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Frequently Asked Questions (FAQs) for ACAT Assessors - Residential Respite Care

AN-ACC Residential Aged Care Reform October 2022

Purpose

These Frequently Asked Questions (FAQs) provide information for Aged Care Assessment Team (ACAT) assessors on updated assessment processes for Residential Respite Care that apply since the Australian National Aged Care Classification (AN-ACC) funding reform for residential aged care came into effect on 1 October 2022.

1. What are the assessment changes?

From 1 October 2022, ACAT assessors need to ensure all clients that they recommend for Residential Respite Care approval have completed the Modified De Morton Mobility Index (DEMMI) assessment, before submitting for ACAT delegate approval.

ACAT assessors are required to assess a client's eligibility for Residential Respite Care under the Aged Care Act 1997.

From 1 October 2022, ACAT assessors will no longer recommend Residential Respite High Care or Residential Respite Low Care. ACAT assessors will, under the new funding model, recommend the client for residential respite care approval, and use the Modified DEMMI assessment tool to inform the level of subsidy for the provider.

The Modified DEMMI assessment tool will inform the respite funding class by classifying clients into AN-ACC Residential Respite Classifications, as follows:

- **Independently mobile** - Respite Class 101
- **Assisted mobility** - Respite Class 102
- **Limited mobility** – Respite Class 103

2. What are the ACAT delegate decision changes?

The ACAT delegate continues to receive a residential respite recommendation from an ACAT assessor and to determine the client's eligibility and approval for Residential Respite Care. ACAT delegates will no longer be required to make a decision to limit the respite to a particular level (Residential Low Care or Residential High Care).

ACAT delegates will continue to grant or reject residential respite care extension requests as per usual business practice.

3. What about clients that need approval backdated to prior to 1 October?

Any client who requires an approval backdated prior to 1 October 2022 under urgent circumstances provisions of the *Aged Care Act 1997*, will be able to receive a Residential Respite High Care or Residential Respite Low Care approval.

4. What is the Modified DEMMI assessment tool?

The Modified DEMMI-based respite assessment measures mobility in older people. The tool has been modified, resulting in only four domains being assessed – bed mobility, chair mobility, static balance (with no gait aid) and walking. The Modified DEMMI also considers a client's normal function, safety and their typical worst performance in 24 hours.

5. Where do I find the Modified DEMMI tool?

The Modified DEMMI assessment tool has been built into the National Screening and Assessment Form (NSAF), and is also available as a standalone assessment in [myAssessor App](#).

6. How is funding determined for the Residential Respite Care?

The Modified DEMMI assessment tool informs the level of subsidy for the provider.

7. How do ACAT assessors use the modified DEMMI?

ACAT assessors using the myAssessor app offline, have the ability to transfer the answers of a Modified DEMMI assessment to an NSAF if the Client requires a Residential Respite Care approval. This will save time having to re-enter in the clients' Modified DEMMI scores and reduce the risk of errors.

Only ACAT assessors who have received the Department of Health and Aged Care's (the Department) Modified DEMMI training are able to complete a Modified DEMMI assessment. For further information on the 'train the trainer' in use of the Modified DEMMI, please contact your ACAT state or territory operational manager for more information. Your manager can liaise with the Department on your ACATs behalf.

8. How do you complete the Modified DEMMI when recommending Residential Respite Care?

ACAT assessors need to complete a Modified DEMMI assessment when recommending a client for residential respite care during the comprehensive assessment, or as a standalone Modified DEMMI when a client requires a new Residential Respite Class as a result of a reassessment or reconsideration.

9. Can a Modified DEMMI be completed via telehealth?

A Modified DEMMI assessment must be completed face to face and cannot be completed via telehealth or any other virtual means.

In exceptional circumstances when an ACAT assessor cannot complete the Modified DEMMI and recommends the client for Residential Respite Care they must:

- complete a declaration, and
- provide a reason why they are unable to complete the Modified DEMMI assessment.

10. What if an assessor can't complete a Modified DEMMI?

If a Modified DEMMI has not been completed and the client is approved for Residential Respite Care, the client will be assigned a default payment class. The client and assessor can then arrange another time for the Modified DEMMI to be completed. If the ACAT assessor is unable to complete the Modified DEMMI and the client enters Residential Respite Care, the system will refer the client to the RFA Organisation (AN-ACC assessment workforce) to complete the Modified DEMMI while the client is in care.

We encourage best practice for assessors to complete the assessment in a timely way within four weeks to capture accurate assessment of mobility at time of respite episode.

11. How will assessors know the Respite Classification?

The ACAT assessor recommends the client for care approval and submits the Modified DEMMI assessment to the Department. The results of the Modified DEMMI are visible in the Assessor Portal on the client record.

12. How will clients know the Respite Classification?

The client's Respite Classification will be included in their care approval letter.

Assessors should also advise clients that their My Aged Care Online Account can be used to view their latest classification information.

13. What if a client hasn't been assessed prior to 1 October and have respite care approval?

If a client was not assessed prior to 1 October 2022 and has a Residential Respite Care approval, they will be mapped to a classification, without requiring a new assessment:

- Residential Respite High Care approvals will be mapped to Respite Class 102
- Residential Respite Low Care approvals will be mapped to Respite Class 101

14. When does an ACAT assessor receive referrals for Residential Respite Assessments?

For a client who has not yet been approved as eligible for Residential Respite Care and resides in the community, the ACAT assessor will receive a comprehensive assessment referral (including NSAF and Modified DEMMI). If a client is not in residential care, they can contact the My Aged Care contact centre to request a Residential Respite Assessment. The contact centre will issue the referral directly to the ACAT for a Residential Respite Assessment.

