



Assessor Portal User Guide 14 - Short-Term Restorative Care

This user guide provides guidance on how clinical aged care needs assessors (clinical assessors) and assessment delegates from should use the My Aged Care system for short term restorative care (STRC).

STRC is a form of flexible care. The STRC Programme was established to increase the care options available to older people, through a time-limited, goal-oriented, multi-disciplinary and coordinated package of services.

Further information about STRC can be found on the [department's website](#).

This guide is divided into the following topics:

STRC Functionality for clinical assessors	2
STRC Functionality for Delegates	2
Completing a Support Plan – Add STRC as Care Type for Delegate Decision	2
Manage services and referrals	5
STRC referral process	5
Lapsing of STRC referrals	5
Finding a STRC Service Provider	6
Delegate decisions	9
For more information or support	9

STRC Functionality for clinical assessors

- Identify STRC as a current support during the client assessment
- recommend STRC, including ability to select a particular care setting
- Search for STRC providers
- Issue STRC referral codes for approved clients.

STRC Functionality for assessment delegates

- Approve or reject STRC for a client
- Send an approval letter or a non-approval letter.

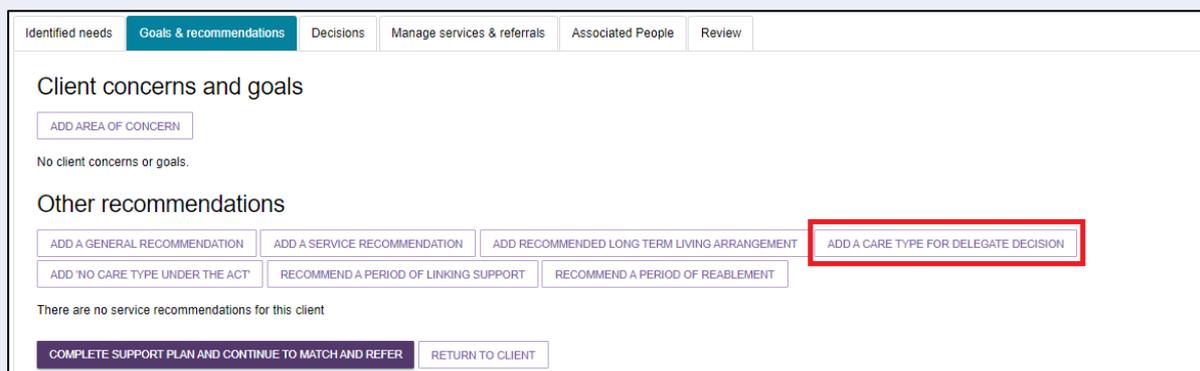
Completing a support plan – Add STRC as a Care Type for Assessment Delegate Decision

STRC is a care type delivered under the *Aged Care Act 1997* and requires an Assessment Delegate decision.

1. It can be selected from the **Goals & recommendations** tab of the assessment process, and added using **Add a care type for delegate decision**.



2. When you select **ADD A CARE TYPE FOR DELEGATE DECISION**, you will be able to add STRC as a care type for Assessment Delegate decision.



3. When STRC is selected, the STRC service subtypes **In Home/Community**, **In Home/Community and Residential Facility** and **In Residential Facility** are displayed.

Choose the appropriate subtypes, the priority of this care type and if it is for emergency care, then select **SAVE TO PLAN**. Please note if you select **Yes** to **Is this emergency care** you will also be required to enter in when the emergency care started.

The screenshot shows a web form titled "Add care type for delegate decision". At the top, it states "All fields marked with an asterisk (*) are required." Below this, there is a dropdown menu for "Which care type applies?*" with "Short-Term Restorative Care" selected. Underneath, there are three checkboxes: "In Home/Community", "In Home/Community and Residential Facility", and "In Residential Facility". The next field is "What is the priority of this care type?*" with a help icon and "Medium" selected. Below that is "Is this emergency care?" with radio buttons for "Yes" (selected) and "No". The final field is "When did the emergency care start?*" with a calendar icon and a placeholder "(e.g. dd/mm/yyyy)". At the bottom right, there are two buttons: "SAVE TO PLAN" and "CANCEL".

