



What's new in My Aged Care

This update is designed for Assessors and Service Providers as a summary of the system changes to be delivered on Monday, 28 June 2021.

Changes at a glance

1. My Aged Care Contact Centre can issue a direct referral for a comprehensive assessment to ACATs on behalf of providers

Service Providers will now have a checkbox on the 'Request a review' screen that asks whether the client meets the requirements for a direct comprehensive assessment. When ticked, the Provider will be prompted to call the 'My Aged Care Service Provider and Assessor Helpline' on 1800 836 799 to request the Contact Centre Staff to issue the direct referral.

Assessors will now receive direct comprehensive assessment referrals. A banner will be displayed on client records indicating a direct referral.

For more information please refer to:

[My Aged Care Quick Reference Guide 3 – Managing Referrals for Assessment and Support Plan Reviews \(ACAT\)](#)

[My Aged Care Quick Reference Guide – Recording and Updating Client Service Delivery Information \(Service Provider Portal\)](#)

2. Providers can manage their Serious Incident Response Scheme (SIRS) submissions

Providers assigned the SIRS role will have added functionality allowing them to manage SIRS submissions.

For more information please refer to

[My Aged Care Quick Reference Guide: How to access and use the Serious Incident Response Scheme \(SIRS\) portal](#)

3. Renaming of the Client Portal to Online Account

All text references to Client Portal have now been changed to Online Account, including on the My Aged Care website and in the Online Account.

My Aged Care email notifications have also been updated to reflect the new terminology.

4. All new client and representative to the My Aged Care will receive a Welcome Pack

A Welcome Pack will be sent to all new clients and representatives, and include:

- A personalised welcome letter
- A plastic-coated Aged Care ID wallet card
- A brochure with general information on the My Aged Care journey
- A fridge magnet with the My Aged Care Contact Centre phone number and website
- Information on translation and interpreter services

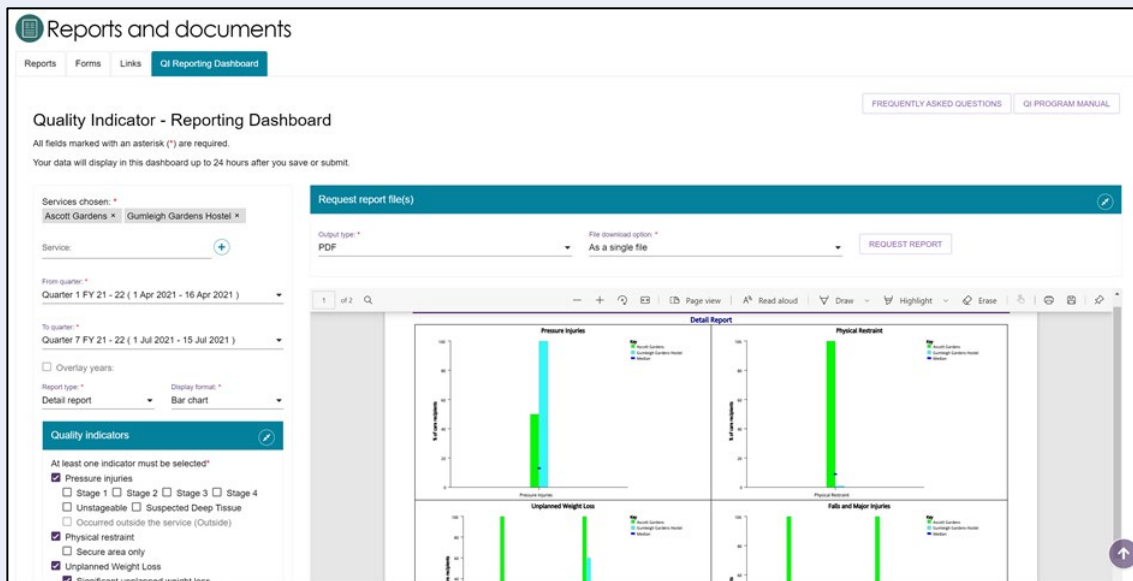
5. Providers can review their QI Program data in a dashboard and upload data for multiple services in a single file

Improved reporting and data entry features for Providers participating in the expanded National Aged Care Mandatory Quality Indicator Program (QI Program) from July 2021 onwards.

