

# Loddon Mallee Regional Assessment Service (RAS)

Cathy Manderson  
Regional Assessment Service Coordinator  
(Loddon Mallee)

 [c.manderson@bendigo.vic.gov.au](mailto:c.manderson@bendigo.vic.gov.au)

 0408 239 061 or 5434 6497

# Background

- \* Bilateral agreement between State DHHS and Commonwealth DoH in 2015 to transition aged care services to the Commonwealth.
- \* DHHS agreed to this on the proviso that they manage the assessment function in Victoria for 3 years, from 1<sup>st</sup> July 2016 - 30<sup>th</sup> June 2019.
- \* Victoria has a highly skilled and well qualified assessment workforce following significant investment by DHHS and organisations in recent years. ‘Retaining the benefits of the Victorian system’.
- \* 92 outlets in Victoria (excluding ACAS) that complete assessments for aged care services (previously HACCC). Divided into 9 RAS, based on ACPR. A RAS Coordinator has been appointed in each of the regions, to assist with initial establishment.
- \* Loddon Mallee has 10 RAS outlets, all based within Local Government. The outlets complete home support assessments and determine eligibility for CHSP services.

# Background cont.

- \* Campaspe is part of the Loddon Mallee Regional Assessment Service (RAS), with the Assessment outlet based at the Shire of Campaspe.
- \* Loddon Mallee has 10 RAS outlets, all based within Local Government. The outlets complete Home Support Assessments and determine eligibility for Commonwealth Home Support Programme (CHSP) services.
- \* CHSP = HACC + DTC + NRCP + ACHA  
(Home and Community Care + Day Therapy Centres + National Respite for Carers Program + Assistance with Care and Housing)

# National guiding principles

- Assessment and referrals for older people to occur through ‘My Aged Care’
- Separation of Home Support Assessment (RAS) from the delivery of Home Support Services (CHSP)
- Streamlining and consistency of assessment practices between RAS and ACAS (Aged Care Assessment)
- Central client record and single point of entry and information