! A client is only eligible to receive STRC under certain conditions. When reviewing an STRC approval for a client who does not meet the eligibility criteria, a warning message will appear asking if you wish to agree with the recommendation.

The screenshot shows a warning dialog titled "Agree with recommendation". It features a yellow background with a warning icon and the text: "Please ensure this client is eligible for STRC as:
• the client is currently receiving Residential Permanent Care
Do you wish to proceed?". Below this, it says "You are about to agree with the recommendation for Rebecca JAMES for Short-Term Restorative Care" and lists three subtypes: "In Home/Community", "In Home/Community and Residential Facility", and "In Residential Facility". It also includes the note "All fields marked with an asterisk (*) are required." and a text area for "Comments (optional)" with a character count of "0 / 255". At the bottom right, there are two buttons: "AGREE" and "CANCEL".

A complete list of the STRC eligibility criteria can be found in the [Short-Term Restorative Care Programme Manual](#).



4. Once saved to the support plan, STRC will display alongside other recommendations.

Other recommendations

ADD A GENERAL RECOMMENDATION ADD A SERVICE RECOMMENDATION ADD RECOMMENDED LONG TERM LIVING ARRANGEMENT

ADD A CARE TYPE FOR DELEGATE DECISION RECOMMEND A PERIOD OF LINKING SUPPORT RECOMMEND A PERIOD OF REABLEMENT

Recommend that the client receive **Short-Term Restorative Care**

(not yet in place)

- In Home/Community
- In Home/Community and Residential Facility
- In Residential Facility

This recommendation requires a delegate decision

Priority for this care type: Medium

Recommended by: Africa Green (Assessor) GRAZIER AGED CARE Outlet

COMPLETE SUPPORT PLAN RETURN TO CLIENT

5. As with other recommendations, you may edit the recommendation by selecting the **Edit** button or remove it via the **Remove** button. Once complete, you are able to save and submit for Assessment Delegate decision.

Identified needs Goals & recommendations **Decisions** Manage services & referrals Associated People Review

Recommended care requiring delegate decision

Short-Term Restorative Care

- In Home/Community
- In Home/Community and Residential Facility
- In Residential Facility

Priority for this care type Medium ?

This recommendation requires a delegate decision

Client's Application for Care

Uploading the signed application for care form will automatically record the client's application for care under the Aged Care Act 1997.

You can upload files up to 5MB. The following file types are accepted: .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .rtf, .txt

