# Readiness checklist for the My Aged Care Regional Assessment Service

This readiness checklist outlines what the My Aged Care Regional Assessment Service (RAS) need to do to ensure their organisation is ready to use the My Aged Care assessor portal (assessor portal) from **1 July 2015**.

Administrator checklistAdministrators need to complete the processes below to ensure that their organisation is ready to receive referrals for assessment from 1 July 2015:

* Familiarise yourself with the functions that you will need to undertake via the assessor portal. Refer to Guidance for Assessors
* Set up staff accounts (including subcontractors) and assign staff roles. Refer to the Assessor Portal User Guide – Part One, Section 2.2
* Make the outlet(s) active. Refer to the Assessor Portal User Guide – Part One, Section 2.1
* Ensure your staff, and subcontractors have read Guidance for Assessors and the relevant sections of the Assessor Portal User Guide – Part Two, and have access to the assessor portal.

| This is a picture of a note, representing some information that will be important to the reader, following this picture You must ensure that training associated with each staff member’s role in the assessor portal has been completed. |
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Team Leader checklist

Team Leaders need to complete the processes below to ensure that they are ready to manage referrals for assessment from 1 July 2015:

* Perform your first time log in to the assessor portal. Refer to the Assessor Portal User Guide – Part Two, **Attachment A**
* Familiarise yourself with the steps you will need to take to accept/reject referrals for assessment, and assign the assessment to an assessor in your organisation. Refer to the Assessor Portal User Guide – Part Two, Section 2.

Assessor checklist

Assessors need to complete the processes below to ensure that they are ready to use the assessor portal to undertake home support assessments for clients seeking access to Commonwealth Home Support Programme services from 1 July 2015:

* Perform your first time log in to the assessor portal. Refer to the Assessor Portal User Guide – Part Two, **Attachment A**
* Familiarise yourself with the functions that you will need to complete to undertake home support assessments. Refer to the Assessor Portal User Guide – Part Two, Section 3.

Note: Information about how to use the myAssessor app is available in the Assessor Portal User Guide – Part Two, **Attachment C**.

What support is available to help use the portal?

The following resources are available at dss.gov.au/MyAgedCare to assist home support to use the My Aged Care assessor portal:

* My Aged Care Guidance for Assessors
* My Aged Care Assessor Portal User Guide – Part One: Administrator Functions
* My Aged Care Assessor Portal User Guide – Part Two: Team Leader, Assessor, Delegate and Delegate Support Functions
* My Aged Care set up and transactional videos
* Quick Reference Guides
* Fact sheets.

What do I do if I need help?

In the first instance, the Department of Social Services would like to encourage assessors to review support materials available at dss.gov.au/MyAgedCare, and discuss any questions or concerns with colleagues. If this does not assist in resolving the question or concern, please contact the My Aged Care service provider and assessor helpline (1800 836 799). The helpline is available from 8am to 8pm Monday to Friday and 10am to 2pm Saturday, local time across Australia.