

# News in Brief – Aged Care Reform

Edition Two – Thursday 9 February 2023

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The EMR sector development team is supported by the Australian Government Department of Health.  
Visit the Department of Health website (<http://www.health.gov.au/>) for more information.

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# Readiness for change



## DoH&AC Pulse survey

26% of in-home care providers were well aware of the reforms relevant to them

40% said they were not getting the level of detail required to plan and prepare for the reform changes

72% felt somewhat prepared for reforms

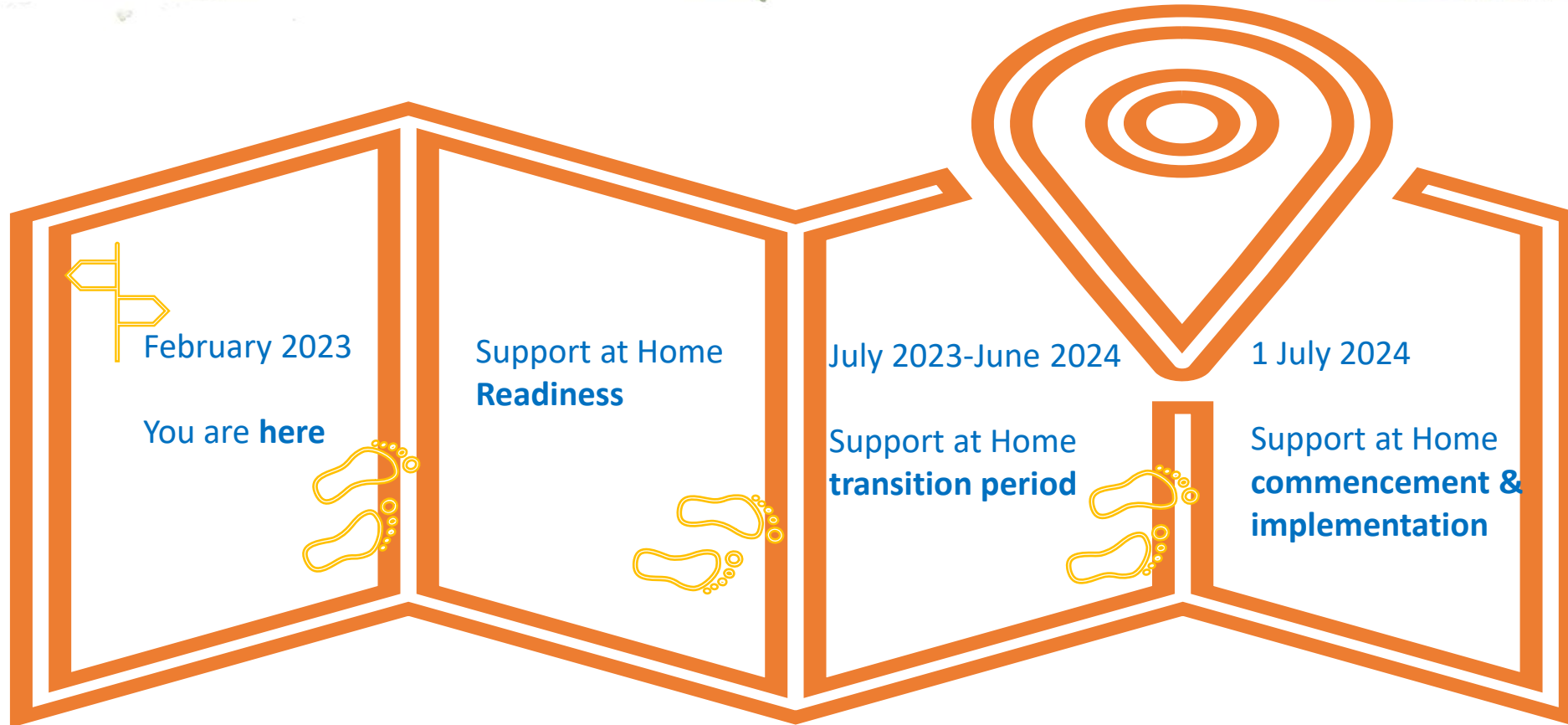
### Overall response from sector

More targeted and detailed information, delivered with sufficient time and via more appropriate channels, to enable them to properly plan and implement the changes

A whole-of-system picture of the reforms

Longer implementation timeframes

# Reform readiness



Save the date: Wednesday 7 June 2023 – Transition planning for Success bootcamp - Full day in person event

# Reforming in-home care

Third Reforming in-home aged care  
webinar held 7 December 2022

Recording available at:

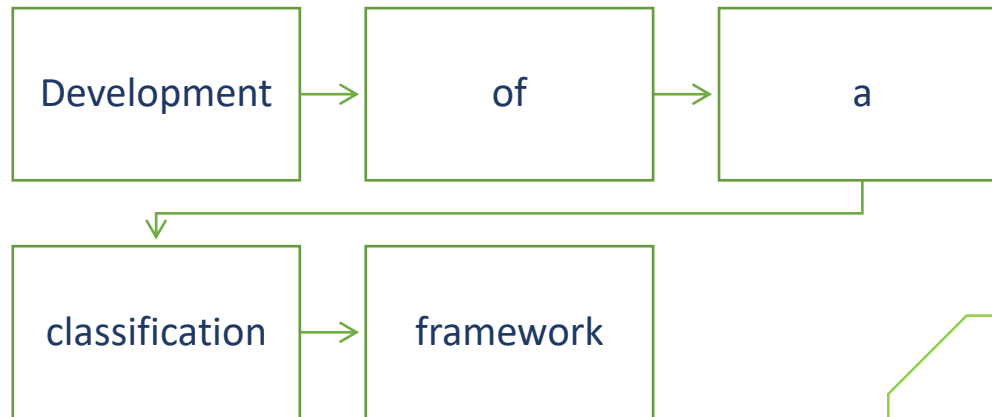
<https://www.health.gov.au/resources/webinars/reforming-in-home-aged-care-update-7-december-2022>

