

Hi,

Please see my notes in RED Font

Our Questions

In addition to considering how your experience relates to our review criteria, we are interested in understanding:

1. Your overall experience interacting with the systems underpinning My Aged Care to receive assessment request notifications and make required assessment bookings.
 - * MAC service team helpful most of the time
 - But frustrating when MAC team go off their calls script, we frequently have clients call us to say ie: MAC told me Council can do that for you, it's free, assessment will be in a few days and a good example is garden maintenance or window cleaning, plus often come in as Urgent Priority
 - *MAC team advising callers they should get a home care package as its free so why pay for CHSP services
2. Whether you experience any issues with availability or reliability of the systems underpinning My Aged Care.
 - *When there is a system upgrade, we do find that some data is missing from MAC ie: notes saved have vanished, O.T. attachments are missing
 - We hold our breathe and hope for the best
 - When we do advise MAC data is missing, feedback is just re do it
 - Many assessors now keep notes in a word Doc just in case
3. Whether the system is hindering timely management of assessments or could be improved to allow better management of scheduling or referring to other assessors.
 - Yes, especially with referrals for assessment marked a Urgent ie: for window cleaning.
 - This becomes an issue if intake have already accepted new assessments to be booked in, KPI report blows out as there are too many Urgent referrals, that are not Urgent
4. If there is consistency across assessment requests received through the different channels (i.e. phone contact centre, web and face-to-face) of My Aged Care? a. Are there information gaps that delay assessments or cause rejection?
 - The bulk via MAC, but we do receive emails and calls
- b. Do you receive sufficient information to allow assessments to be conducted in a culturally appropriate manner? Are you notified when a profound disability or language barriers may require additional services? **Most of the time, it can be tricky to access some interpreters availability or where there is a specific language and we reply on family/friends to assist**
5. Are requests for assessments received outside of My Aged Care channels? a. If so, do these create an additional workload?
 - Often at assessment, where a client being assessed requests their spouse to be assessed also

The assessor will assist register with MAC while at clients home, or register and assess at a later date

6. Is there duplication of requests due to multiple registration created by advocates or care finders, and personal registrations on My Aged Care?

Yes frequently, we have found clients with duplicate records or multiple records with clients name spelt different ways

7. What barriers have been raised by or with assessors using My Aged Care that continue to hinder its effectiveness?

Going off script, making recommendations to callers about what they should be assessed for ie: HCP

8. In an ideal world, what changes would you implement to make your job more effective?

Where MAC team don't know the answer, don't make something up or give advice that becomes an issue at assessment, when client says MAC told me every service is free

9. Alternatively, are there any recent changes that have improved My Aged Care and your ability to manage requests for assessments?

Not really, same frustration for assessors over the years

We encourage you to provide us with any information that you feel would support your submission.
regards

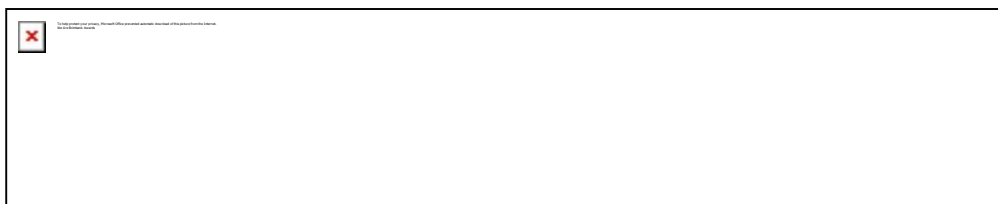


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Brimbank City Council respectfully acknowledges and recognises the Wurundjeri and Bunurong peoples as the Traditional Custodians of this land and pays respect to their Elders past, present and future.