Choose File No file chosen

UPLOAD APPLICATION

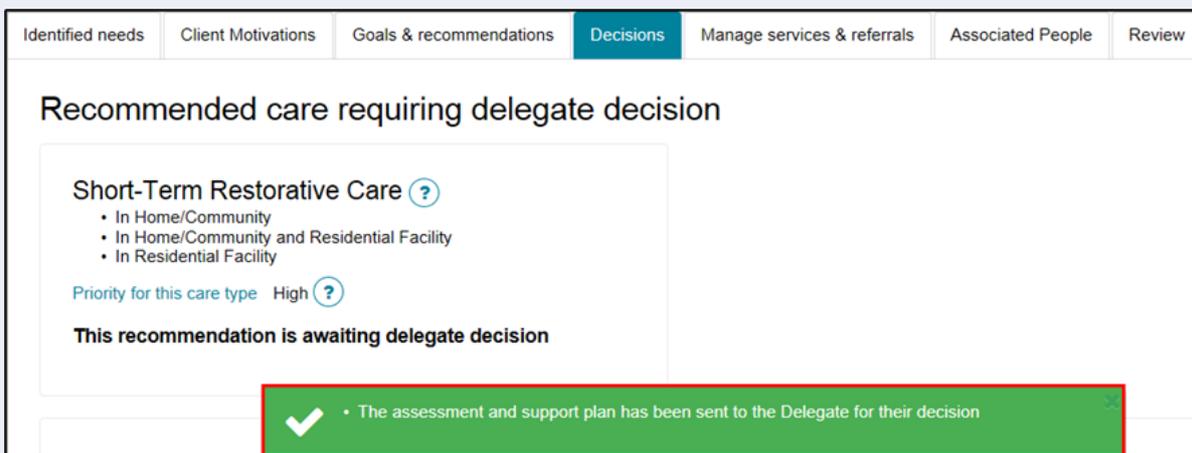
SAVE AND SUBMIT FOR DELEGATE DECISION RETURN TO CLIENT



6. A pop-up will display asking you submit for delegate decision. Select **Client applied for care under the Aged Care Act 1997** and then select **SUBMIT**.



7. You will be notified that the assessment is complete and awaiting delegate action.



For additional support and information about the support plan process, please refer to [My Aged Care - Assessor Portal User Guide 7 - Completing a support plan and support plan review](#).

Manage services and referrals

STRC referral process

The process for issuing referrals and generating referral codes for STRC through My Aged Care work in the same way as other care types under the Act (aside from home care – refer to [My Aged Care - Assessor Portal User Guide 13 - Management of Home Care Packages](#)).

For additional support and information about the referral process, please refer to [My Aged Care - Assessor Portal User Guide 8 - Referring for Services](#).

Lapsing of STRC referrals

STRC referrals are automatically recalled when the client commences receiving another type of care and, as a result, they are no longer eligible to enter into an episode of STRC.

STRC referrals are also automatically recalled when the STRC eligibility end date is reached if the client has not commenced their STRC service episode.

All STRC approvals lapse six months from the day after the Assessment Delegate decision unless the client commences care before then. You can view the end date on the **Manage services & referrals** tab. It is referred to as the **Entry period end date**.

Delegate decisions and comments

Assessed on 24 May 2018

Decisions

Short-Term Restorative Care

- In Home/Community
- In Home/Community and Residential Facility
- In Residential Facility

Priority for this care type Low ?

Approval starts 24 May 2018

Entry period end date 25 November 2018

Source system Gateway

Finding a STRC Service Provider

1. As a clinical assessor, you can find a STRC service provider in two ways:

- Going to the Home Page and then select Find a service provider;

The screenshot shows the Assessor Portal home page for a user named Brenna. The page features a grid of navigation tiles. The 'Find a service provider' tile, which includes a handshake icon, is highlighted with a red border. Other tiles include 'My Dashboard', 'Find a client', 'Assessment referrals', 'Review requests', 'Assessments', 'Reviews', 'Organisation administration', 'Residential Funding Referrals', 'Reports and documents', 'Aged Care Assessor app', 'Tasks and notifications', and 'My Aged Care interactions'. The top of the page displays the phone number 1800 836 799, the time Mon-Fri 8am-8pm Sat 10am-2pm, and a 'Logout' link.

- Or, during the assessment or support plan, select Find a service provider at the top menu.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Assessor Portal My Dashboard Assessment referrals Reviews requests Assessments Reviews Organisation administration Find a client **Find a service provider** Residential Funding Referrals Reports and documents

Home | Assessments | Comprehensive Assessment | Five UATAPP support plan and services

Master Five UATAPP
 Female, 87 years old, 1 July 1935, AC42652446
 84 OODGEROO AVENUE FRANKLIN, ACT, 2913
 Prefers to speak: German

Primary contact: Five UATAPP (self) - 0426 821 586
 Carer: Homesupport Mint (Parent) - 02 6262 6262
 View support network

Support plan and services

Identified needs **Goals & recommendations** Decisions Manage services & referrals Associated People Review

2. Select **Help at Home**, then select **Short-Term Restorative Care**.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Assessor Portal My Dashboard Assessment referrals Reviews requests Assessments Reviews Organisation administration

