

## Senate Community Affairs Committee

### ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

#### HEALTH PORTFOLIO

#### Additional Estimates 2016 - 2017, 1 March 2017

**Ref No:** SQ17-000175

**OUTCOME:** 6 - Ageing and Aged Care

**Topic:** My Aged Care

**Type of Question:** Written Question on Notice

**Senator:** Siewert, Rachel

**Question:**

Can the Department detail specific measures that have been taken to improve the functionality of the My Aged Care web-based portals?

**Answer:**

Since the launch of the My Aged Care portals on 1 July 2015, the Department of Health has continued to improve user experience and enhance functionality, including to the web-based portals, through regular system releases. There have been seven major IT system releases to date. The latest release occurred on 27 February 2017 and focused on the implementation of the Increasing Choice in Home Care reforms and other enhancements to the system.

For the February 2017 release, key changes to enhance the functionality of the My Aged Care portals included:

Service provider portal

- Enhancements to sort and filter functionality, to make it easier to sort and filter client information in the portals;
- Extended visibility of client service information for providers while a care extension request is pending;
- Display of nominated primary contact person for a client and additional information displayed for representatives to ensure the correct person is contacted; and
- Streamlined waitlist functionality to allow providers to accept a client referral to a waitlist more easily than before.

Assessor portal

- Ability for Aged Care Assessment Team (ACAT) delegates to request Residential Respite extensions via the assessor portal;
- Ability for ACAT assessors and delegates to nominate to receive notification of a client's home care correspondence from the Department;

- Ability for assessors to issue referrals from a client's support plan after they have finalised an assessment without the need to undertake a support plan review;
- Improvements to the Transition Care extension process to auto-calculate relevant dates, introduce notifications regarding the extension decision and allow the status of the request to be visible to the requesting provider;
- Improvements to the offline myAssessor application for assessors to increase functionality and usability; and
- Changes to reporting access and storage of information to increase speed and to improve the usability of reporting in My Aged Care.

#### Client portal

- Improved access to support plan and assessment information for the client;
- Ability to update primary contact person information in the portal;
- Improved view of nominated representative information; and
- Improved access for representatives to view their own and their client's information.

The next major release is scheduled for mid-2017 and is expected to focus on improvements resulting from the Accelerated Design stakeholder engagement process. This will include additional enhancements to the portals.