# 6 months in.... what have been our biggest challenges?

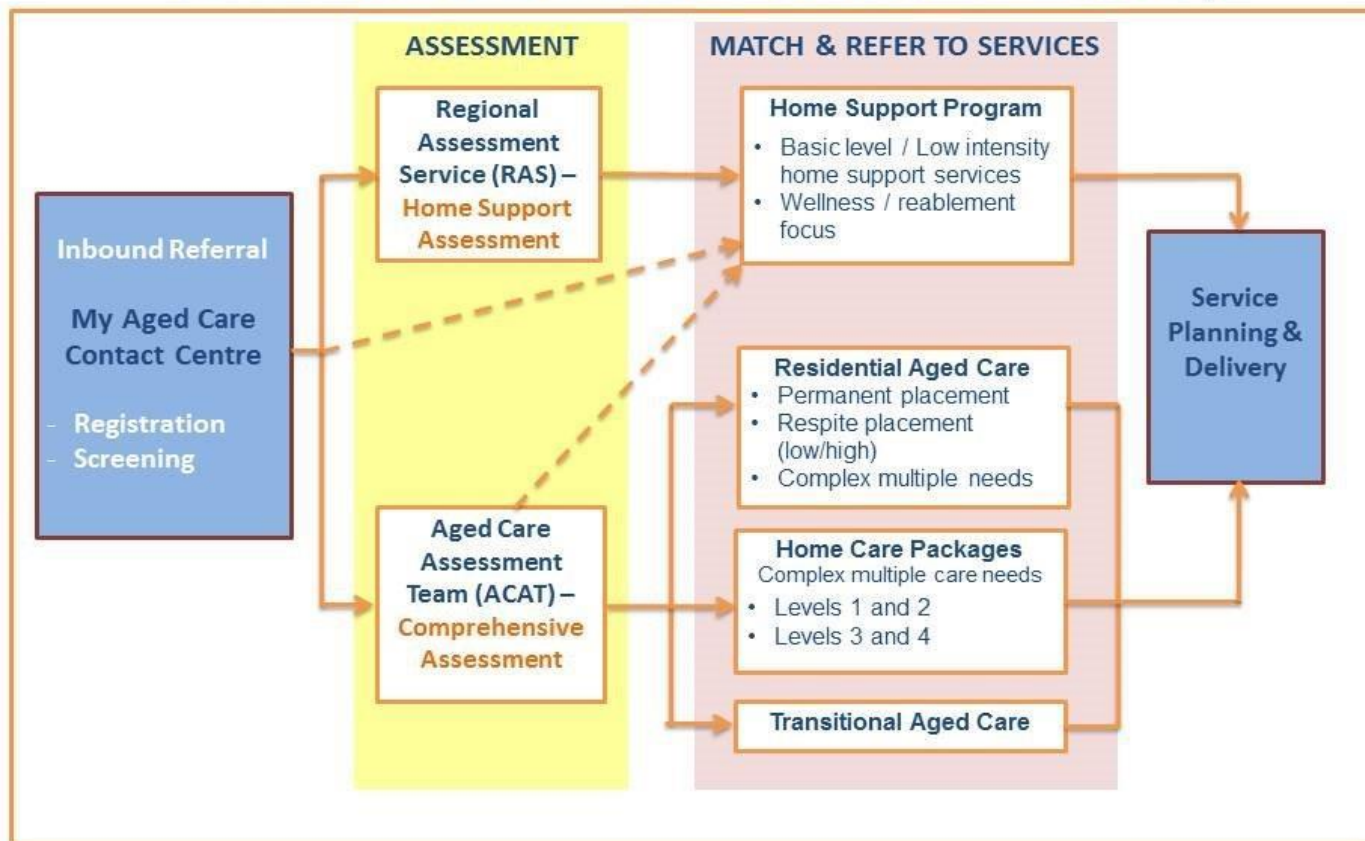
- The transition itself – generally unprepared for the changes and challenges that we were to face.
- Initially very low referral numbers
- Interface between RAS and ACAS
- Adapting to *My Aged Care* – new technology
- Moving to an independent and holistic needs based assessment vs service based assessment
- Separation requirements (functional/operation/evidence)
- Lack of information/training/support for Service Providers

# RAS Coordinator role

- Based in Bendigo, works across the Loddon Mallee region
- Support RAS outlets as they transition from independent outlets to being part of the Loddon Mallee RAS
- Strengthen communication and promote consistent practice and process across the RAS, in line with the Commonwealth model and in the context of retaining the benefits of the Victorian system
- Information sharing and networking
- Will work closely with the Regional Development Coordinator when appointed. The RDC will work closely with service providers across the region.

# My Aged Care- at a glance

## My Aged Care Assessment & Service Referral Pathways



\*\*Complete Health professional web referrals bypass the Contact Centre, go direct to assessment outlet

# Registering with My Aged Care

If a client is already receiving CHSP services

They do not need to register with My Aged Care until their circumstances change.

If a client requires CHSP Nursing or Allied Health services only

A Health Professional can refer direct to service using existing systems (outside My Aged Care) - until June 2017