For clients residing in a residential aged care facility, any referrals for Residential Respite Assessments, Reconsiderations or Reassessments will be completed by the RFA Organisations (AN-ACC assessment workforce).

15. What if a client needs assessment but leaves a residential aged care facility?

If a client leaves care prior to being assessed, the RFA organisation will transfer a referral to the ACAT for a Residential Respite Assessment.

16. What if a client needs assessment but enters a residential aged care facility?

If the ACAT has a referral but the client goes into residential care, the ACAT can transfer the referral to an RFA organisation.

17. What is a Reclassification or Reassessment?

Providers, clients and their representatives can request a Reclassification (reassessment) if the client's respite care needs – specifically their mobility - has changed. This may result in a Residential Respite Assessment referral being issued to the ACAT.

The classification generated by the Reclassification will replace the Respite Class that was initially assigned and backdated to the date of request. It is important to note that this may result in a change of Respite Class and change of payment for residential respite providers.

All Reclassification (Modified DEMMI) assessments must be completed face to face.

18. What is a Reconsideration?

Providers, clients and their representatives can request a Reconsideration of a Respite Class within 28 days of the outcome of the initial assessment. As with Reclassifications, a Reconsideration request may result in a new Residential Respite Assessment referral being issued to the ACAT.

Respite Classification Reconsiderations must be assessed by a different assessor to the one who completed the previous assessment. The system will remove the option of assigning the referral to the assessor who conducted the original Modified DEMMI assessment.

The Classification generated by the Reconsideration will replace the Respite Class that is being reconsidered.

It is important to note that this may result in a change of Respite Class and change of payment for residential respite providers. The provider will be notified of the outcome through the My Aged Care Services and Support Portal.

All Reconsideration (Modified DEMMI) assessments must be completed face to face.

19. Can you reject a referral?

Referrals can be rejected by the ACAT if the client enters residential aged care or under exceptional circumstances.

20. Where do I see Residential Respite referrals in the My Aged Care Assessor Portal?

From 3 October 2022, the My Aged Care Assessor Portal will have a new Residential Funding Referrals menu tile. The Residential Funding Referrals menu tile will contain referrals for clients who require a Residential Respite Assessment for a reassessment or a request for a reconsideration of the respite class.

For a client who has not yet been approved as eligible for Residential Respite Care, the ACAT will receive a comprehensive assessment referral through the Assessment Referral tab on the Assessor Portal as per usual business practice.

21. What is the role for ACAT Team Leads?

ACAT Team Leads will be required to “Accept” and “Assign” Residential Respite Assessments to their ACAT assessors.

22. How do I use the My Aged Care Assessor Portal?

ACAT assessors will complete the Residential Respite Assessments from the [myAssessor app](#).

A Residential Respite Assessment will only require the Modified DEMMI assessment, however it is important to review the client’s situation and initiate a support plan review or new assessment using the NSAF if needed.

23. How long do I have to complete the Residential Respite Assessment?

The Department encourages as best practice for assessors to complete the assessment in a timely way within four weeks to capture accurate assessment of mobility at time of respite episode. This also ensures the provider will receive payment for the level of respite care provided and the client can continue to receive the level of care they need.

24. Who are the other stakeholders involved?

The following table outlines the parties that interact with the ACATs on the implementation of the residential aged care funding reforms.

Stakeholder	Roles and responsibilities relevant to ACATs
Client	<ul style="list-style-type: none"> • Contact My Aged Care 1800 200 422: <ul style="list-style-type: none"> ▪ to request assessment which may include residential respite or ▪ if approved for residential respite and have a change in care needs and circumstances
RFA organisation (AN-ACC workforce)	<ul style="list-style-type: none"> • Undertake AN-ACC assessments including Modified DEMMI in residential aged care settings • Receive AN-ACC referrals using the My Aged Care Assessor Portal • Any referrals for Residential Respite Assessments, Reconsiderations or Reassessments for clients who are residing in a Residential Care Facility will be completed by the RFA Organisations • Transfer Modified - DEMMI referrals if person has left facility
Residential Aged Care Service Provider	<ul style="list-style-type: none"> • Use the My Aged Care services and support portal to: <ul style="list-style-type: none"> ▪ Request reclassification

Stakeholder	Roles and responsibilities relevant to ACATs
	<ul style="list-style-type: none"> ▪ Request reconsideration
My Aged Care contact centre	<ul style="list-style-type: none"> • Receive requests from consumers for residential respite reclassification • Refer to ACAT if in community setting
My Aged Care service provider and assessor helpline	<ul style="list-style-type: none"> • 1800 836 799 available for help with the My Aged Care system and technical support. • The helpline is available from 8am to 8pm Monday to Friday and 10am to 2pm Saturday, local time across Australia.
Department of Health and Aged Care staff	<ul style="list-style-type: none"> • Manage referral transfers • Determine AN-ACC Class

25. Do you have any further resources?

For further related information, please see the following links:

- [Residential Aged Care Funding Reform webpage](#)