

**To form a conclusion against the objective, the Acting Inspector-General will consider the following criteria:**

*1. Are there clearly prescribed standards against which My Aged Care's performance can be measured to ensure the Government's objectives are being met?*

Yes, there are clearly prescribed standards to refer to.

*2. Is the user experience of My Aged Care aligned to the needs of its expected users/target audience?*

Digital literacy and hearing deficits make using online or phone service difficult for an older consumer.

*3. Are there distinct access challenges arising in regional, rural and remote areas, and in other contexts, and how does My Aged Care overcome these?*

Access to CHSP services in semi-rural areas is limited due to distance for providers.

A suggestion is travel allowance on top of CHSP payment to improve access options for these clients.

*4. If My Aged Care is the single point of entry to be assessed for aged care services, what drivers cause older people to seek to access an assessment through other means?*

A good rapport with their GP and expectations that a GP can refer them for aged care services (that they do the assessment).

From experience, older people would prefer to use someone they trust to access aged care services, who gives them an explanation of the service and what it can do for them to remain living safe & independent in their own home.

**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.*

Timely.

*2. Whether you experience any issues with availability or reliability of the systems underpinning My Aged Care.*

No

*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.*

At times we receive referrals for assessment that are not in our catchment and require transfer. Contact Centre could check to ensure the referral is going to the correct agency

*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?*

Contact numbers not being connected, without a secondary contact number or representative recorded/available.

*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?*

Generally we are aware of potential barriers to the assessment process in advance and are able to address individual needs such as booking interpreters.

**5. Are requests for assessments received outside of My Aged Care channels? a. If so, do these create an additional workload?**

Support plan reviews have been received directly from a client contacting RAS which does add additional workload of triaging which would otherwise be done by MAC over the phone or via the web portal.

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

At times this is the case, not too often.

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

Lack of service availability therefore clients do not receive timely services and may come back for Support Plan Review sooner

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

More service delivery availability to address client needs in a timely manner.

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

n/a