

## What's New in My Aged Care

This update provides a summary of the system changes to be delivered on Monday 3 October 2022.

### Changes at a glance

#### 1. Serious Incident Response Scheme (SIRS)

The following enhancements will be introduced for SIRS residential reporting

- From 3 October 2022, residential aged care providers must report occurrences of unlawful sexual contact or inappropriate sexual conduct as a Priority 1 reportable incident under the SIRS. This means that these types of incidents must be reported within 24 hours of the provider becoming aware of the incident.
- The Bulk upload functionality will only be available to report priority 2 incidents
- Providers will have the option to report a maximum of six subject of allegations when reporting an incident
- When reporting an incident, if a provider selects 'no impact' a rationale will be required

SIRS guide: [Quick Reference Guide: How to access and use the Serious Incident Response Scheme \(SIRS\) portal | Australian Government Department of Health and Aged Care](#)

#### 2. AN-ACC (Australian National Aged Care Classification)

The Australian National Aged Care Classification (AN-ACC) replaces the Aged Care Funding Instrument (ACFI) on 1 October 2022, with the new funding arrangements to take effect automatically.

##### **Assessors**

- When conducting comprehensive assessments ACATs will be required to complete the DEMMI tool if recommending residential respite care services. ACATs will no longer be able to recommend residential respite high or residential respite low care.
- ACAT delegates will therefore approve recommendations for a respite care approval.
- ACAT and Residential Funding Assessment (RFA) outlets will receive respite classification assessment referrals. These referrals will be issued to an RFA or ACAT outlet depending on whether the care recipient is receiving services at a residential aged care facility or has returned to the community. Team leads will be able to accept, reject and assign these referrals to assessors.
- ACAT and RFA assessors will be able to conduct residential respite assessments in the myAssessor and AN-ACC apps.
- AN-ACC Classifications are currently displayed in My Aged Care portals after 7 days. This will change to within 7 days.

### Residential care service providers:

- With the implementation of AN-ACC, funding will now be based on the care recipient's respite classification and no longer need to indicate what level of respite care they provide.
- Existing residential respite high and residential respite low services will be replaced by a single residential respite service. To aid in the transition existing information from residential respite high or low services will be utilised. Providers should confirm the information accurately reflects their respite service via the Service and Support portal.
- Will be able to view a care recipient's respite classification and request respite reclassifications.
- Will be able to request reconsiderations of AN-ACC classification decisions
- Will receive notifications about AN-ACC classification decisions resulting from reclassification or reconsideration of AN-ACC classifications.
- AN-ACC Classifications are currently displayed in My Aged Care portals after 7 days. This will change to within 7 days.

### Care recipients, representatives, agents and support organisations

- Care recipients who have not been assigned a respite classification and are currently approved for residential respite low care will be assigned a 101 classification. Those approved for residential respite high care will be assigned a 102 classification.
- MAC online account users will receive notifications about AN-ACC classification decisions resulting from reclassification or reconsideration of AN-ACC classifications.
- Can view a care recipient's current and previous residential respite and permanent classifications. Newly assigned classifications will be visible within 7 days of the assessment being completed.

**All guidance material for AN-ACC residential aged care funding reform** is available on the Department of Health and Aged Care Website here [Residential aged care funding reform | Australian Government Department of Health and Aged Care](#)

## 3. Enhanced Carer Support Pathways

Assessors, contact centre staff and Aged Care Specialist Officers can now share contact details for aged care recipient's and their carers to Carer Gateway and the National Dementia Helpline. This enables these organisations to call carers and/or aged care recipients directly and provide support services.

This is achieved via the Staff Portal, Assessor Portal and My Assessor Application.

For more information, please refer to [National Dementia Helpline](#) website.

## 4. Specialisations verifications

Providers will now be able to apply for verification of specific specialised services through an online form in My Aged Care.

A Provider's successfully verified specialisations will be displayed in the view outlet page. Underneath this list of approved specialisations, Providers will also be able to select the manage verification function which will allow them to submit new verification applications, edit existing applications and view their application statuses.

When editing specialisations for a service item, only specialisations for which the outlet has been verified will be able to be selected.

For more information regarding the criteria for specialised care delivery please see [About Specialisation Verification](#).

## 5. myAssessor App changes to support relationships for clients

Building on the changes to the myAssessor application in Release 24 (27 June 2022), Assessors will now be able to create support relationships for clients in the myAssessor application when in Offline mode.

Assessors will be required to establish locally created support relationships when connected to the internet (by selecting 'Establish Online' on the relationship card) before uploading to the Assessor portal.

This summary of the changes is published here [October 2022 My Aged Care Summary of Changes](#)

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

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

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