- A bulk file upload feature

The screenshot shows the 'Quality Indicator File Upload' page in the My Aged Care Provider Portal. The page has a purple header with contact information (1800 836 799, Mon-Fri 8am - 8pm Sat 10am - 2pm) and a welcome message for 'james from United Protestant Association of NSW Limited'. The main navigation bar includes links for Staff administration, Outlet administration, Reports and documents, Tasks and notifications, My Aged Care interactions, Quality indicators, CHSP grandfathered clients, and Logout. The page title is 'Quality Indicator File Upload' and it includes links for 'FREQUENTLY ASKED QUESTIONS' and 'QI PROGRAM MANUAL'. The 'New File upload' section contains a 'Browse...' button and instructions: 'You can upload a file with up to 500 service rows. Please only upload QI Program data in the official template. [Download the File Upload template here.](#)' Below this is a 'CONTINUE' button. The 'File upload logs' section shows 'View the status of the uploads in your organisation' and 'No Records found' with a 'BACK' button. The footer contains accessibility and privacy information, the Australian Government Department of Health logo, and the myagedcare logo.

- A dashboard style report for reviewing and analysing program data



For more information on how to use the **New functionality in reporting quality indicators** please refer to:

[My Aged Care Quick Reference Guide: Activating the Quality Indicators tile](#)

[My Aged Care Quick Reference Guide: How to access and use the Quality Indicators application](#)

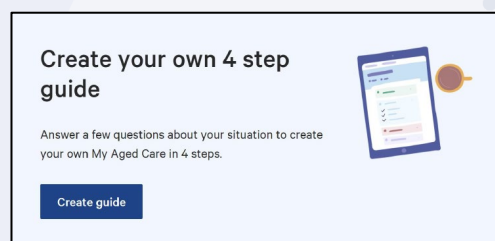
[My Aged Care Quick Reference Guide: How to access and use the Quality Indicator Dashboard and Reports](#)

6. Website changes:

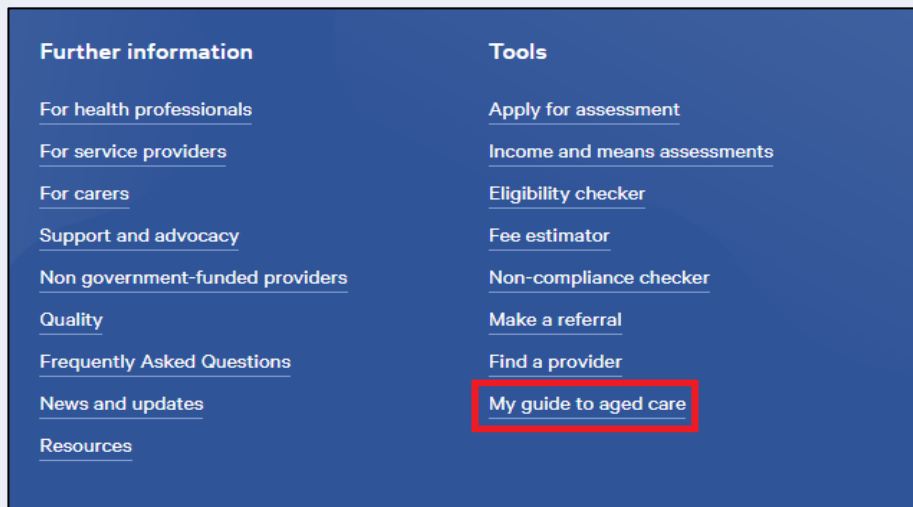
- Consumers can create a personalised step-by-step guide to understand how to access aged care services**

The 'My guide to aged care' tool will allow users to create and save a personalised step-by-step guide for accessing government-funded aged care. Users can create their personalised guide by visiting the My Guide to Aged Care landing page

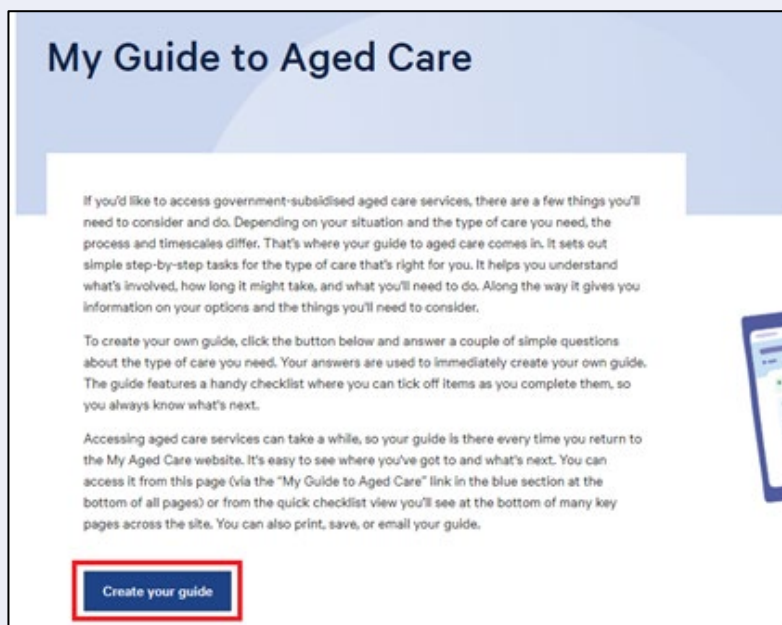
- Click 'Create Guide' on key pages where the call to action is displayed**



