Package, a reason must be selected from the reasons provided. The clinical assessor must also give further reason/comments in the comments field to further describe the reason for recommending a high priority Home Care Package.

Add care type for delegate decision	*
All fields marked with an asterisk (*) are required.	
Which care type apples? * Home Care Package Level 2	V
If time-limited, when does the approval stop (optional):	
(e.g. outmini yyyy) What is the priority of this care type?* High	() V
The priority for home care service is High ?	
What is the reason for a high priority home care recommendation ? (?) * Carer is in crisis or no longer able to provide care due to: Personal safety at risk Immediate risk of the client entering residential care due to:	
The client's preference for seeking home care services is Seeking services Not seeking services	
What is the agreed minimum interim package level? Home Care Package Level 1	\checkmark
Is this emergency care? ○ Yes	
Reason or comments *	(?)
	0 / 255
SA	AVE TO PLAN CANCEL

Seeking Home Care services

Upon the Assessment Delegate's approval of a Home Care Package, the client will be placed on the National Priority System for Home Care Packages. Their position in the National Priority System is determined by the approval date and priority for home care. However, they will not be assigned a package until they have indicated that they are currently seeking services.

This can be set when adding a care type for delegate decision in the support plan, and/ or modified after an approval is granted.

Home Care Package approval details and the seeking services status are shown in the client record under the **Approvals** tab.

Client summary	Client details	Approvals	Plans	Attachments	Services	My Aged Care interactions	Notes	Tasks and Notifications

Setting preference to not seeking Home Care services

1. If a client is waiting for their approved Home Care Package on the National Priority System and does not wish to seek Home Care services, you can record their preference by selecting **NOT SEEKING SERVICES**.

Package pending (not assigned) greed minimum package Home Care Package Level 2 🕢						
Request for Home Care Pac	ckage Level 4					
Priority for home care services Medium						
Expected time to approved pack	Expected time to approved package Calculation Pending for Home Care Package Level 4 ?					
Interim package	Home Care Package Level 2 assigned on 19 February 2019					
Interim Home Care Package	ting take-up					
interim nome oare rachage	Package assigned 19 February 2019					
Package assigned 19 February	ry 2019					
Package assigned 19 February Take-up deadline 16 April 201	ry 2019 19					
Package assigned 19 February Take-up deadline 16 April 201 Status Assigned et	ry 2019 I19 #ffective 19 February 2019 with reason: Package Assigned					

2. If selecting **NOT SEEKING SERVICES** for a package that has not yet been assigned, the following message will display.

Seeking home care services preferen	x x	
 The client's preference for seeking home care services determines whether the client i All fields marked with an asterisk (*) are required. Is the client seeking home care services? * Seeking services Not seeking services Reason * Select one Care needs reduced Permanent residential care Other care arrangements Means testing Did not wish to specify Other. Please specify Other. Please specify Returned Mail 	s queued for a home care package. 0 / 100	
	SAVE	

3. If a package has been assigned and the client wishes to decline, go to the **Approvals** tab and choose **DECLINE – NO LONGER SEEKING SERVICES**.

Assigned packa	age awaiting take-up
Home Care Pack	age Level 2 - Take-up by 22 April 2019
Package assigned	25 February 2019
Take-up deadline	22 April 2019
Status	Assigned effective 25 February 2019 with reason: Package Assigned
EXTEND RESPON	ISE PERIOD DECLINE - NO LONGER SEEKING SERVICES

Setting preference to seeking services

Selecting the edit button next to the current seeking service preference will bring up the following message.

Seeking home care services preference	×
The client's preference for seeking home care services determines whether the client is queued for a home care package.	
All fields marked with an asterisk (*) are required. Is the client seeking home care services?* Seeking services Not seeking services	
	SAVE

If the client has an approval for a Home Care Package, and their preference was set to **not seeking** the following message will display.

Request a package?	×	
The following package request(s) will be included on the National Home Care Package Queue: Home Care Package Level 2 - queued from 27 February 2019 Are you sure you want to continue? The client can be removed from the queue by changing their preference to not seeking home care services.		
YES,	REQUEST A PACKAGE NO, CANCEL	

Notification of Home Care Package correspondence

For those clients that a clinical assessor wishes to monitor more closely, clinical assessors can elect to be notified of Home Care correspondence sent to the client. This notification can be enabled from any tab in the clients support plan or on the **Approvals** tab in the client record. This option is only visible if there is a recommendation for home care.