## Provider feedback

- Support for supplementary grants for different service types and think markets
- Support for flexible funding
- Concerns that if older people are self-managing, over-booking may leave no budget to pay invoices
- Where the client has multiple providers, there are concerns about accountability
- Concerns about workforce constraints and competition for staff
- Concerns about the proposed system being too transactional, which could limit innovation
- Providers looking for a greater focus on client outcomes and quality

# Integrated Assessment

New integrated assessment to replace current National Screening and Assessment From (NSAF)



- Living Lab Trial ✓
- Assessment tool prototype trial
- March – April 2003

# Assistive technology and home modifications

## Consultation

Completed  
(Aug 2022)

Co-design  
workshop  
outcomes  
(Sept 2022)

## What is wanted in a new AT&HM Scheme:

- Preventative measures
- Improved aged care assessments
- Wrap-around supports

## Recommendations to make this model work:

- Clear guidelines
- Better support for people living in rural and remote areas
- Rental options
- The funding model needs to support the scheme that we are trying to create

Output from co-design process: <https://www.health.gov.au/resources/publications/assistive-technologies-and-home-modifications-scheme-for-in-home-aged-care>

# CHSP 2023-24 Grant Extension

- Continued fixed monthly payment in arrears
- Continue monthly performance reporting
- 100% flexibility provision
- Unexpended funds being examined

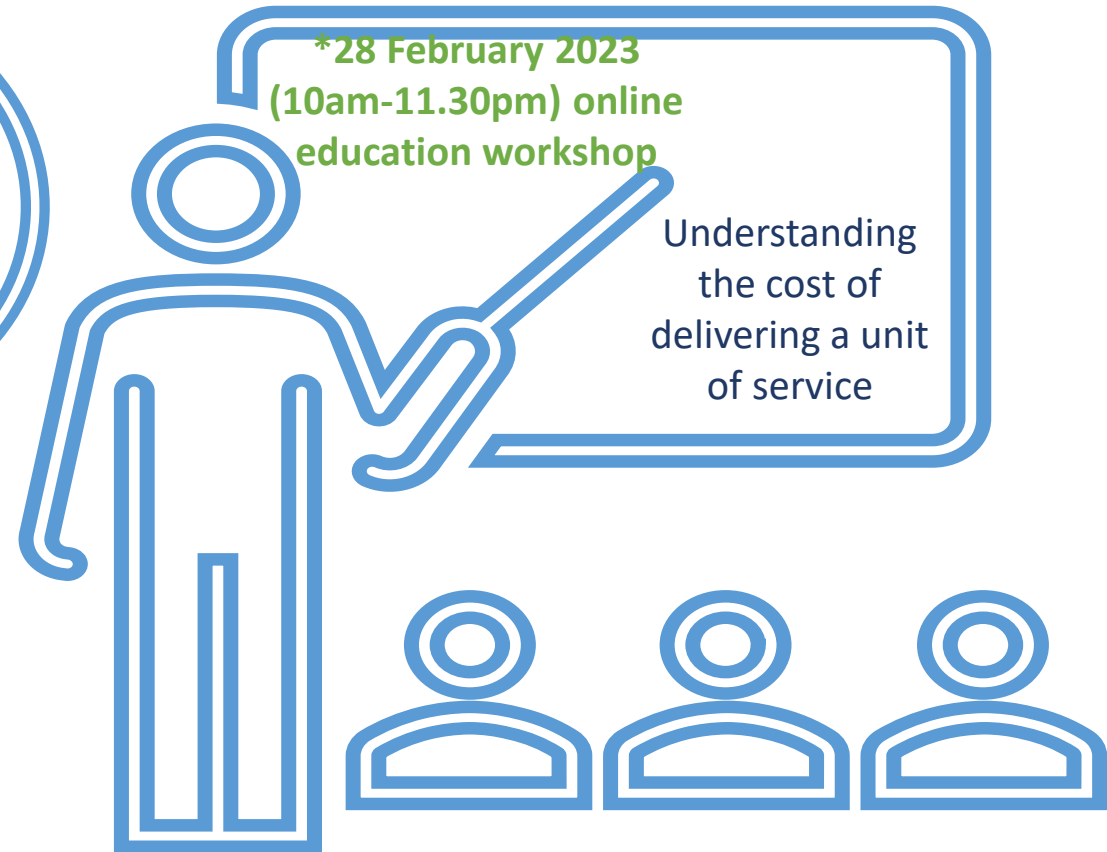
From 1 July 2023, national unit price will be adjusted:

- 10% increase to prices at the bottom range
- 5% increase to prices at the top of range
- Transport prices increase by 11% at bottom of range and 6% at top

- Increases automatically applied to the CHSP 2023-24 proposed funding and outputs as outlined in letter of offer
- ACCPA webinar (Today)
- Thursday 9 February at 3-4pm
- <https://www.accpa.asn.au/event/preparing-for-chsp-2023-24-grant-extension-changes/>

