

What's new in My Aged Care

This update is designed for Assessors and Service Providers and gives a summary of the system changes to be delivered on Monday 27 June 2022.

Changes at a glance

1. The My Aged Care Provider Portal is being renamed the Service and Support Portal

User guides and fact sheets will be updated to reflect this new name in due course.

2. Enhancements to Serious Incident Response Scheme (SIRS) functionality

All SIRS notifications are now referred to as notices.

Providers can now select 'Neglect' period as a single instance, rather than a minimum period of one month.

Various usability enhancements have been made to the SIRS notice form including updating guidance text on the SIRS notice form to make instructions clearer.

3. Enhancements to Face-to-Face services

Assessors will be able to distinguish between notes made by, and a client's interactions with Aged Care Specialist Officers and My Aged Care Contact Centre staff.

Clients and their representatives will also be able to see similar history in the Online Account.

4. Enhancements to AN-ACC operations

Assessment referrals will now be automatically created upon receiving the Aged Care Entry record for a client's entry into residential care or when reclassification requests are submitted. The assessment referrals will then be automatically assigned to Assessment Management Organisations.

5. Changes to the aged care service provider outlet specialisation process

Aged care service providers will no longer be able to self-nominate their outlets as a diversity specialisation using the Service and Support Portal.

To claim specialisation, providers must complete an online application form and email this to a third-party assessor for verification. The third-party assessor will review the application form and email an 'evidence proforma' for the specialisations selected in the application form. To claim specialisation, aged care providers must meet the criteria for the relevant group(s) outlined in the Specialisation Verification Framework. The third-party assessor will email the aged care provider the assessment outcome.

For more general information on the verification process, please see the following webpage: [About Specialisation Verification](#).

For the new specialisation criteria, please see the following framework: [Specialisation verification – final framework](#).

6. Changes to My Aged Care support relationships for clients

Currently, clients are only able to appoint individual representatives to make decisions on their behalf and assist them in their interactions with My Aged Care.

From June 2022, the Department will be expanding the current My Aged Care support model:

- A new support role will be introduced – Agent – someone who can assist the client and be involved in discussions with My Aged Care but cannot make decisions on their behalf; and
- Support organisations, such as advocacy organisations and Public Guardians, will be able to be appointed as an Agent or Representative for a client. Only organisations who are approved by the Department to assist vulnerable older Australians will be able to support clients as Agents or Representatives in My Aged Care.

Changes for assessors and service providers include:

- A new “Support Network” tab in the client record that displays client support relationships. Portal and myAssessor app users will be able to differentiate individual relationships versus organisation relationships.
- An enhanced process for creating representative and agent relationships in the assessor portal and myAssessor app.

Note: The Department is commencing onboarding a small cohort of approved support organisations in July and assessors will not be able to add organisation relationships for clients until this occurs.

- It will be mandatory for assessors to verify and upload legal documents when creating Authorised Representative relationships.

As part of this change, several name changes have occurred:

- The My Aged Care Service Provider portal is now the My Aged Care Service and Support portal.
- The Appointment of Representative form will be updated to the Appointment of Support Person or Organisation form in July.
- In the myAssessor app, the Relationships and Cohabitants tab is now the Support Network and Cohabitants tab.

Client relationships can now be initiated from the Online Account, and Service and Support portal:

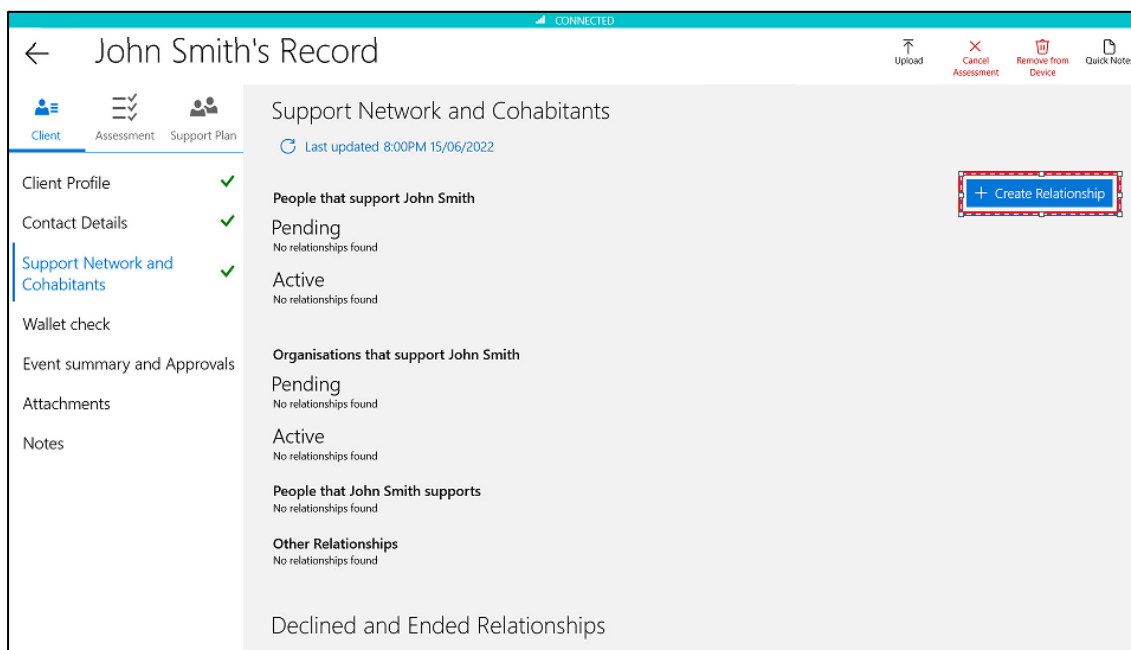
- Clients can initiate and accept relationship requests via the Online Account with agents, representatives and support organisations.
- Approved support organisations can register new clients and establish support relationships, via the Service and Support portal (formerly the Provider Portal).
- Clients and approved support organisations can request organisation relationships using the ‘Apply for an assessment online’ functionality on the My Aged Care website.