COMPLETE SUPPORT PLAN	REQUEST/CHANGE NOTIFICATION OF HOME CARE CORRESPONDENCE	RETURN TO CLIENT

The notification link will only be enabled if the client has been marked as **Seeking services** or a Home Care Package recommendation has been made. This is also available when viewing Home Care Approvals in the client record, as shown below.

Home care All dates and times are in Australian Eastern Standard Time (AEST)	
Seeking services 🕢	Notify of home care correspondence
Last changed on 27 February 2019 06:00:45 PM by Steve Herrera (Assessor)	No-one selected

Only one person from an outlet can be selected to receive this notification. The preference is shown below. All clinical assessors and assessment delegates from the assessment outlet will be displayed in a drop-down menu.

Notify of home care correspondence	x
No-one is currently selected to receive notifications when Andy JORGENSEN is sent home care correspondence.	
All fields marked with an asterisk (*) are required.	
⊖ Do not notify anyone	
Notify of home care correspondence	
Recipient *	
Bella BLUETT	-
	SAVE CANCEL

Team Leader role

In the team leader role, you can view which clinical assessor or Assessment Delegate is currently receiving the client's Home Care Package correspondence notifications. You will also have the ability to reassign a client or an individual or make bulk reassignment changes to a different clinical assessor or Assessment Delegate in an outlet.

1. In the **Tasks and Notifications** tab select **HCP Notifications** tab. If you manage more than one outlet you may choose which outlet to view from the dropdown.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm	Welcome Arlene
■ Assessor Portal	Logout
HCP Notifications Tasks Notifications HCP Notifications Maximum HCP wait times	
All fields marked with an asterisk (*) must be completed before submission Outlet:* Select one The outlet field is required Please select the outlet to view the notifications.	

- 2. Once you have chosen the outlet to view you will see the following details:
 - Last Name
 - First Name
 - Aged Care User ID
 - Locality
 - Who receives the notification (First name, Last name)
 - The last column is a select tick box which allows the team lead to complete individual or bulk reassignments.

•	Notifications	HCP Notification	s Maximum HCP wait	times		
fiel	ds marked with an	asterisk (*) must	be completed before subr	nission		
it ' let	в	-	GO			
h 3	colociad DEAS	SIGN				
	Selected				1 to 10 out of 20	3 matching results
	Last name	First name	Aged care user id	e Locality	Who receives the notification	Content Content
	IANNI	Frederick	AC89671622	ALICE SPRINGS, NT, 0872	Marion Pollock	
	KEARNY	Richard	AC37054590	ALICE SPRING, NT, 0870	Henry Monfore	
	BOISCLAIR	Floyd	AC90979964	ALICE SPRINGS, NT, 0870	Henry Monfore	۲
	BOISCLAIR	Leonard	AC69145357	ALICE SPRINGS, NT, 0870	Henry Monfore	
	BOISCLAIR	Warren	AC75244160	ALICE SPRINGS, NT, 0870	Will Damion	
	BOUY	Frederick	AC91289116	ALICE SPRINGS, NT, 0870	Henry Monfore	
	CATRONE	Sam	AC96320320	ALICE SPRINGS, NT, 0870	Henry Monfore	
	CATRONE	Walter	AC99643819	ALICE SPRINGS, NT, 0870	Henry Monfore	
	CONLAN	Wesley	AC99788341	ALICE SPRINGS, NT, 0870	Henry Monfore	
	CRAYFORD	Alvin	AC54911813	ALICE SPRINGS, NT, 0870	Henry Monfore	

3. By clicking the **REASSIGN** button, the **Re-assign Home Care correspondence notifications** pop-up will be displayed where you can select the new recipient and finalise by clicking the **SAVE** button.

Re-assign Home Care correspondence notifications						
All fields marked with an asterisk (*) are required.						
Please select Home Care correspondence notification recipient						
Alfred Catrone						
O Gerda Chubb						
O Will Damion						
O Harold Decarvalho						
○ Sidney Fereday						
O Halle Hamilton						
O Levi Hills						
SAVE CANCEL						

Home Care Package correspondence sent to clients

There are a number of letters sent to clients related to their Home Care Package at different stages. Copies of these letters will also be sent to their representative/s.

