



Australian Government

Department of Social Services



myagedcare

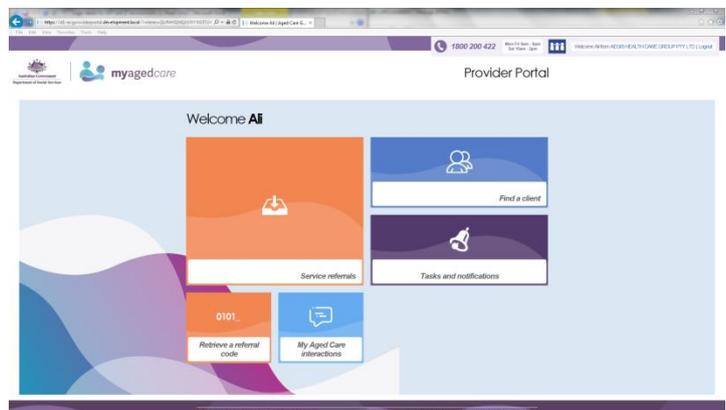
## What the My Aged Care changes mean for service providers

The changes to My Aged Care will make it easier for people to access aged care services.

The 'My Aged Care changes in 2015' fact sheet provides an outline of what service providers need to know about the changes. The fact sheet includes information about the introduction of My Aged Care portals for accessing the system, central client records, the national screening and assessment process and electronic referrals for service(s).

This fact sheet is for Commonwealth funded service providers. It outlines:

- what service providers need to do *now* to prepare for the changes;
- what the provider portal will be used for;
- when service providers will access the provider portal;
- how to get an AUSkey; and
- the support that will be available to help service providers use the provider portal.



Due to the continued operation of the jointly government funded Home and Community Care programme in Victoria and Western Australia, the changes will differ in these states. [More information](http://dss.gov.au/MyAgedCare) will be available at [dss.gov.au/MyAgedCare](http://dss.gov.au/MyAgedCare).

### What do service providers need to do now to prepare for the changes?

In late February 2015, the Department of Social Services (the Department) contacted all Commonwealth funded service providers to outline the first steps that need to be undertaken to prepare to use the provider portal. The steps are outlined below.

Identify your Organisation Administrator	You need to identify an individual from your organisation to be your Organisation Administrator for the provider portal. This person will be the first person from your organisation to log into the portal, and they will be responsible for setting up access to the portal for other staff.
Submit the smart form	Your Organisation Administrator will need to complete and submit their smart form to the Department by 17 April 2015. If your organisation has not received the smart form please contact <a href="mailto:myagedcare@dss.gov.au">myagedcare@dss.gov.au</a> .

Obtain an AUSKey	Your Organisation Administrator, and all staff who will use the provider portal, will need to have an AUSKey. AUSKey is a secure login that identifies you when you use participating government online services on behalf of your business, and obtaining an AUSKey is free.
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Once the Department has processed the smart form, the Organisation Administrator will receive information about what to do next via email.

### What will service providers use the provider portal for?

Service providers will use the provider portal to:

- self-manage information about the services they provide;
- manage referrals for service issued by the contact centre or assessors;
- update central client records with information about services being delivered; and
- request that an assessor undertakes a review or a new assessment.

It is important that information about the services you provide is kept up to date as the information will be displayed publicly on the service finders on the [My Aged Care website](http://myagedcare.gov.au) (myagedcare.gov.au), and this information will be used by contact centre staff and assessors to refer clients to service(s).

### When will service providers first be able to access the provider portal?

Service providers that submitted their smart form to the Department by 17 April 2015 (and have an AUSKey) will be able to access the provider portal from mid May 2015. This will allow service providers to become familiar with the portal and review organisational details before July 2015.

### How do you get an AUSKey?

Prior to accessing the provider portal in mid May 2015, each staff member who will use the provider portal will need their own individual email address and a separate AUSKey. They will need this prior to logging on for the first time.

The information below describes what an AUSKey is, and how to get one.

AUSKey is a secure login that identifies you when you use participating Government online services on behalf of your business. Obtaining an AUSKey is a simple process that is free and it only takes a few minutes to register for an AUSKey.

Each AUSKey is linked to an Australian Business Number (ABN) and can be stored on a computer or a USB stick for staff that use multiple computers. Many organisations already use an AUSKey to interact with other Government services.

If your organisation does not currently use AUSKey, your organisation will need to organise an Administrator AUSKey. The Administrator is able to set up Standard AUSKeys for all staff members who will use the provider portal, or alternatively staff members are able to register online.

What you will need to provide to register for an AUSKey online is outlined below:

Type	What you will need to provide
<b>Administrator AUSKey</b>	<ul style="list-style-type: none"> <li>• the ABN of the business you want the AUSKey to be linked to;</li> <li>• your full legal name;</li> <li>• your date of birth; and</li> <li>• an email address that only you have access to.</li> </ul>

Type	What you will need to provide
<b>Standard AUSKey</b> for other Staff	<ul style="list-style-type: none"> <li>• an Administrator AUSKey user's email address;</li> <li>• your full legal name; and</li> <li>• an email address that only you have access to.</li> </ul>

Note: If you provide your tax file number (TFN) it will speed up the registration process. If you do not provide your TFN you will need to call 1300 AUSKey (1300 287 539) and provide extra details to complete the registration.

The Australian Taxation Office and the Department of Industry work together to provide the AUSKey infrastructure and have a national service desk (1300 287 539) to assist organisations that are registering for an AUSKey for the first time. For more information visit the [Australian Business Register website](https://abr.gov.au/AUSkey/) at <https://abr.gov.au/AUSkey/>.

### When will service providers use the provider portal to support clients?

From July 2015, Commonwealth Home Support Programme (CHSP) providers will receive electronic referrals for service via the system. Referrals will be sent by the My Aged Care contact centre and the My Aged Care Regional Assessment Service (RAS).

Home Care, Residential Care and Transition Care providers will start receiving referrals for service after the Aged Care Assessment Team (ACAT) in their local area has transitioned to using the system. The transition of ACATs will occur between July 2015 and December 2015.

### When will support be available for service providers?

March / April 2015	National roadshows and the My Aged Care webinar (live and recorded)
30 March 2015	Service provider and assessor helpline introduced
Late April 2015	System set up fact sheets System User Guide Quick System Reference Guide Instructional videos Readiness Checklist

### For more information

Further information about the changes to My Aged Care in 2015, including the [My Aged Care Concept of Operations and other fact sheets](http://dss.gov.au/MyAgedCare), is available at [dss.gov.au/MyAgedCare](http://dss.gov.au/MyAgedCare).