# Unit Pricing

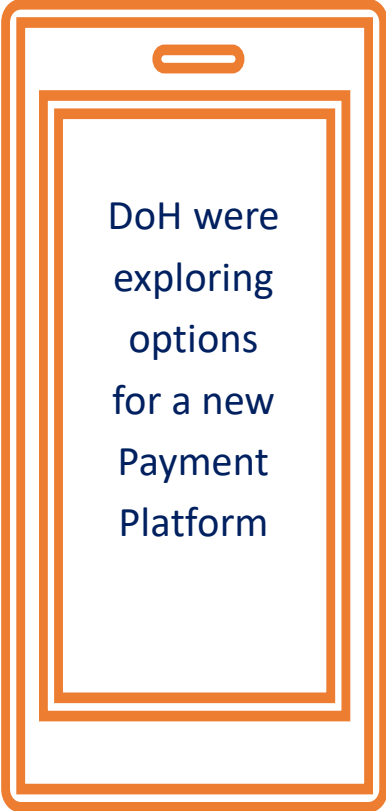
Future model will require you to **understand the cost of delivering service**




\*Send name, role title, organisation to [lisa.dean@each.com.au](mailto:lisa.dean@each.com.au) to register




# ICT and Data



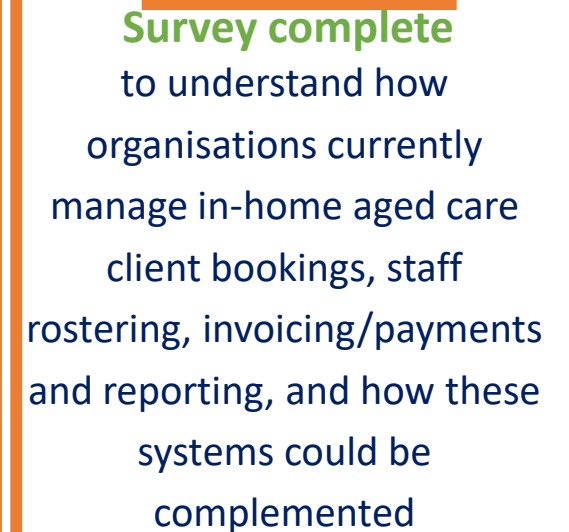
DoH were exploring options for a new Payment Platform



Platform that would enable the payment & reporting of govt subsidies & client contributions



With an option for client bookings where appropriate



**Survey complete** to understand how organisations currently manage in-home aged care client bookings, staff rostering, invoicing/payments and reporting, and how these systems could be complemented

# ICT and Data

Sector  
feedback

## Respondent concerns

- enhancing integrations with current government portals
- the impact of subcontracting and brokered services on invoices and payments
- the perceived need to increase administrative staff to help manage the service delivery data requirements
- poor uptake by care recipients of the digital offerings.

Now

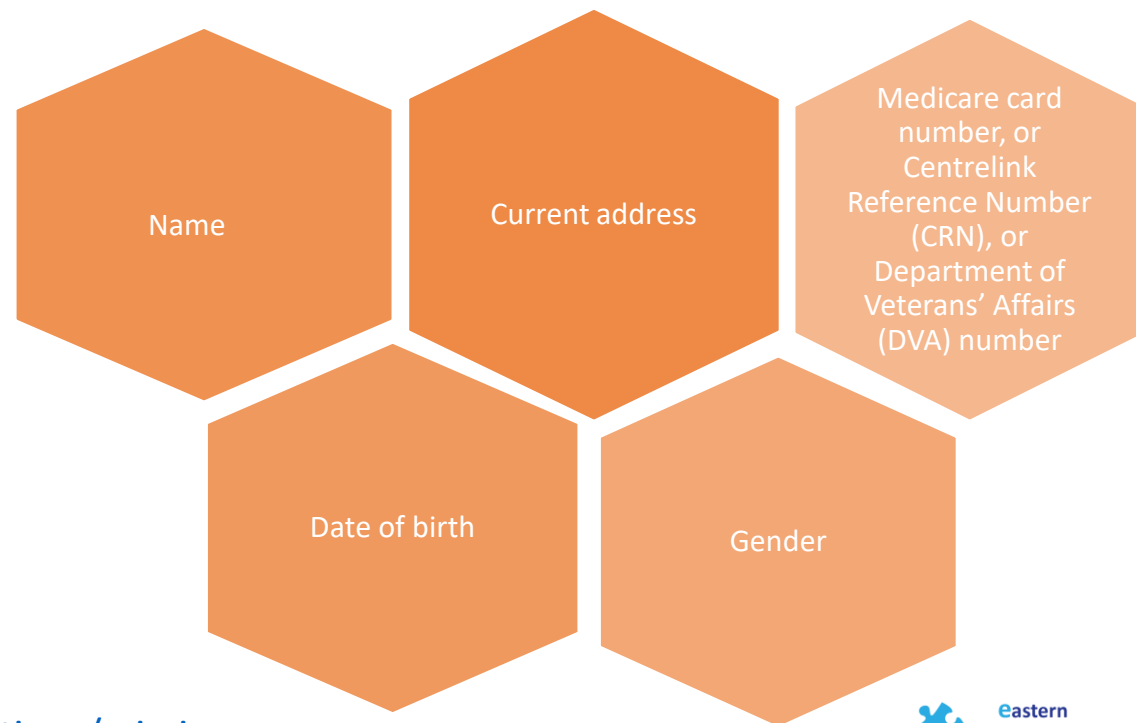
Dept. considering how existing systems could be enhanced to facilitate payments under in-home aged care reforms, without the need for a new payment platform

# My Aged Care Client records

My Aged Care Administrators access new 'CHSP grandfathered clients' tile in My Aged Care to upload – with consent:

## CHSP data migration

You **must ensure** that your client data is accurate on My Aged Care by **26 May 2023**

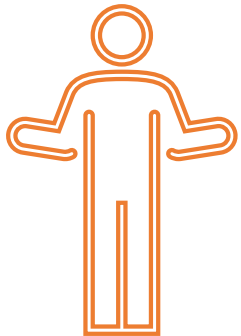


# Information communication technology (ICT)

How do we use technology to support innovation?