Correspondence	Content
Package Assignment Notice	Client assigned a Home Care Package. Your client (Aged Care User ID), has been assigned a Home Care Package by My Aged Care. Package assignment – You've been assigned a level Home Care Package.
Extend Response Confirmation	Client has been granted a 28-day extension to enter a Home Care Agreement. Your client (Aged Care User ID), has been granted an extension and now has until <package +="" 28="" date="" days="" expiry=""> to enter into a Home Care Agreement. You recently asked for more time to find a home care provider and enter into a Home Care Agreement. I am pleased to advise that you have been given an extension and now have until XX XX 202X to enter into a Home Care Agreement.</package>
Seeking Service Confirmation	Client is now seeking home care services. Your client (Aged Care User ID), is now seeking Home Care services. Thank you for advising My Aged Care that you need a Home Care Package. I am pleased to tell you that you have now been placed in the National Priority System and will be sent a letter when a package is assigned to you. Your place in the National Priority System is based on when you were approved for home care and the priority you have been assigned.

Correspondence	Content						
Package Reinstatement	Your client (Aged Care User ID), has had their assigned Home Care Package reinstated by My Aged Care.						
	We recently wrote to you about your Home Care Package being withdrawn.						
	I am pleased to advise that your home care provider told us that you entered into a Home Care Agreement by the required date so your Home Care Package is still in place.						
Upgrade Notice or	Client assigned a higher level home care package.						
Upgrade Notice (consecutive)	Your client (Aged Care User ID), has been assigned a higher level Home Care Package by My Aged Care.						
	You are receiving a level <previous assigned="" level="" package=""> Home Care Package, but I am happy to advise you that a higher level Home Care Package is now available, to offer you more support to remain living at home.</previous>						
	You have now been assigned a Level X Home Care Package allowing you to receive additional services.						
	Upgrade Notice (consecutive) –						
	I am happy to tell you that a higher Level Home Care Package is now available to offer you more support to remain living at home.						
	You have now been assigned a Level X Home Care Package. If you have not already done so, you now have until XX XX 202X to enter into a Home Care Agreement.						
	Less than approved level - Your Home Care Package level has increased. You have now been assigned a level <assigned level="" package=""> Home Care Package. This package lets you receive additional services while you stay on the national priority system for a level <approved level="" package=""> package.</approved></assigned>						
Withdrawal Notice	Client's Home Care Package withdrawn.						
	Your client (Aged Care User ID), has had their Home Care Package withdrawn by My Aged Care.						
	You were assigned a level <withdrawn level="" package=""> Home Care Package on <withdrawn assignment="" date="" package="">.</withdrawn></withdrawn>						
	Residential care - Your package was withdrawn because you are receiving residential care.						
	Lapsed approval - Your package was withdrawn because your approval for a Home Care Package was only valid until <home care="" date="" expiry="">.</home>						
	Services not commenced - You needed to have chosen a home care provider and entered into a Home Care Agreement by <withdrawn date="" expiry="" package="">.</withdrawn>						
	Services not recommenced - You recently stopped your Home Care Package with <provider name=""> on <date>.</date></provider>						
	You needed to have chosen a home care provider and entered into a Home Care Agreement by <withdrawn date="" expiry="" package="">.</withdrawn>						
	Assignment declined - You recently told My Aged Care that you no longer want a level <withdrawn level="" package=""> Home Care Package. As a result:</withdrawn>						
	 Your level <withdrawn level="" package=""> package has now been withdrawn</withdrawn> 						
	 your client record has been changed to show that you are not seeking services 						
	 you have been removed from the Home Care Package national priority system. 						

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Correspondence	Content
Referral code reactivation	Client's referral code has been reactivated. You recently asked for your referral code to be reactivated. I am pleased to advise that your referral code has now been reactivated and can be used to change your home care provider.
All	Full details are contained in the client letter which will typically be available within 24 hours. The letter can be accessed from the Attachments tab in their client record.

Confirming client contact information is accurate

To ensure correspondence is received, the client's address details need to be correct. This is particularly important for Home Care Package clients as they have 56 days in which to enter a Home Care Agreements, with an additional 28 days if required. To view and edit client's contact details within the assessor portal follow the below instructions.

