Please find included:

A copy of the presentation slide deck as promised. Please note that the information within the slides around the act is our opinion and best interpretation of the information within the bill and supporting documents, and our slides do not constitute advice. No representation or warranty, express or implied, is made regarding the accuracy or completeness of the information in this document. As advised in the webinar, we are not lawyers and therefore recommend that organisations also read and seek legal advice where required.

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IMPLEMENTING REGISTERED SUPPORTER ROLES IN AGED CARE

WEBINAR

Enkindle Consulting

July 2025

OUR TEAM

JENNENE BUCKLEY

BBus FCPA GAICD, DUniv (SCU)

Jennene is an aged care entrepreneur, previously holding the CEO and Executive Director positions at Feros Care for 20 years. Jennene grew the small Byron Bay charity from 65 clients to a national enterprise serving over 60,000 clients per annum, a business growth from a $3m to $100m turnover per annum.

Now a Founding Partner and Director of Enkindle Consulting, Jennene is a Director of the Aged Care IT Council Board, Bond Universities Health Innovations Board, served on the National Aged Care Advisory Council and is a Digital Health Advisor with the Australian Digital Health Agency.

With almost 30 years in Health, Aged & Community Care industry, leading strategy, service design, digital transformation and innovation, Jennene has held Executive Director and Director roles for over 20 years, a Fellow Certified Practicing Accountant, and a graduate with the Australian Institute of Company Directors.

TASH EDWARDS

MBA, Certified Change Practitioner

With foundations in commercial banking and finance, Tash moved into the People Care industry, and for 11 years has been leading next practice Workforce, Change Management and Consumer Experience teams within the Aged Care and Disability Industries.

As a founding Partner and Director of Enkindle Consulting, Tash has worked with the Federal Government on the Aged Care Reform, and supported Health, Aged Care, Employment and First Nation organisations on a range of projects in strategic workforce, leadership, culture, service deployment, product, design, change strategy and business improvement.

Studying at Stanford's Design School and being a Certified Change Practitioner, Tash's passion is workforce and service insights, design, planning and strategy. Tash draws on her contemporary knowledge of workforce strategy and the Aged Care reform to help organisations plan for and respond to the changes, positioning them for success.

AGENDA

WELCOME

What is a Supporter under the Act

Role of a Supporter

Identifying change impacts

Creating an action plan

Communicating change

Planning for risks

Supporters under the Act

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Royal Commission Report

Oct 2018 – March 2021

Recommendation 29: All aged care legislation should promote the **ability of people to make decisions** for themselves and be supported to do so where necessary.

Recommendation 44: Establish a **new rights-based Aged Care Act**, which includes the right to autonomy and supported decision-making.

AGED CARE ACT | SUPPORTERS IN THE NEW ACT

THE AGED CARE ACT 2024

- CH1: The Objects of The Act
- CH1: Statement of Rights
- CH1: Statement of Principles
- CH1: Supporters Framework
- CH1: High Quality Care

- CH2: Eligibility Assessment
- CH2: Classifications
- CH:2 Prioritisation
- CH2: Place Allocation
- CH3: Provider Registration Process
- CH 3: Residential Care Home Approvals
- CH 3: Variations, suspensions and revocations of registrations

- CH 3: Registered Providers Conditions of Registration
- CH3: Obligations For Registered Provider, Aged Care Workers And Responsible Persons
- CH3: Statutory Duty & Compensation
- CH3: Aged Care Digital Platforms
- CH4: Commonwealth Contributions (Subsidies & Grants)
- CH4: Individual Fees & Contributions & Means Testing
- CH4: Accommodation Payments & Contributions

- CH 5: System Governance (including ACQSC, complaints commissioner, ACQSAC)
- CH 6: Regulatory Mechanisms (including Monitoring & Investigating, Banning Orders, Critical Failures,
- CH 7: Whistleblower Protections
- CH 7: Information Management (Data Sharing, record keeping and protection of Information
- CH8: Miscellaneous, Including Review of Decisions, Delegations, Appointment of Supporters
- Ch 8: Application Fees, Delegations, Annual reporting & reviews, reviewable decision

THE RULES

23 Statement of Rights

Independence, autonomy, empowerment and freedom of choice

(1) An individual has a right to:
- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
  - (i) the funded aged care services the individual has been approved to access;
  - (ii) how, when and by whom those services are delivered to the individual;
  - (iii) the individual's financial affairs and personal possessions; and
- (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
- (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

(2) An individual has a right to equitable access to:
- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
  - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
  - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
- (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

(3) An individual has a right to:
- (a) be treated with dignity and respect; and
- (b) safe, fair, equitable and non-discriminatory treatment; and
- (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
- (d) funded aged care services being delivered to the individual:
  - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
  - (ii) in an accessible manner; and
  - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

(4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
- (b) have quality and safe-funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements concerning the use of restrictive practices and management of incidents.