What are our processes?

Consider your approach from 'the outside' - don't make assumptions



What can be automated?



What can be done remotely?



What can be retained?



What can be outsourced?



Look at a system that can support findings

# Regulatory Framework

## Stage 1 - complete

- A Concept paper was released on **8 February 2022**

## Stage 2 - complete

- ACQSC has released *Consultation Paper No.1 – A new model for regulating aged care*
- Provides a high-level overview of the new model for regulating aged care

## Stage 3

- Analysing and incorporating feedback
- Second consultation paper **early 2023**

## Underpinned by 4 key foundations

Rights-Based

Person-Centred

Risk-Based

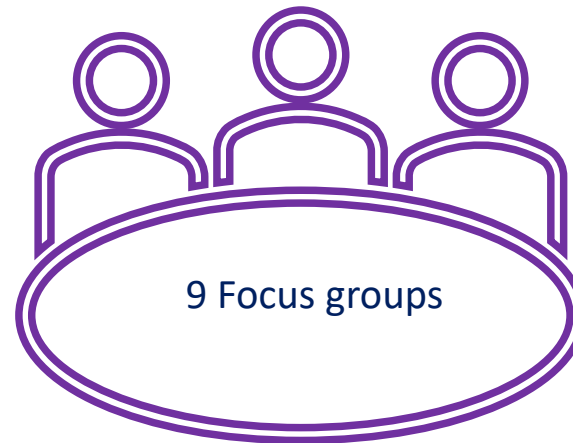
Continuous improvement

## Regulatory tools that promote the quality and safety of aged care services

Registration	Provider responsibilities	Market oversight	Engagement and capability building
Registration and re-registration	Provider reporting	Monitoring	Information sharing
Worker registration	Incident management	Compliance	Information for consumers
	Standards	Enforcement	Education and engagement
	Code of conduct	Complaints	

# Regulatory Framework – revised ACQS

ACQS  
Consultations




# Regulatory Framework – revised ACQS

The Commission will use the insights gained through the pilot to:

- understand whether the draft strengthened Standards can be effectively implemented
- determine how the Commission will adjust the way it assesses provider performance (focus on graded assessment)
- identify supports needed to understand and meet the strengthened Standards, and
- Understand how to best support older Australians to understand what the strengthened Standards mean for the delivery of safe and quality aged care



# Inspector-General of Aged Care



Focus on Government-related funding, regulation and administration

Conduct regular reviews, reports and ongoing monitoring

Providing increased accountability and transparency

## Oversight of....

- Department of Health and Aged Care
- Aged Care Quality and Safety Commission (ACQSC)
- Independent Health and Aged Care Pricing Authority
- Any service or body regulated or funded by the Government can also be reviewed and monitored