1. From the client card, select **Client Details**.

Client details										
Client summary	Client details	Support network	Approvals	Plans	Attachments	Services	My Aged Care interactions	Notes	Tasks and Notifications	Residential Funding Classifications

2. At the bottom of the client details page, select the **pencil (edit) icon** to then edit the client's home and/or correspondence address.

ent summary	Client details	Support network	Approvals	Plans	Attachments	Services	My Aged Care interactions
About To	ommie						
Persona	l information						Ø
Born 2 Janua Status: Activ	ary 1937, Australiar e	n, born in Australia, m	arried (register	ed/de facto), with partner		
To conta	ct Tommie						Ø
Contact det 02 789 02 137	ails: 0 453- (home) - Pr 8 878- (mobile)	eferred contact numb Verified	er				
Primary This is who M	Contact Ay Aged Care will o	contact first					Ø
Tommie HEF	NER (self)						
Notificati	on preferenc	ces					Ø
Current pre	ferences:						
No notificatio	n preferences four	nd					
Commur	nication requ	irements					Ø
 Prefer f Does n 	o speak English ot need help to cor	nmunicate					
Address	details						
Home addr Sirocco, 9 5	ess SLADE AVENUE C	ASTLE HILL,					Ø
Service del Sirocco, 9 5	ivery address SLADE AVENUE C	ASTLE HILL,					Ø
Send any c Sirocco 9.5	orrespondence to SLADE AVENUE C	0 ASTLE HILL					Ø

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 For more information on the processes for viewing, actioning and managing your tasks and notification preferences, refer to the <u>My Aged Care - Assessor Portal User Guide 9 - Tasks and Notifications</u>.

Notifications – Reporting

Clinical assessors and assessment delegates and are able to create a report at the outlet level. The report will display the list of clients who have been nominated either by clinical assessors or assessment delegates and wish to receive notifications related to Home Care.

1. This report is accessed in **Reports and documents** tab.

180	1800 836 799 Mon-Fridam - Spin Sat 10am - Zpin Welcome Brenna									
Ass	essor Portal			Logout						
	Welcome Brenna									
	Lui	2 Prof a client	Assessment infernate	Redev sounds						
	L <u>.III</u>	Ê		\$						
	My Dashboard	Assessments	Reviews	Organisation administration						
		s an		<u> </u>						
	Residential Funding Referrals	Find a service provider	Reports and documents	Aged Care Assessor app						
	Ś	Ę								
Taska and notifications My Aged Care interactions										
Acc	essibility Privacy Disclaimer Terms of use Copyright 9 Commonwealth of Australia ABN\$3 655 428 759			Martin Constant Newwood Hand and partice Introduction						

2. Select the BIP Home Care Correspondence Notifications Report.

me Reports and documents			
Reports and documents			
orts Forms Links			
My Reports			
Name Requested Date		Status	
	No Records found		
Reports List			
Here and the second	Deso	ription	Formats
Name			MON DDC
Name BIP ACG Assessment Management Report			ALSA, PDF
Name BIP ACG Assessment Management Report BIP Home Care Correspondence Notifications Report			CSV, PDF

3. Select the **Outlet**, **Recipient** and **Output Type** being either CSV file (comma separate values) or PDF (portable document format).

Generate re	eport	
Reports Forms Links		
All fields marked with an asterisk BIP Home Care ((*) must be completed before submission Correspondence Notifications Report	
Outlet: * Golden Assessment Outlet	•	Recipient: * Bella BLUETT
Output Type: * REQUEST REPORT CANCE	• 1	

Adding a Post Office Box address

Clinical assessors and assessment delegates and have the ability to add a Post Office Box address to a client record as the preferred address for all correspondence.

1. This is completed on the **Client details** tab in the client record.

	Clier	nt detail:	S						
l	Client summary	Client details	Approvals	Plans	Attachments	Services	My Aged Care interactions	Notes	Tasks and Notifications

2. Select the edit icon next to Send any correspondence to.

nt summary Client details App	rovals Plans	Attachments	Services	My Aged Care interactions	Notes	Tasks and Notifications	
bout David							
Personal information Born 1 January 1950, Australian, born	in Australia, marr	ied (registered/de	facto), with fa	amily			۲
To contact David Contact details and email notificat Current email preferences: (Self) • c7@a.com (email)	ion preferences						\oslash
Primary contact person David DAN (self)							\oslash
Communication requirem • Prefer to speak English	ents						\oslash
Address details							
Home address							\oslash
Service delivery address							\odot