Respect for privacy and information

(5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
- (b) personal information protected.

(6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

(7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
- (b) express opinions about the funded aged care services the individual accesses and be heard.

(8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
- (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
- (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

(10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

(11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

(12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
- (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
- (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

(13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Division 2—Aged care principles

25 Statement of Principles

A person-centred aged care system

(1) The safety, health, wellbeing and quality of life of individuals is the primary consideration in the delivery of funded aged care services.

(2) The Commonwealth aged care system supports the delivery of funded aged care services by registered providers that:
- (a) puts older people first; and
- (b) treats older people as unique individuals; and
- (c) recognises the rights of individuals under the Statement of Rights.

(3) The Commonwealth aged care system supports individuals to:
- (a) be able to reside at the individual's home (if the individual so chooses) or, if that is not possible, in a setting that is appropriate given the individual's circumstances, needs and preferences; and
- (b) exercise individual responsibility and make decisions that enable the individual to lead an active and fulfilling life, including by engaging in the community and maintaining relationships with people (if the individual so chooses); and
- (c) be active and informed in decision-making, or be supported (if necessary) to make or communicate decisions, about the funded aged care services the individual accesses to ensure the individual's will and preferences are respected; and
- (d) maintain or improve the individual's physical, mental, cognitive and communication capabilities to the extent possible (if the individual so chooses), except where it is the individual's choice to access palliative care and end-of-life care; and
- (e) be aware of, understand and be empowered to exercise, their rights under the Statement of Rights when accessing, or seeking to access, funded aged care services; and
- (f) engage with, and be supported by, independent aged care advocates (if the individual so chooses), including through receiving information, education and advocacy in relation to accessing, or seeking to access, funded aged care services.

(4) The Commonwealth aged care system offers accessible, culturally safe, culturally appropriate, trauma-aware and healing-informed funded aged care services, if required by an individual and based on the needs of the individual, regardless of the individual's location, background and life experiences.

Note: This may include individuals who:
- (a) are Aboriginal or Torres Strait Islander persons, including those from stolen generations; or
- (b) are veterans or war widows; or
- (c) are from culturally, ethnically and linguistically diverse backgrounds; or
- (d) are financially or socially disadvantaged; or
- (e) are experiencing homelessness or at risk of experiencing homelessness; or
- (f) are parents and children who are separated by forced adoption or removal; or
- (g) are adult survivors of institutional child sexual abuse; or
- (h) are care-leavers, including Forgotten Australians and former child migrants placed in out of home care; or
- (i) are lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse; or
- (j) are an individual with disability or mental ill-health; or
- (k) are neurodivergent; or
- (l) are deaf, deafblind, vision impaired or hard of hearing; or
- (m) live in rural, remote or very remote areas.

(5) The Commonwealth aged care system builds the capacity of registered providers and connections with individuals in the community to support:
- (a) continuity of funded aged care services; and
- (b) access to integrated services, including strong linkages with the health, mental health, veterans, disability and community services sectors.

An aged care system that values workers and carers

(6) The Commonwealth aged care system:
- (a) supports funded aged care services being delivered by a diverse, trained and appropriately skilled workforce who are valued and respected; and
- (b) supports aged care workers of registered providers being empowered, including through access to relevant information, to:
  - (i) provide feedback, suggest measures and take actions that support innovation, continuous improvement and the delivery of high quality care; and
  - (ii) participate in governance and accountability mechanisms related to the delivery of funded aged care services; and
- (c) recognises and supports the important role of advocates, carers, volunteers and visitors in improving individuals' experiences of the Commonwealth aged care system.

(7) The Commonwealth aged care system recognises the valuable contribution carers make to society, consistent with the *Carer Recognition Act 2010*, and carers should be considered partners with registered providers who deliver funded aged care services.

A transparent and sustainable aged care system that represents value for money

(8) The Commonwealth aged care system is transparent and provides publicly available information, about funded aged care services, that is understandable, accessible and communicated through a variety of methods and languages.

