

My Aged Care – Information Update for Victorian HACC Assessment Services

5 June 2015

The Home and Community Care Program is jointly funded by the Commonwealth and Victorian governments.

Background

My Aged Care is an important component of the federal government's aged care reform. It will provide a central, identifiable point of entry to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed, and be supported to locate and access available services.

Further to the Forums on My Aged Care and Victorian HACC Assessment Services that DHHS held in March 2015, this update provides information on the staged migration of HACC Assessment Services into the My Aged Care system, a snapshot of the results of the Victorian HACC Assessment Services IMIT readiness survey, an update on the MAC Early Implementation project and information about the recently established dedicated DHHS email address for MAC in Victoria enquiries.

This is the first of three DHHS information updates for HACC Assessment Services planned for the 2015 calendar year (*the next Updates are scheduled for September and December 2015*).

Staged migration of HACC Assessment Services (HAS) into the national My Aged Care (MAC) system

Stage One: Partial Migration of HAS into the MAC system

As we presented on and discussed during the March 2015 Forums, DHHS and DSS have an ***in principle*** agreement to register all HACC Assessment Services (HAS) on the My Aged Care (MAC) system from 1 July 2015 so that they can receive referrals from the MAC contact centre. These MAC referrals will be an additional referral pathway to the existing referral pathways into aged care services that are used in Victoria.

This is a partial migration of HAS into the MAC system. This will allow each HAS to log into the MAC assessor portal, receive and accept or reject e-referrals from the MAC contact centre and access the client record (which will include screening information that has been collected by the contact centre).

We are taking this step so that Victorians who see nationally distributed information about the expanded functions of MAC and call it to seek information and services, have a referral destination from the MAC to the Victorian network of HAS and ACAS.

At this stage HAS ***will not*** use the National Screening and Assessment Form (NSAF) or make electronic referrals for services on the MAC system. Referrals will need to be made in accordance with current

business as usual referral systems, practices and processes until full migration of HAS into the MAC system occurs (30 June 2016, *at the latest*).

This arrangement for HASs in Victoria will include HAS receiving all requests for services originating from Victoria that are made to the MAC contact centre. This means that from 1 July 2015 MAC will refer those people living in Victoria who have called the contact centre seeking HACC and/or CHSP services to a HAS for assessment.

HAS will continue to use current tools and make referrals for services which are the most appropriate for the person, using existing referral mechanisms and pathways.

From 1 July 2015 the National Respite for Carers Programme (NRCP), Day Therapy Centres (DTC) and Assistance with Care and Housing for the Aged (ACHA) will be incorporated into the Commonwealth Home Support Programme.

This partial migration of HAS into the MAC system will remain in place until the date that full migration of all HAS and HACC providers into the MAC system is achieved (by 30 June 2016, *at the latest*).

The important tasks for Stage One are:

1. Confirm that your agency has an AUSkey and identify the AUSkey administrator in your organisation. An AUSkey is a secure login that authenticates a user's access to the MAC assessor portal. An AUSkey is required to access the MAC Assessor portal (HASs will only be able to access the MAC electronic platform to retrieve referrals through the MAC Assessor portal if the agency has an AUSkey).

If your agency does not have an AUSkey discuss with your Senior Executive the steps you need to take to register for and obtain Agency/organisation AUSkey. You can find more information on AUSkey by visiting the website (<https://abr.gov.au/AUSkey/>).

2. Identify the person in your organisation that will have the responsibility for setting up your organisation's information in the MAC portal (this will be the MAC assessor portal 'administrator' for your agency).
3. Identify/select an email address that will be used to receive electronic notifications from the MAC Contact Centre advising that a referral is awaiting retrieval on the system.
4. Await specific instructions from DSS (via DHHS) for setting up your HAS on the Assessor portal.

DHHS is working with DSS to ensure that your organisation's name is pre-populated on the MAC system. You will receive information on when you can log into the MAC to verify that your organisation's details are correct. Both DHHS and DSS will follow up with any HAS who are having difficulties registering on the MAC. Planning for system support and MAC system familiarisation training opportunities for you and your nominated staff are currently underway.

A schedule of specific timelines for a 3-hour MAC familiarisation training session (to be conducted by DSS) for the Stage One phase and other support arrangements will be distributed to each HAS shortly.