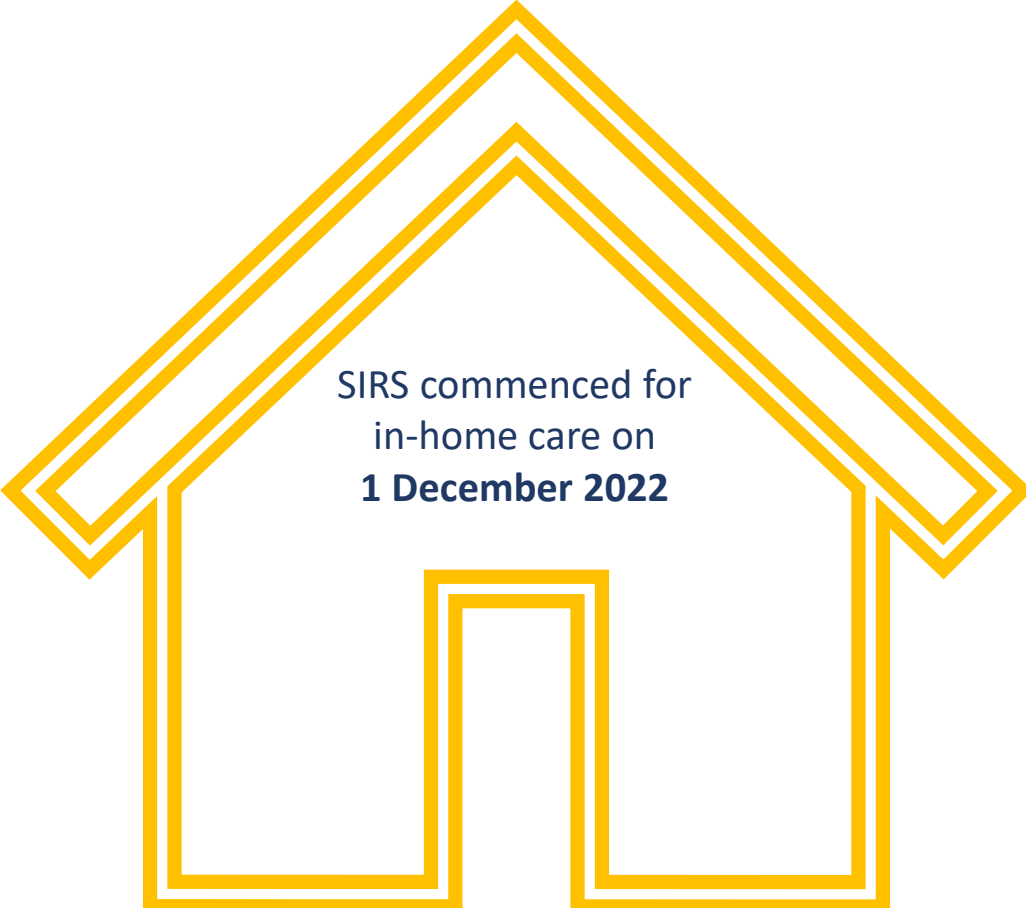
# Governance arrangements



\*For Board and Committee of Management members, senior Exec / Managers

Register at: <https://us02web.zoom.us/meeting/register/tZEtc-qurDgvEtyrdXMTGvtcCW0D3vrEqLsR>

# Serious Incident Response Scheme



SIRS commenced for  
in-home care on  
**1 December 2022**

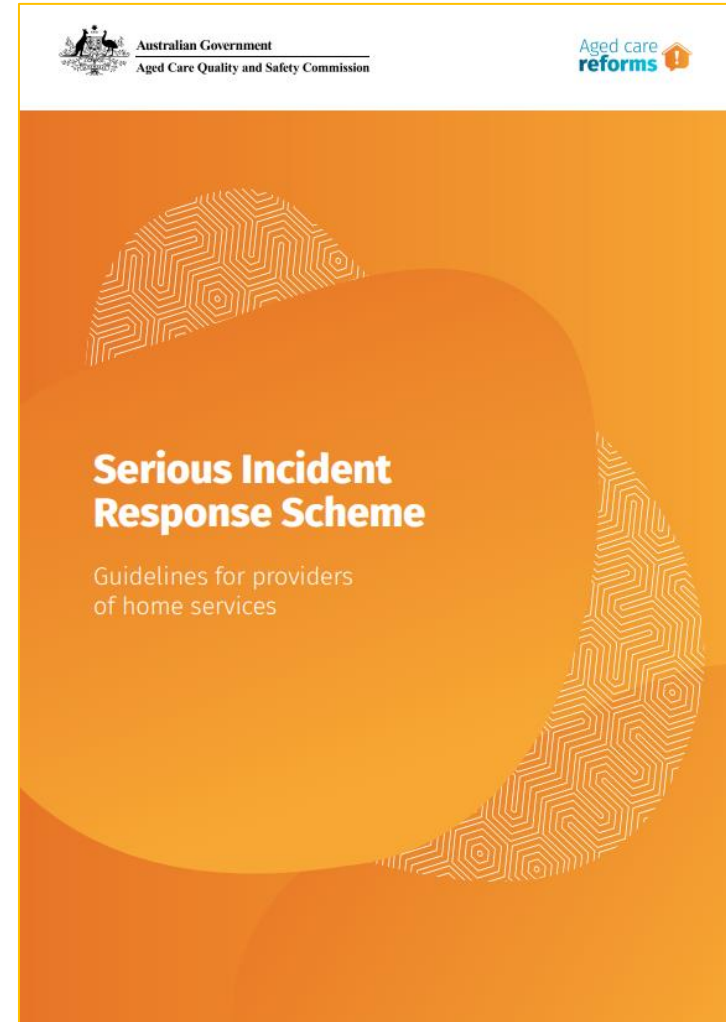
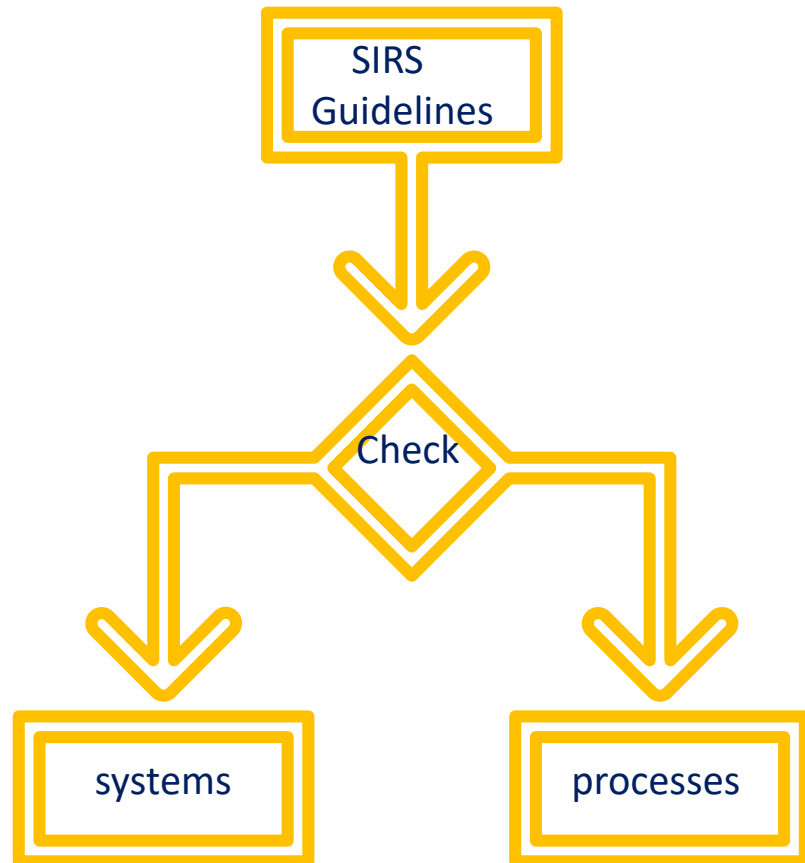
Outlines arrangements to:

Prevent and manage incidents

Notify all reportable incidents that occur, are  
alleged or suspected to have occurred

**Notify - Aged Care Quality Commission (and the  
police where there are reasonable grounds)**

# Serious Incident Response Scheme



# Serious Incident Response Scheme

## Resources about SIRS

- [SIRS guidelines for home service providers](#)
- [SIRS decision support tool](#)
- [3-part home services SIRS webinar series videos](#)
- [Reporting through My Aged Care videos](#)
- [Reportable incidents workflow](#)
- [8 reportable incidents fact sheets](#)
- [Reporting responsibilities for providers and their staff fact sheet](#)

Further [SIRS information](#) is available on ACQSC website



**Save the date**

Early lessons learned from SIRS in home services  
Presented by ACQSC

1:00pm–2:00pm AEDT on **Tuesday 21 March**

# Specialisation Verification Framework

A process of confirming & certifying



A provider



demonstrated their ability



to deliver 'specialised' services



For 1 of the 9 special needs groups identified under the Aged Care Act

Aboriginal & Torres Strait Island



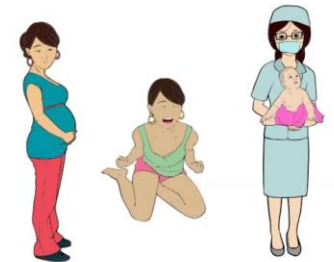
Culturally & Linguistically Diverse



Financial or social disadvantage



Forced adoption



Forgotten Australians



Homelessness & at risk



LGBTI



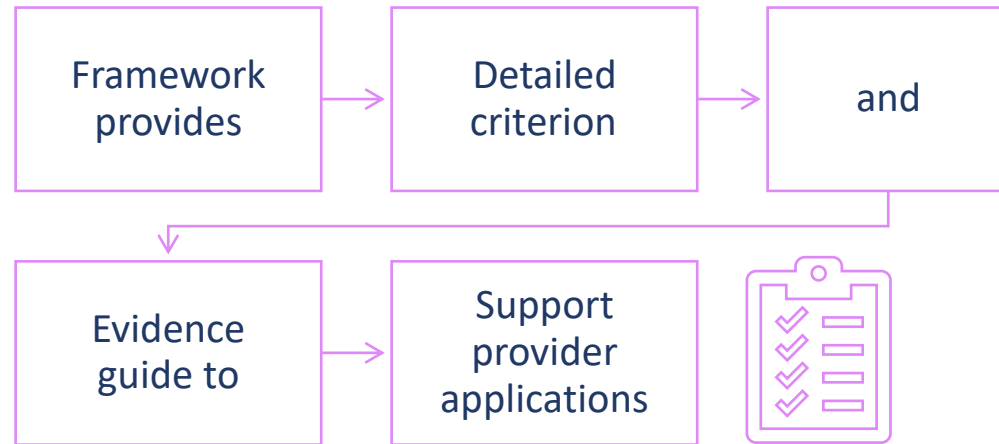
Rural & Remote



Veterans



# Specialisation Verification Framework



Applications open to be independently assessed by Australian Health Associates via My Aged Care portal

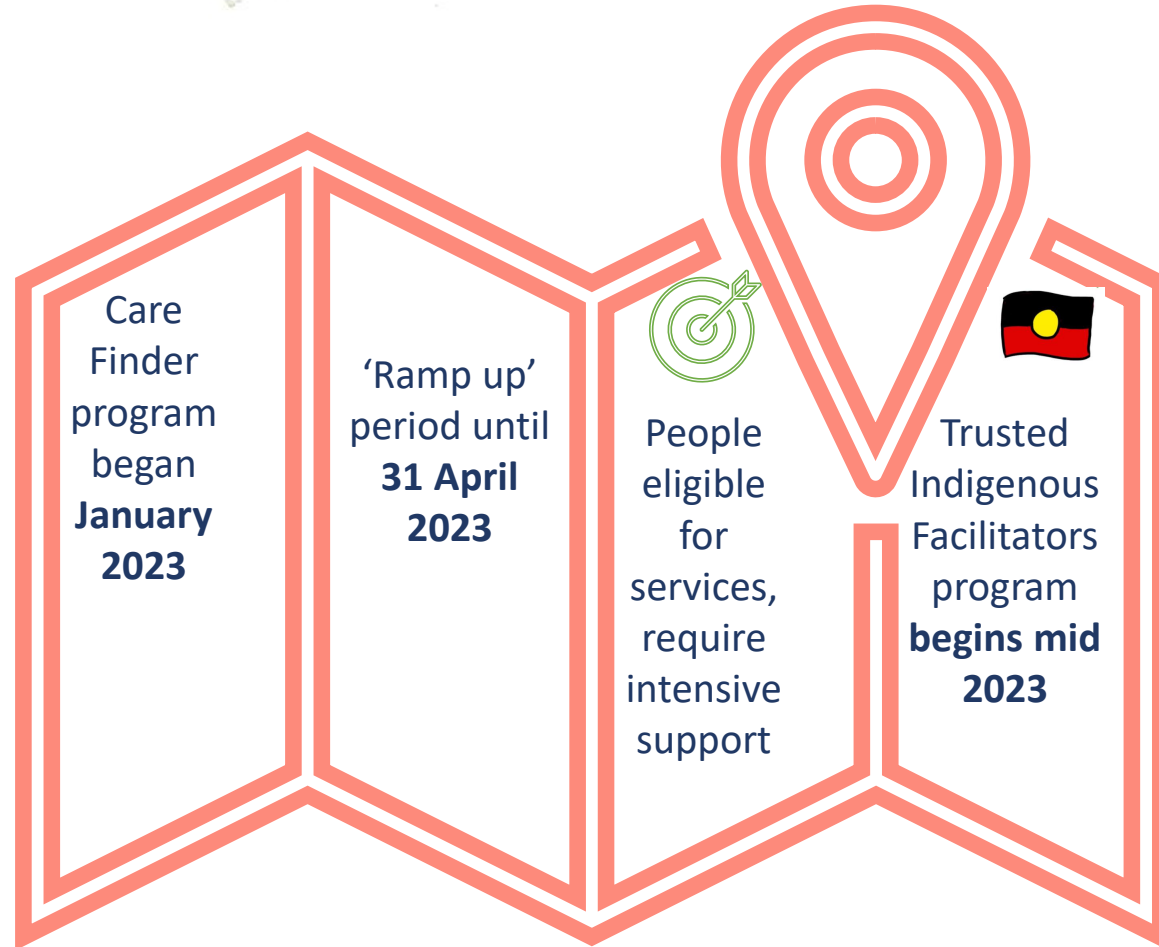
~~Current specialisation claims not verified will be removed 27 Feb 2023~~