(9) Funding by the Commonwealth for funded aged care services supports the delivery and regulation of those services to the individuals who have been prioritised on the basis of need for funded aged care services, taking into account the availability of resources and the needs of the individuals relative to other individuals.

(10) Individuals accessing funded aged care services are expected to meet some of the costs of those services if those individuals have the financial means to do so.

(11) The Commonwealth aged care system focusses on the needs of older people, and should not be used inappropriately to address service gaps in other care and support sectors preventing individuals from accessing the best available services to meet the needs, goals and preferences of those individuals.

(12) The Commonwealth aged care system is managed to ensure:
- (a) it is sustainable and resilient; and
- (b) the Commonwealth's investment in the system represents value for money, including by ensuring that public resources are used in the most efficient, effective, ethical and economic manner.

An aged care system that continues to improve

(13) The regulation of the Commonwealth aged care system:
- (a) promotes innovation, continuous improvement and contemporary evidence-based best practice in the Commonwealth aged care system; and
- (b) is responsive and proportionate to risk, with a focus on prevention and timely action; and
- (c) focusses on the safety, health, wellbeing and quality of life of individuals, and prioritises the areas of highest risk to individuals; and
- (d) promotes the provision of high quality care; and
- (e) strives for regulatory alignment (if appropriate) with other care and support sectors; and
- (f) is undertaken in collaboration with older people.

(14) Feedback and complaints about the delivery and accessibility of funded aged care services are used to inform and promote continuous improvement in the Commonwealth aged care system.

AGED CARE ACT | **REGISTERED SUPPORTER ROLE**

The registered supporter role is one of the changes under the new Act that aim to promote older people's right to be supported to make decisions.
Registered supporters help older people to make and communicate their own decisions in aged care.

Formal Recognition of supporters

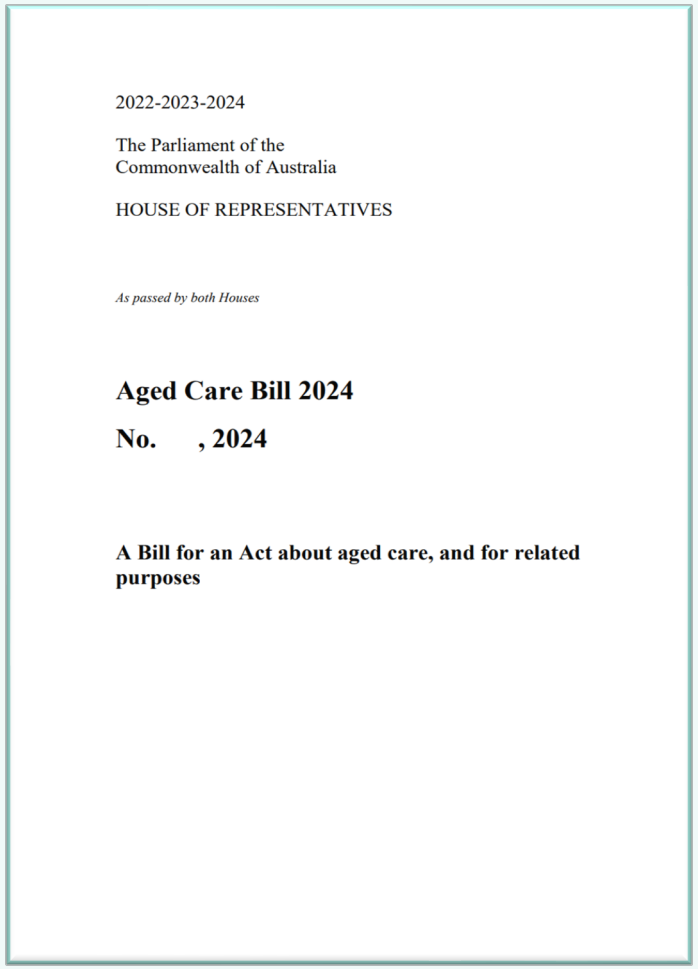
Under the Aged Care act the role of supporters is recognised and defined. This is a formal role that can be registered with My Aged Care.

Legal and operational role

Aged Care Act 2024, which recognises the role of supporters in assisting older individuals without overriding their autonomy.

Safeguards

Under the Aged Care Act 2024, supporters have duties that they must uphold. It is an offence to abuse position as a supporter and penalty units apply (60 units).