Stage Two: Full Migration of HAS onto the MAC system

DHHS and DSS also have an agreement *in principle* to work together to **fully transition** Victorian HACC Assessment Services and HACC Service Providers into the My Aged Care system by 30 June 2016, *at the latest*.

DHHS and DSS are currently developing a work plan that will specify what full HAS migration into the MAC system will involve. The work plan will be circulated to all HAS agencies as soon as possible.

Snapshot of findings from the HAS IMIT readiness for MAC survey

The first step towards full migration has been completion of the HAS IMIT survey. Preliminary analysis shows that 60% of HAS are recording their assessments directly on to a computer and 15% are using paper forms. Others are using a mix: recording onto paper and then into computer. Comments suggest that variability in Internet access and quality is having an impact on this practice.

While a majority of agencies considered they have sufficient number of laptops and or tablet/iPads for their staff, the balance of agencies either have none or considered they have insufficient numbers for their staff to use.

Adequate, effective training and support is considered unanimously as a key enabler for use of the new MAC platform. Responses suggest that most desktop browser applications that HAS are using should provide access to the MAC portal. Use of many of the online training and support tools would need a more recent desktop browser. About 70% of HAS have browsers that would do this comfortably. About 10 % would need to update.

It was clear that variability of coverage - slow speed, black spots and intermittent coverage/ dropouts - within many areas, particularly rural, is a significant issue. It will be important that the offline access functionality that is being provided by the MAC system operates adequately and the process for uploading is easy to use and efficient.

Responses also indicate that approximately 80% have telephone system capacity to do warm transfers i.e. take an incoming call (from an external source), speak with that person and then transfer this call to an external number.

IMIT "readiness" of HAS to use the MAC is a foundation pillar for deciding with DSS the timeframe for full transition of all Victorian HASs on to the MAC system.

The survey responses will be analysed in more detail over the coming weeks and DHHS will follow up with individual agencies during this time to clarify areas that were unclear from the responses and work with others to develop a strategy to address areas that need action.

The Victorian Early Implementation of the MAC system

Since 13 April 2015, the Kingston Aged Care Assessment Service (ACAS) catchment (*comprising the three local government areas of Kingston, Greater Dandenong and Bayside*) has been *the catchment* for the early implementation and testing of the MAC system.

The Kingston ACAS, City of Greater Dandenong, Bayside City Council and Kingston Council HASs, HACC providers, NRCP, DTC and ACHA providers, Packaged Care and Residential Care providers within *the catchment* have been engaged in the early implementation of the My Aged Care system (*Release 1*).

The early implementation of My Aged Care within *the catchment* has been and continues to be a critical step forward for demonstrating what corrections and improvements will be required to the MAC service model, business capabilities, referral processes and technology prior to the DSS' nationwide rollout of MAC scheduled for 1 July 2015 (*Release 2*). The early implementation of My Aged Care is also giving

DHHS valuable insight into the scale of change management migrating Victorian HAS into My Aged Care will involve.

A dedicated DHHS email address for My Aged Care enquiries and issues

DHHS has now established a dedicated email address (VICMAC@dhhs.vic.gov.au) where agencies can send queries about the migration of HAS to the MAC in Victoria. One of the team members from DHHS Central Office will respond as soon as possible to ensure that agencies receive the most relevant and up-to-date information. Our aim is to make change management, development and implementation processes transparent to you.

Dates for actions to enable Victorian HACC Assessment Services to interact with My Aged Care

<p>During June 2015</p>	<p>VIC HAS will organise and implement their AUSkey arrangements to receive referrals via the MAC assessor portal from the MAC contact centre on 1 July 2015.</p> <p>VIC HAS representatives will undertake the DSS MAC system familiarisation session.</p>
<p>From 1 July 2015</p>	<p>VIC HAS registered on the MAC (and who have participated in the DSS MAC familiarisation session) will be able to receive referrals from the MAC contact centre and be able to accept or reject these referrals.</p>
<p>From 30 June 2016 <i>at the latest</i></p>	<p>VIC HAS will be able to manage all CHSP referrals for assessment via the MAC assessor portal.</p> <p>VIC HAS will be able to undertake CHSP assessments using the National Screening and Assessment Form (via the My Aged Care assessor portal).</p> <p>VIC HAS will also be able to send referrals for service(s) and update the client record via the My Aged Care assessor portal.</p>

NB: More information on setting up the administrator for the MAC Assessor portal in your agency and the dates and arrangements for the MAC familiarisation sessions for your HAS will be provided shortly.