3. Select Postal address.

Edit client's Correspondence address details	×
All fields marked with an asterisk (*) are required. What type of address? () Street address Postal address e.g. Post Office Box	
Postal address type *	>
Postal address number *	
Enter Suburb and postcode and select from the list below * FRANKLIN, ACT, 2913	
SUBURB IS NOT LISTED, CLICK HERE	
Country * Australia	~
VALIDATE THIS ADDRESS	
Special instructions (up to 100 characters)	
SAVE ADDRESS	CANCEL

Package Assignment and take-up deadline extension

A client has 56 days from the package assignment date in which to enter care before their package is withdrawn. For clients that have not yet entered into care, a clinical assessor or Assessment Delegate may extend the response period by selecting the **EXTEND RESPONSE PERIOD** button in the **Approvals** tab of the client record. This will give the client an additional 28 days to enter care before the package is withdrawn. This option cannot be selected if a package has already been withdrawn.



Referral for Services

For Home Care Package recommendations, you will be able to match and refer for service when the client has been assigned a package from the National Priority System. On assignment of a package, a referral code is generated, and a letter is sent to the client, with a copy to their representative/s, instructing them that they can use the referral code to seek services prior to the take-up deadline.

If the client and/or their representative has elected to receive email notifications, they will also receive an email notification on assignment of a package.

For more information about setting up and configuring email notifications for clients and/or their representatives, refer to <u>My Aged Care - Assessor Portal User Guide 2 - Registering support</u> <u>people and adding relationships</u>.

If you have elected to receive notification of home care correspondence for the client, you will
receive a notification of this and you can proceed to matching and referral if you wish. All
electronic referrals should be issued in the client's support plan under Manage services &
referrals.

Home Care Package providers			\odot
Home Care Package Home Care Package Level approved - Home Care Package Level 2 Home Care Package Level 2 approval datas - 27 Homesy 2019 Home Care Package Level approved https://www.package.Level 2 Home Care Package and your datas - 27 Homesy 2019 Mag Introduction	No associated goals Recommended By Steve Henera Uner Type: Assessor	Package Assigned	Referral code 1.55275758571 (active)

 Select the FIND PROVIDERS button to search for Home Care providers. For Home Care Packages, you are able to search for service providers by specific Home Care service attributes including Diverse needs, Specialised services, Languages, and Cultural and Religion. This can be done by selecting Advanced search when selecting a service provider.

