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| Commonwealth Regional Assessment Services  13230 |
| Outcome objective: Victorians are safe and secure  Output group: Ageing, Aged and Home Care  Output: HACC Primary Health, Community Care and Support |

**OFFICIAL**

**1. Service objective**

To provide assessment services to older people in Victoria in relation to assessments for aged care services.

**2. Description of the service**

The purpose of this funding is to provide assessment services to older people in Victoria. These assessment services are conducted for those with entry level aged care needs who wish to remain living in their home and community. An outcome of a home support assessment may include referral to the Commonwealth Home Support Programme.  
Home Support Assessors will undertake assessments using the mandated NSAF supported by offline or mobile Gateway functionality. Assessment activities will be undertaken face-to-face usually in the client’s home environment.

**3. Client group**

The client group this activity is targeted at is people 65 years and over and 50 years and over for Aboriginal and Torres Strait Islander People.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

N/A

**4b. Program requirements and other policy guidelines**

* [My Aged Care Assessment Manual – for Regional Assessment Services and Aged Care Assessment Teams (2018) and addendums](https://www.health.gov.au/resources/publications/my-aged-care-assessment-manual)

<https://www.health.gov.au/resources/publications/my-aged-care-assessment-manual>

* [Victorian Regional Assessment Service Operational Guidelines (Department of Health and Human Services, 2019).](https://www2.health.vic.gov.au/ageing-and-aged-care/my-aged-care-assessment-services)

<https://www2.health.vic.gov.au/ageing-and-aged-care/my-aged-care-assessment-services>

* [My Aged Care Quality Framework June 2018](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi2)

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**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Key performance measure 1: Number of completed assessments**

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| **Aim/objective** | Count the Number of Completed assessments |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Number of completed assessments |
| **Data source(s) collection** | * My Aged Care Business Intelligence Reports |
| **Definition of terms** | Assessment completed in My Aged Care for people 65 years and over and 50 years and over for Aboriginal and Torres Strait Islander People. |

**Key performance measure 2: Percentage of referrals and assessments completed on time**

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| **Aim/objective** | Timeliness for referral processing and completion of assessment |
| **Target** | 90% of referrals received are actioned and assessments completed within appropriate timeframes |
| **Type of count** | Non-cumulative |
| **Counting rule** | • Referrals received through the My Aged Care assessor portal are actioned (either accepted, rejected or transferred) within 3 calendar days • Accepted referrals lead to a face to face assessment, a final support plan and match and refer of a client to a service provider (where appropriate) within the following timeframes: a) For High Priority RAS referrals, within 10 calendar days of acceptance b) For Medium Priority RAS referrals, within 14 calendar days of acceptance c) For Low Priority RAS referrals, within 21 calendar days of acceptance |
| **Data source(s) collection** | * My Aged Care Business Intelligence Reports |
| **Definition of terms** | Referrals for Home Support Assessment via the My Aged Care assessor portal |

**Key performance measure 3: Percentage of assessments and support plans of appropriate quality**

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| **Aim/objective** | Assessments and support plans are of appropriate quality |
| **Target** | 85% of assessments and support plans are of appropriate quality |
| **Type of count** | Non-cumulative |
| **Counting rule** | • 85% of Home Support Assessments and support plans meet the agreed Quality Score, as measured using the “Home Support Assessment Audit Tool” • A minimum of 2% of NSAFs completed in the reporting period are to be sampled for this measure. • 85% of sampled assessments must achieve a score of 85% or above |
| **Data source(s) collection** | * Home Support Assessment Audit Tool |
| **Definition of terms** | NSAF: National Screening and Assessment Form |

**Key performance measure 4: Percentage of clients satisfied with their assessments**

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| **Aim/objective** | Clients are satisfied with the assessment received |
| **Target** | 85% of clients are satisfied with the assessments received |
| **Type of count** | Non-cumulative |
| **Counting rule** | • 85% of clients are satisfied or very satisfied with the overall quality of assessment service delivery as measured using the “Assessment Service – Client Satisfaction Survey” • A minimum of 2% of clients who have had an assessment completed in the reporting period are to be sampled for this measure. |
| **Data source(s) collection** | * Client satisfaction survey |
| **Definition of terms** | Client Satisfaction Survey template found at:  < https://www.agedcarequality.gov.au/resources/self-assessment-tool-aged-care-quality-standards> |

**Key performance measure 5: Percentage of clients that receive Reablement**

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| **Aim/objective** | Clients are assessed using a strengths based reablement approach |
| **Target** | 10% all clients assessed will receive a period of reablement |
| **Type of count** | Non-cumulative |
| **Counting rule** | • Clients are assessed using a strengths based reablement approach • This includes the development of reablement goals and strategies and short-term support from the RAS to monitor the progress and outcomes of reablement plans • Actions undertaken by the RAS may include regular communication with the client and service provider(s) where appropriate to review progress. |
| **Data source(s) collection** | * My Aged Care Business Intelligence Reports |
| **Definition of terms** | Reablement is an approach that aims to assist people to reach their goals and maximise their independence and autonomy via time limited interventions. Refer to the My Aged Care Assessment manual for further detail |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Client satisfaction survey | Manual Data Collection | Client Satisfaction Survey Tool Template | Quarterly |
| Home Support Assessment Audit Tool | Manual Data Collection | Home Support Assessment Audit Tool Template | Quarterly |
| My Aged Care Business Intelligence Reports | My Aged Care | My Aged Care | Monthly |

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