# Specialisation Verification Framework

## Resources and information

- [ESDT webinar](#)
- [DoH&AC webinar – 11 October](#)
- [DoH&AC Provider guidance documentation](#) Includes Framework, Evidence Guide and How to Apply Guide

# Aged Care Navigation





# Care Finder organisations in the East

- **Care Connect** for Knox, Manningham, Maroondah, Monash, and Yarra Ranges
- **healthAbility** for, Boroondara, Whitehorse
- **Migrant Information Centre** for Manningham, Monash, and Whitehorse (focussing on the culturally and linguistically diverse community)



Predominate focus

Housing & Homelessness

- **Villa Maria Catholic Homes** for Knox and Whitehorse
- **The Salvation Army** for Boroondara, Manningham, Monash, and Whitehorse
- **Wintringham** for Knox, Maroondah, Monash, Whitehorse
- **Housing for the Aged Action Group** intake services across the EMPHN catchment

# Code of Conduct

- A.**  Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- B.**  Act in a way that treats people with dignity and respect and values their diversity.
- C.**  Act with respect for the privacy of people.
- D.**  Provide care, supports and services in a safe and competent manner, with care and skill.

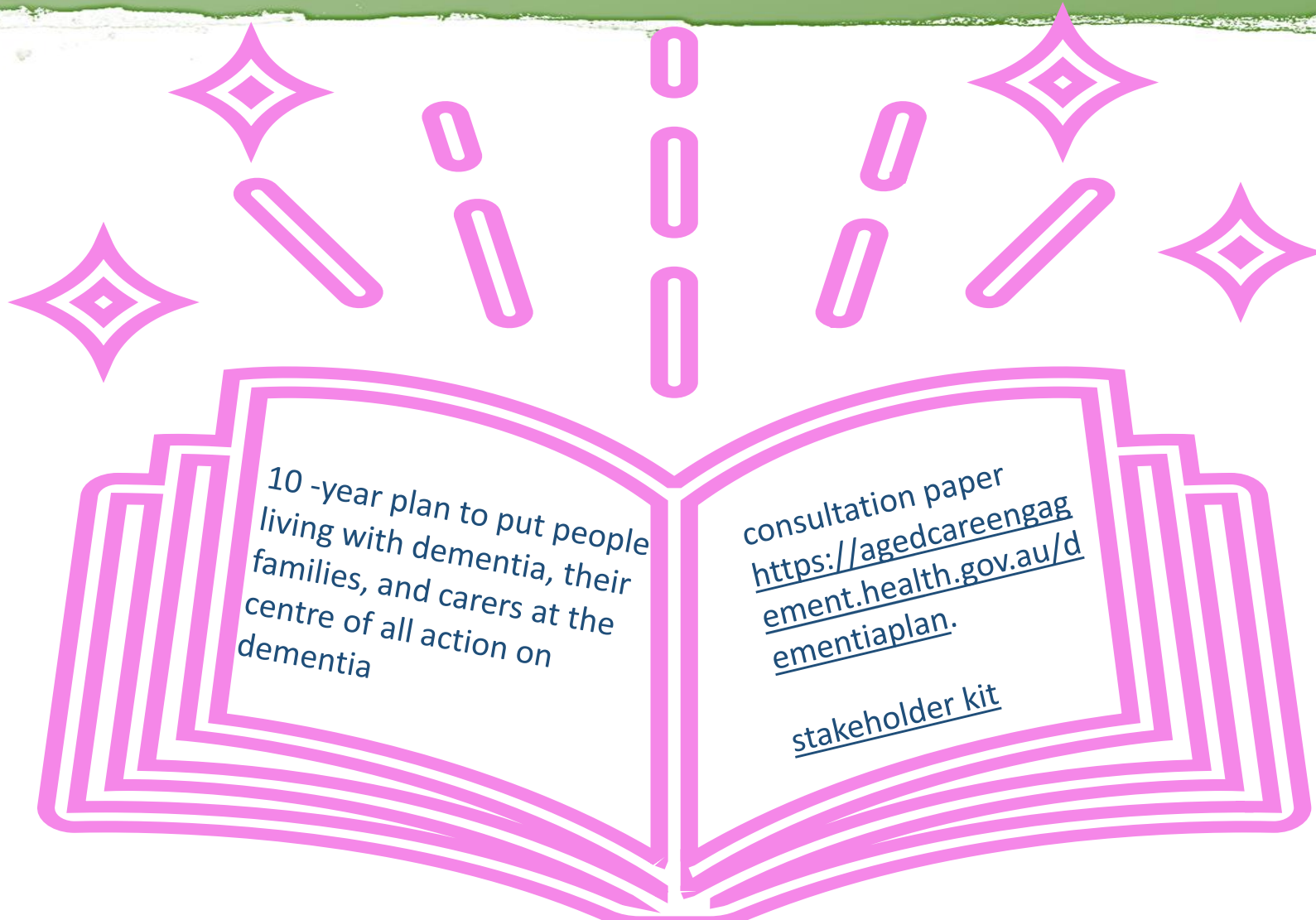
- E.**  Act with integrity, honesty and transparency.
- F.**  Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- G.**  Provide care, supports and services free from:
  - i. all forms of violence, discrimination, exploitation, neglect and abuse and
  - ii. sexual misconduct.
- H.**  Take all reasonable steps to prevent and respond to:
  - i. all forms of violence, discrimination, exploitation, neglect and abuse and
  - ii. sexual misconduct.

