



Carer Payment and Carer Allowance Extension to Voluntary Field Test – Health Professional Fact Sheet

We want Health Professionals to help us to make claiming carer payments faster and smoother

The Department of Social Services (DSS) and the Department of Human Services (DHS) have been working in partnership to field test questions for a new assessment process for Carer Payment and Carer Allowance.

Consultations were undertaken with peak welfare and health professional organisations on aspects of the assessment process in 2016.

We then conducted an initial field test of the proposed assessment process from September 2016 to January 2017. We are now extending this field test. The information from the field test will be used in actuarial analysis to verify the validity and reliability of the new assessment questions.

Consistent with the existing process, this new assessment process includes questions about the care requirements for the person with a medical condition/disability that need your clinical expertise.

We need to test the questions compared to those in the current medical/ treating health professional reports. Some questions will be the same as the Medical Report but need to be completed as the forms will be separately considered.

Thank you for donating your time to help us make claiming carer payments faster and easier for carers and health professionals.

How you can help

During the field test carers claiming carer payments will be asked to complete both an official claim AND a voluntary field test. The field test will NOT be used to decide a carer's claim.

If a carer brings you a field test Health Professional's Report with their official claim Medical Report, please take the time to complete it. Your support will make a difference to how effective the new assessment process will be in determining the clinical evidence of care requirements.

Participation is voluntary for Carers and Health Professionals.

The time taken to complete a Health Professional's Report may be claimed by the treating doctor under the appropriate Medicare item when included as part of that consultation. The carer is advised to let their Health Professional know the purpose of the appointment and to ask for a longer appointment.

Thank you for your support in participating in the field test for the new assessment process for Carer Payment and Carer Allowance.

The Field Test

The carer component of the voluntary field test is completed online when the carer completes their claim for Carer Payment or Carer Allowance.

There is also a section in the field test for the Health Professional to complete.

When completing their online claim, the carer will download and print the Medical Report to be completed by their health professional. At the same time, the carer will also download and print the field test Health Professional's Report. They will be asked to take both questionnaires to their health professional to complete.

The Health Professional Section of the Field Test

The Health Professional has an essential role in providing the evidence of a person's medical condition and/or disability.

Based on the advice received during consultations with individual health professionals and organisations, questions are based on the health professional's clinical assessment and medical evidence. If you have additional advice on the questions, or the overall assessment process, there is a feedback page at the end of the field test form. Please use this feedback opportunity.

If you have questions about how to complete the field test form go to the Field Test Frequently Asked Questions on the DSS website at dss.gov.au/carerfieldtest or call the Carer Payments Field Test Helpline **1800 456 555**.

The Process When Field Test Forms Are Returned

When the health professional has completed the official Medical Report and voluntary Health Professional's Report, the carer uploads both to their online claim.

Centrelink will make sure all components of the official claim go to the Centrelink payment assessment team for processing in the normal way. All field test Health Professional's Reports will be securely passed from Centrelink to DSS, which is responsible for reviewing how well the field test questions work and reviewing all the comments carers and Health Professionals have made in the feedback.

Providing your name and contact details is voluntary for the field test.

DSS and DHS take privacy seriously and will only collect, hold, use and disclose personal information in accordance with [the Privacy Act](#), the [DSS Privacy Policy](#) and the [DHS Privacy Policy](#).

For more information go to the [Field Test Fact Sheet – How will your information be protected?](#) on the DSS website at dss.gov.au/carerfieldtest.