Home | Find a Service Provider

Find a service provider

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

Locate these services:

Select a category *
Help at Home

Select a service type *
 Select a service type

- Select a service type
- Allied Health and Therapy Services
- Assessment
- Assistance with Care and Housing
- Case Management
- Centre-based Respite
- Client Care Coordination
- Cottage Respite
- Domestic Assistance
- Flexible Respite
- Goods, equipment and assistive technology
- Home maintenance
- Home modifications
- Meals
- National ATSI Aged Care Program
- Nursing
- Other Food Services
- Personal Care
- Short-Term Restorative Care**
- Social Support Group

3. You will be directed to choose a service sub-type:

- In home/community
- In residential facility
- In home/community and residential facility.

Then either enter a suburb or postcode, or enter a service provider name.

Optionally you can also choose service providers that will cater for diverse needs and/or specialised services, including preferred language. Select **SEARCH**.



Assessor Portal

My Dashboard Assessment referrals Reviews requests Assessments Reviews Organisation administration Find a client Find a service provider Residential Funding Referrals Rep doc

Home | Find a Service Provider

Service subtypes:

In Home/Community In Home/Community and Residential Facility

In Residential Facility

Using this location or service provider name:*

Enter a suburb/postcode Enter a service provider name

Enter suburb or postcode and select from the list below: *

That will be delivered:*

At the suburb/postcode selected above Within 10 km of the centre/facility

In a centre/facility environment

Diverse needs: ?

Culturally and linguistically diverse Aboriginal and/or Torres Strait Islander

Veterans Lesbian, gay, bisexual, transgender and intersex people

Financially or Socially disadvantaged people Care-leavers

Homeless or at risk of becoming homeless Parents separated from their children by forced adoption or removal

People who live in rural or remote areas

Specialised services: ?

Dementia Terminal illness

Caters for cultural, spiritual or ethical food requirements

Preferred language chosen:

Preferred client language +

SEARCH

- It will then tell you how many providers matched your criteria. Those providers will be displayed in service cards along with their location, phone number, whether services are available, whether waitlists are available, and a link to show any regulatory decisions that are made against the provider.

You can also select the double arrow icon on the top right corner to expand the service card. It will then display more information about this provider.



NCSWR STRC Outlet

 045675643

Service available ● Yes

Waitlist available ● No

Regulatory decisions are available here [↗](#)

Assessment Delegate decisions

The process for assessment delegates to make decisions about client eligibility for STRC is the same as the decision process for other care types, including if the delegate wants to add STRC as a care type. For additional support and information about the Assessment Delegate decision process, please refer to [My Aged Care - Assessor Portal User Guide 10 - Delegate processes](#).

Note that when agreeing with a decision, the STRC service subtypes that have been associated with the decision are listed as a bullet point list.

The screenshot displays the 'Norman Brown support' interface. A modal window titled 'Agree with recommendation' is open, showing the following details:

- You are about to agree with the recommendation for Norman Brown for**
- Short-Term Restorative Care** (highlighted with a red box):
 - In Home/Community
 - In Home/Community and Residential Facility
 - In Residential Facility
- All fields marked with an asterisk (*) are required.
- Approval cease date: (e.g. dd/mm/yyyy)
- Comments (optional): Maximum 255 characters

The background interface shows 'Recommended care requiring d' and 'Short-Term Restorative Care' with subtypes: 'In Home/Community', 'In Home/Community and Residential Facility', and 'In Residential Facility'. The priority is set to 'High'. The status is 'This recommendation is awaiting delegate d'. Buttons for 'AGREE', 'DISAGREE', 'ADD A CARE TYPE FOR DELEGATE DECISION', 'RETURN TO ASSESSOR', and 'RETURN TO CLIENT' are visible.

For more information or support

Further information is available in the [My Aged Care – Assessor Portal Resources](#) and the [Information for Assessors](#) page on the department’s website.

The My Aged Care service provider and clinical assessor helpline is available by calling 1800 836 799.