## Resources

Webinar/s  
Fact Sheets  
Guidance material  
Online ALIS learning modules  
Readiness kit  
Assessment quiz  
Case studies

<https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-providers>

# Dementia Action Plan



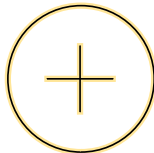
# Star Rating

Star Ratings for  
residential care  
now live

Available on My  
Aged Care Find a  
Provider tool

Designed to  
encourage CQI

Resident experience  
Staffing

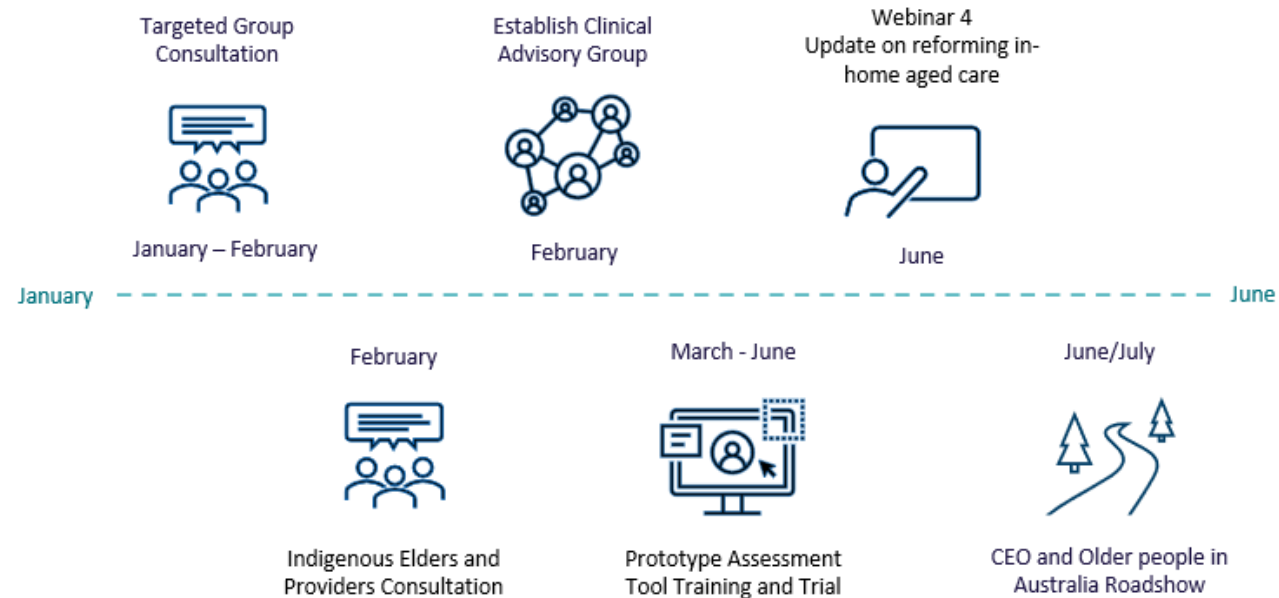


Quality indicators  
compliance

Moving to an  
outcomes based  
approach:  
<https://www.esdt.com.au/outcomes.html>

# 2023 Engagement calendar

## Engagement Calendar



**Aged Care engagement hub:**  
<https://agedcareengagement.health.gov.au/>

**Reforming in-home aged care webpage:**  
<https://www.health.gov.au/topics/aged-care/aged-care-reforms-and-reviews/reforming-in-home-aged-care>

# Service model and approach



**Know your community**



**Engage older people**



**Service model & approaches**



**Partnerships/Relationships**



**Communicate & Promote**



**Client outcomes**

# Eastern Sector Development Team

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Keep up-to-date by reading our ESDT e-newsletter  
about events and activities for CHSP providers in the Eastern metro area of Melbourne

Email: [esdt@each.com.au](mailto:esdt@each.com.au)

Website: [www.esdt.com.au](http://www.esdt.com.au)

**Note:** This presentation is developed to support information sessions provided to CHSP providers by the Eastern Sector Development Team (ESDT) focusing on Aged Care Reforms and activities. The presentation and information provided does not replace existing material that is available. Please refer to relevant program manuals and associated documentation for further information.