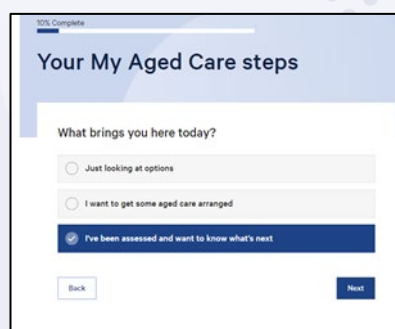
2. Select 'My guide to aged care' from the tools section in website footer



3. Click 'Create Guide'.



4. User will then be prompted to answer a few key questions about their aged care needs. Click 'Next' after each one



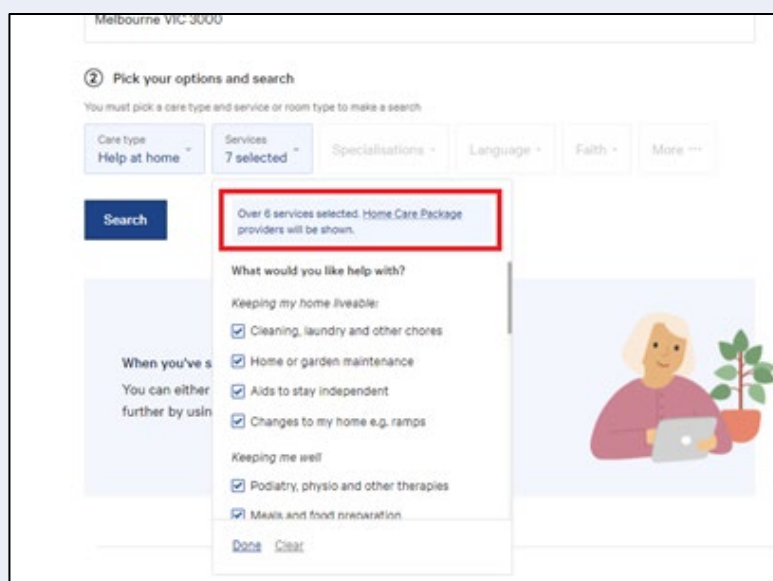
Once users complete this process their personal guide will be displayed. This can be printed or emailed for future reference.

We encourage you to promote the guide to your clients, particularly at the time of assessment as it provides information for clients about tangible steps to take in order to access their approved care type.

b) Consumers can search for multiple services at once using the ‘Find a Provider’ tool on the My Aged Care Website!

Users searching for CHSP, help at home or short-term care in the ‘Find a Provider’ tool will be able to search for up to six services at a time. If they search for seven or more they will be shown Home Care Package providers only.

When a user searches for more than one service, the result cards will highlight how many searched services are offered by each provider.



We encourage providers to go in and check their results card and ensure their information is accurate.

c) The ‘Find a Provider’ tool has been fixed to remove duplicate entries

Duplicate CHSP providers have been removed to reduce the number of results cards displayed.

Further information about how to correctly manage your information is [available here](#).


d) Consumers can now choose the type of representative to be appointed throughout their My Aged Care journey

The updated representative’s page has been improved to better explain the role and types of representatives, and how to appoint them.


Dynamic content allows users to filter information based on whether they need to appoint a representative or become a representative.

The below screenshot shows how the new Aged care representatives page will display. Users can select one of two options under the question “What information are you looking for?”

What do you want to know more about?



Appointing a representative for myself



Becoming a representative for someone else

When should I consider getting a representative? ▼

How can a representative help me? ▼

Are there different types of representatives? ▼

How do I appoint a regular representative? ▼

How do I update my representative's details? ▼

Can I change or add representatives? ▼

All Guidance material for Assessors is available on the Department of Health Website here [My Aged Care - Assessor Portal Resources](#)

All Guidance material for Service Providers is available on the Department of Health Website here [My Aged Care - Service Provider Portal Resources](#).