**REVIEWS AND ACAS**

The Commonwealth guidelines stipulate that if a client has been assessed by ACAS on MAC then any review of their support plan be completed by ACAS. This however is expected to create complications around waiting times for ACAS assessments; as well as reductions in the workloads of RAS agencies. Therefore the following process has been put forward by Grampians ACAS and RAS Coordinator to be trialled:

|  |
| --- |
| **ACTION** |
| ACAS to complete Support Plan Review over the phone. |
| OR |
| ACAS will commence the Support Plan Review and initiate a Reassessment.  ACAS will then decide which assessment service is most appropriate depending on the type of request, urgency and waitlists. ACAS will then transfer the reassessment to the local RAS if that is the most appropriate option. |

Grampians ACAS have not been receiving many Support Plan Review Requests, although other ACAS’ across the State have been receiving a large number. There is therefore a concern that perhaps referrals for reviews are being lost in the process. As a result ACAS have drafted a “Request for Support Plan Review” form that they would like to be sent to them on connectingcare.

Therefore if a client has been seen by ACAS on MAC (this can be checked by reading the notes and approvals on MAC), in order for a review to go ahead, the above mentioned form needs to be completed and faxed to Grampians ACAS. Please ensure you enter a note in MAC advising of what you are doing. When completing the form there is space to enter information regarding the reason for the referral. ACAS are also happy if you enter on the form that you are happy for the review to be transferred back to your agency for a RAS assessment if required.

If a RAS assessor clicks on the “Start Support Plan Review” button and ACAS have been involved, then MAC will open the review, however it will not allow you to make any changes. If you do accidently do this, you will need to call MAC to have them fix it.

Please see the next page for a flowchart to clarify the above process.

Developed/Adapted by Regional Assessment Coordinator and ACAS 010217

**REVIEW PROCESS FOR CLIENT’S PREVIOUSLY SEEN BY ACAS:**

RAS/CHSP agency completes the “Request for Support Plan Review” form:

* Send it to ACAS on connectingcare
* Attaches document to MAC
* Enter note into MAC

Client requires a Review of Support Plan

Support Plan Review completed by ACAS over the phone.

* Additional services referred as required (use of Referral Code as needed)
* Notes entered onto MAC
* Outcome advised to referrer

Reassessment completed face-to-face with client.

* Additional services referred as required (use of Referral Code as needed)
* Additional approvals as required (ACAS only)
* Notes entered onto MAC
* Outcome advised to referrer

Reassessment allocated to RAS

Reassessment allocated to ACAS

ACAS to review Support Plan, and Initiate Reassessment for client.

ACAS to ascertain most appropriate Assessment Service to complete reassessment

Client requires a Reassessment

Form received by ACAS.

Client has a change in needs, and/or requires additional services