7. myAssessor App changes to support relationships for clients

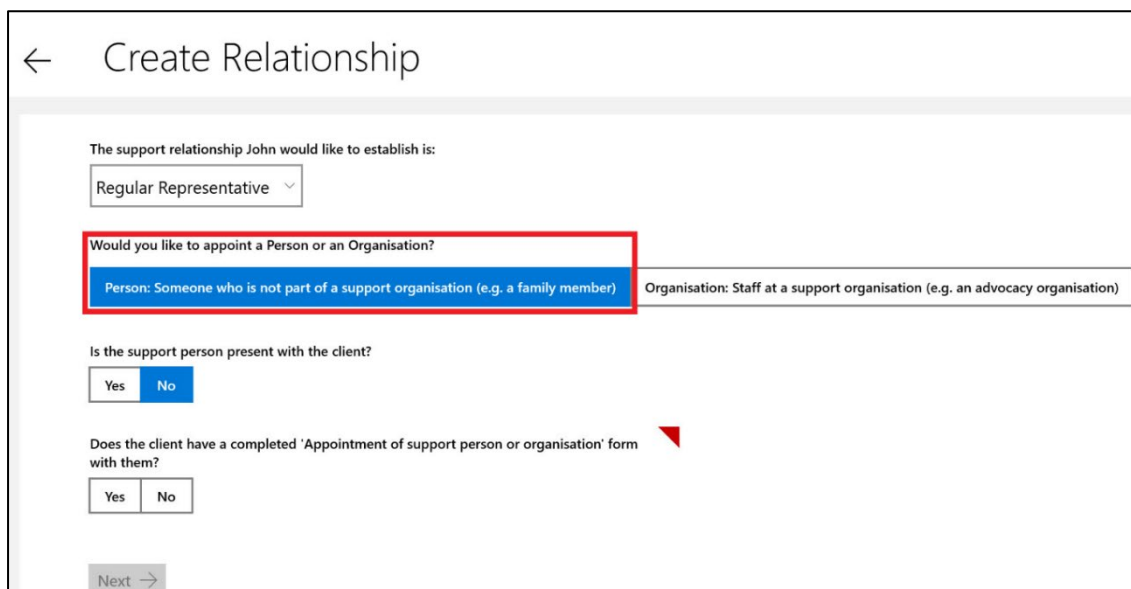
The Relationships and Cohabitants tab has been relabelled to Support Network and Cohabitants.

New functionality in this tab includes:

- Enhanced display of people and organisations who support the client as agents or representatives and other relationships (such as carer, GPs), and those whom the client supports.
- Declined and ended relationships will now be visible.
- The ‘Add Representative’ button has been relabelled ‘Create Relationship’.



- You can create the following support relationships for a client: regular representative (individual and organisation), authorised representative (individual and organisation), agent (individual and organisation), carer, emergency contact, GP or support person via this tab.
- When 'Create Relationship' is selected, assessors will be able to search for and select a support person or organisation, and enter the relevant relationship details, including consent to establish the relationship.



Note: The Department will be onboarding support organisations in July. Assessors will not be able to create organisation relationships for clients until this occurs.

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 and Support Portal Resources](#).

All guidance material for the AN-ACC app is available on the Department of Health Website here [My Aged Care – AN-ACC App Resources](#)

For information about myAssessor app changes please see above.

For help with any of the above changes, please contact the My Aged Care Service Provider and Assessor helpline on **1800 836 799**.