Service Fi	inder					
JI fields marke	ed with an asterisk (*) must be	completed befo	re submission			
ocate these	services:					
Home Care	e Package Level 2					
Home Car	are Package: ၇					
Hom	ne Care Package Level 1				Home Care Package Level 2	
Hom	ne Care Package Level 3				Home Care Package Level 4	
Heine this I	leastion or consist provider p					
Using this le	location or service provider n	name:				
O Use the optimized of the optimized of the optimized	client's address O Enter a s	uburb/postcode	 O Enter a service provider r 	name		
O Use the o	client's address O Enter a s	uburb/postcode	 O Enter a service provider r 	hame		
O Use the o	client's address O Enter a s	uburb/postcod	 O Enter a service provider r 	name		
O Use the o	client's address O Enter a s search	uburb/postcod	 O Enter a service provider n 	ame		
O Use the o	client's address O Enter a s	uburb/postcod	 O Enter a service provider r 	ame		
Advanced s	client's address O Enter a s search	uburb/postcod	 O Enter a service provider r 	ame		
Advanced s	client's address O Enter a s search riginal and/or Torres Strait Islan	nder	 C Enter a service provider r 	ame	Culturally and linguistically divers	6
Advanced s Diverse n Abor Peop	client's address O Enter a s search reeds: ? riginal and/or Torres Strait Islan ple who live in rural or remote a	uburb/postcode nder areas	 C Enter a service provider r 	ame	Culturally and linguistically divers Financially or Socially disadvanta	e ged people
O Use the o Advanced s Diverse m Abor Peop Vete	client's address O Enter a s search riginal and/or Torres Strait Islan ple who live in rural or remote a erans	nder areas	 Enter a service provider r 	ame	Culturally and linguistically divers Financially or Socially disadvanta Homeless or at risk of becoming	e ged people homeless
Advanced s Diverse n Advanced s Diverse n Abor Peop Vete Care	client's address O Enter a s search riginal and/or Torres Strait Islan ple who live in rural or remote a enans e-leavers	nder areas	Enter a service provider r	ame	Culturally and linguistically divers Financially or Socially disadvanta Homeless or at risk of becoming Parents separated from their chil	e ged people homeless dren by forced adoption or removal
Advanced s Diverse n Abor Peop Vete Care Lesb	client's address O Enter a s search riginal and/or Torres Strait Islan ple who live in rural or remote a e-reavers blan, gay, bisexual, transgende	nder areas r and intersex p	 Enter a service provider r 	ame	Culturally and linguistically divers Financially or Socially disadvanta Homeless or at risk of becoming Parents separated from their child	e ged people geomeless dren by forced adoption or removal
Advanced s Advanced s Diverse m Abor Peop Vete Care Lesb Specialise	client's address O Enter a s search riginal and/or Torres Strait Islan ple who live in rural or remote a rans e-leavers bian, gay, bisexual, transgende ed services: (?)	nder areas r and intersex p	O Enter a service provider r	ame	Culturally and linguistically divers Financially or Socially disadvanta Homeless or at risk of becoming Parents separated from their child	e ged people hormeless åren by forced adoption or removal
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Ouse the of Advanced s Diverse m Abor Peog Vete Care Lesb Specialise Dem Cont	client's address O Enter a s scentch inginal and/or Torres Strait Islan ple who live in rural or remote a rans e-leavers bian, gay, bisexual, transgende led services: ? nentia tinenco	nder areas	 Enter a service provider r ieople 	ame	Culturally and linguistically divers Financially or Socially disadvanta Homeless or at risk of becoming Parents separated from their child (Mental Health Vision	e ged people homeless åren by forced adoption or removal
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3. Any providers that offer verified Diverse Needs specialisations, as well as any cultural specialisations and specialised services, will be shown under the Specialisations section of the Service Finder listing.

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		 Specialisations Cultural specialisation: Diverse needs: Specialised services: 	Chinese, German, Greek, Polish, Vietnamese • Aboriginal and/or Torres Islander • Dementia • Continence • Hearing	Italian, Lebanese, Strait • Mental Health • Vision • Terminal liness	Ţ	i	Verençeteliy National Dek. Verençeteliy Antonia Dek. Verenceteli Martina Antonia Martina Social Social Terre d'Arc Searches by location, cilent adores and suburb/postcode will display the address where services will be delivered. Searches for services provided at the client's location will display results based on service delivery cultet address and should only bu sued as a quide, as the outlet address may not reflect where a service is provided.

For more information on sending referrals, see <u>My Aged Care - Assessor Portal User Guide 8 -</u> <u>Referring for services</u>, available on the departments website.

Referral codes

A client can change providers without changing their referral code.

Against a Home Care Package in **Manage Services & Referrals** you will see a status displayed next to the referral code. This could be one of the following:

- Active a client is assigned a Home Care Package and the referral code is able to be used.
- **Used** an old referral code for a previous approval that can no longer be used by the client or the service provider for referrals.
- Inactive this status will display if a client has notified that they are not seeking services and/or has had an assigned Home Care Package withdrawn and not replaced or upgraded.
- **Disabled** this status will display once a service referral is accepted. The referral code is disabled and unable to be used by other providers until it is reactivated.

If a client wishes to reactivate their referral code, for example they might be changing providers, a client or representative can do this via the My Aged Care online account or by contacting the My Aged Care contact centre. Clinical assessors can also perform this function in the **Manage Services & Referrals** tab of the support plan. The following screenshots demonstrate the reactivation of the referral code.

Care Package providers		
Home Care Package Home Care Package Level approved - Home Care Package Level 2 Home Care Package Level 2 approval starts - 21 June 2017 Home Care Package Level assigned - Home Care Package Level 1 Home Care Package assigned date - 26 June 2017	No associated goals Recommended By: Bella Bluett User Type: Assessor Portal Selected providers • St lves Home Care NSW • St lves Home Care	Referral Accepted Review date: None End date: None
FIND PROVIDERS VIEW DETAILS		REACTIVATE REFERRAL CODE