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### Summary of My Aged Care System Changes

20 January 2020

This summary document is intended to assist service providers and assessors in understanding the changes made to the My Aged Care system on 20 January 2020.


This release is focussed on delivering the remainder of the budget measures announced as part of the 2018/19 Budget and high priority system enhancements to improve the usability of the My Aged Care system. The changes include:

- Introduction of the *Apply for an Assessment Online* form on the My Aged Care website to enable consumers to register with My Aged Care and apply for their first assessment online as an alternative to calling the My Aged Care contact centre.
- Consumers will be able to nominate representatives through the *Apply for an Assessment Online* form, and assessors can complete the setup of these relationships in the assessor portal and myAssessor application.
- The myAssessor application will be enhanced to enable assessors to register and set up regular and authorised representatives in both online and offline mode.
- Introduction of an annual notification in the provider portal to remind home care providers to review or update home care pricing information for their services.
- Improvements to the information available to consumers and assessors when searching for services by enabling service providers to indicate whether they offer different specialised service offerings against each service.
- Availability of information as provided by Commonwealth Home Support Programme (CHSP) providers about clients in service prior to 1 July 2015.
- Introduction of myGovID as a supported login option for assessors and providers when accessing the My Aged Care portals, in preparation for the phasing out of AUSkey in March 2020.

**Please note:** If accessing this document electronically, clicking on the changes above will take you to the relevant section that provides further information on the change.

All relevant guidance documentation (including user guides and quick reference guides) have been updated to support this system release and are available on the department's [website](#).

A short summary is available at the end of this document outlining which guidance documents have been updated as part of this release.



For further information, go to My Aged Care  
1800 836 799 | [www.agedcare.health.gov.au/myagedcare](http://www.agedcare.health.gov.au/myagedcare)

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