If a client requires CHSP services or their circumstances change

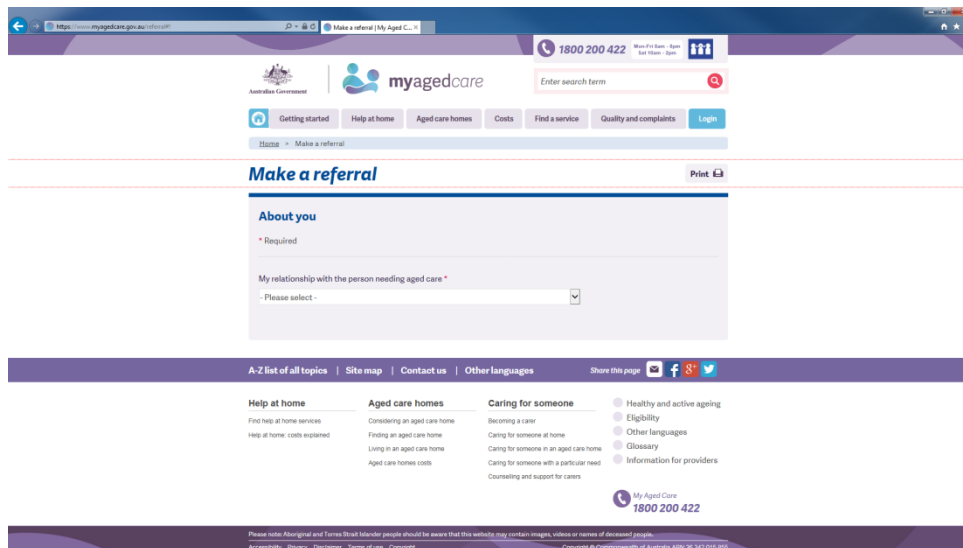
Contact My Aged Care  
1800 200 422



# Web referrals

- \* If the referral is completed as a 'health professional' and is a complete referral, it will bypass the Contact Centre (and currently is creating a duplicate client record), and is sent direct to the assessment outlet without Contact Centre intervention or screening.
- \* The Contact Centre will attempt to contact the client **TWICE** (within a short period of time). If contact is not able to be

established the record/referral will be closed. The Contact Centre will try to contact the referrer **ONCE** to advise of the referral closure.



The screenshot shows the 'myagedcare' website interface. At the top, there is a navigation bar with the Australian Government logo, the 'myagedcare' logo, a search bar, and a phone number '1800 200 422'. Below this is a menu with options like 'Getting started', 'Help at home', 'Aged care homes', 'Costs', 'Find a service', 'Quality and complaints', and 'Login'. The main content area is titled 'Make a referral' and includes a 'Print' icon. Underneath, there is a section 'About you' with a 'Required' field for 'My relationship with the person needing aged care \*'. A dropdown menu is visible with the text 'Please select -'. At the bottom, there is a footer with 'A-Z list of all topics', 'Site map', 'Contact us', 'Other languages', and social media icons. A small 'My Aged Care 1800 200 422' logo is also present in the footer.

# Facilitated registration

- If a person prefers to avoid the phone based Contact Centre, the RAS can be contacted directly by the client or their support person for a facilitated registration. The RAS assessor can register the person using the assessor portal to create a client record.
- Consent from the person is required to facilitate registration.
- The facilitated registration process streamlines the registration, screening and assessment process.

# Notes and interactions in My Aged Care

**Table 1: Viewing and adding note types in the My Aged Care portal by role**

Note type	My Aged Care Contact Centre		Home Support Assessors and Comprehensive Assessors		Service providers		Clients	
	Add	View	Add	View	Add	View	Add	View
Client story	✓	✓	✓	✓	✗	✓	✗	✓
Sensitive notes	✓	✓	✓	✓	✗	✗	✗	✗
Preferences	✓	✓	✓	✓	✗	✗	✗	✗
Observations	✓	✓	✓	✓	✓	✓	✗	✗
Other	✓	✓	✓	✓	✓	✓	✓	✓

The 2 note types service providers cannot view contain the following information



Sensitive notes (500 character limit)	Information of a sensitive nature about the client that needs to be available for assessment or provision of some services. For example details of court orders/correctional orders or “client has abusive relationship with son”.  This note will not be displayed to Service Providers or clients however there is a flag alerting Service Providers to contact My Aged Care or assessor for information.
Preferences (500 character limit)	The client’s stated service provision preferences e.g. an Aboriginal specific provider (Aboriginal Community Controlled Organisation) or specific culture requirements

# Challenges to come

- Consolidate practice across the RAS, including use of My Aged Care, recording of client information, etc.
- Strengthen networks between RAS and A&S, service providers, ACAS and referral partners.
- Strengthen knowledge of community based supports to ensure referrals are meeting client needs
- My Aged Care will continue to mature, so outlets need to continue to adapt their practices in line with system enhancements
- Period of ongoing change – flexibility required within outlets in terms of resources, processes, structure, etc.
- Post July 2019 - ???

# Further information for service providers

- \* Department of Health – Information for service providers webpage:

<https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers>

Includes FAQ's, resource guides, fact sheets, etc