2022-2023-2024

The Parliament of the
Commonwealth of Australia

HOUSE OF REPRESENTATIVES

As passed by both Houses

Aged Care Bill 2024

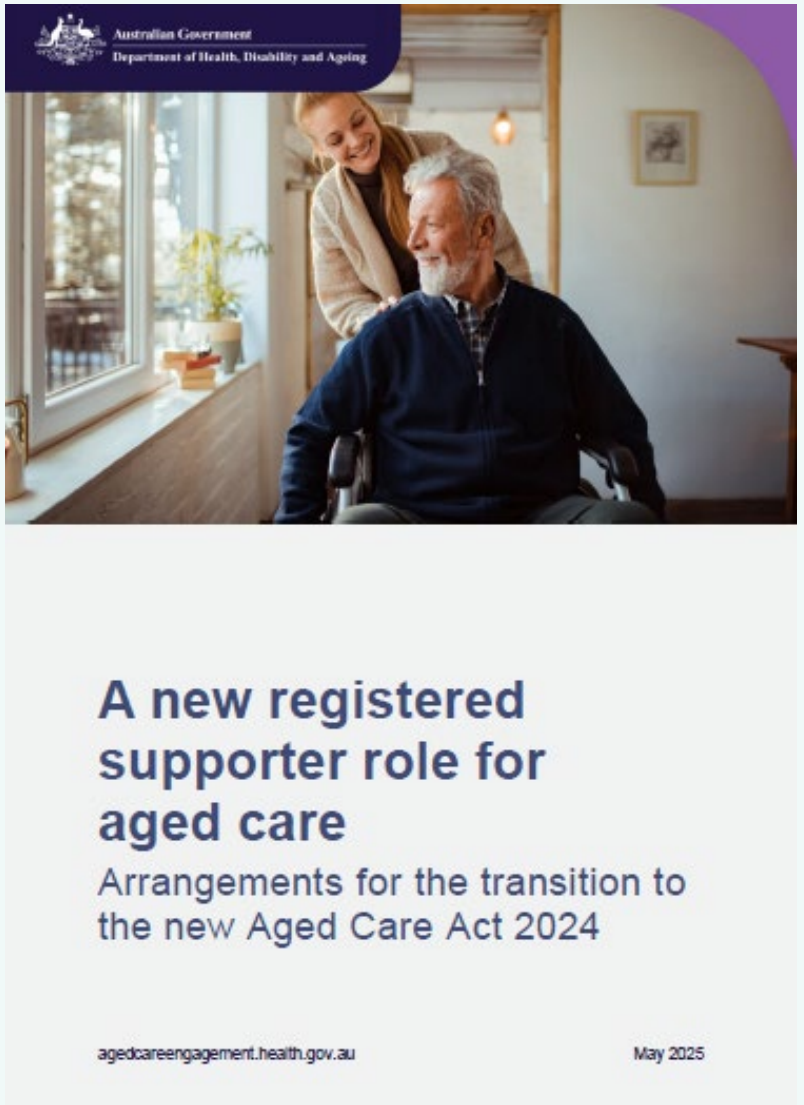
No. , 2024

A Bill for an Act about aged care, and for related purposes

AGED CARE ACT | **SUPPORTED DECISION MAKING**

Everyone has the right to make decisions about their life, including the support and services they receive from aged care. A key change under the new Act is that every older person is presumed to have the ability to make decisions.

- Supported decision-making helps older people stay in control by receiving help to make and communicate their own decisions.
- Older people **can choose to register a supporter under the new Act**, but it is not mandatory.
- A registered supporter **must follow the older person's wishes and cannot take over decisions the person can make themselves**.
- Aged care providers must still **go directly to the older person for decisions, even if a registered supporter is involved**.
- The Act recognises that an older person's capacity to make decisions can vary, and informal support from carers or loved ones remains valuable.



SUPPORTERS | **ACTIONS OF SUPPORTERS**

A supporter of an individual may, with the consent of the individual, do any of the following to support the individual to do a thing under, or for the purposes of, this Act.

(a) request, access or receive information or documents;

(b) communicate information, including the will, preferences and decisions of the individual;

(c) other thing, other than making a decision on behalf of the individual, prescribed **by the rules.**

An older person can have more than one registered supporter.

SUPPORTERS | **LEGAL DECISION MAKERS**

Enduring Power of Attorney

Guardian

or similar

These people are appointed decision makers for the older person and can make decisions on behalf of the older person under state or territory arrangements.

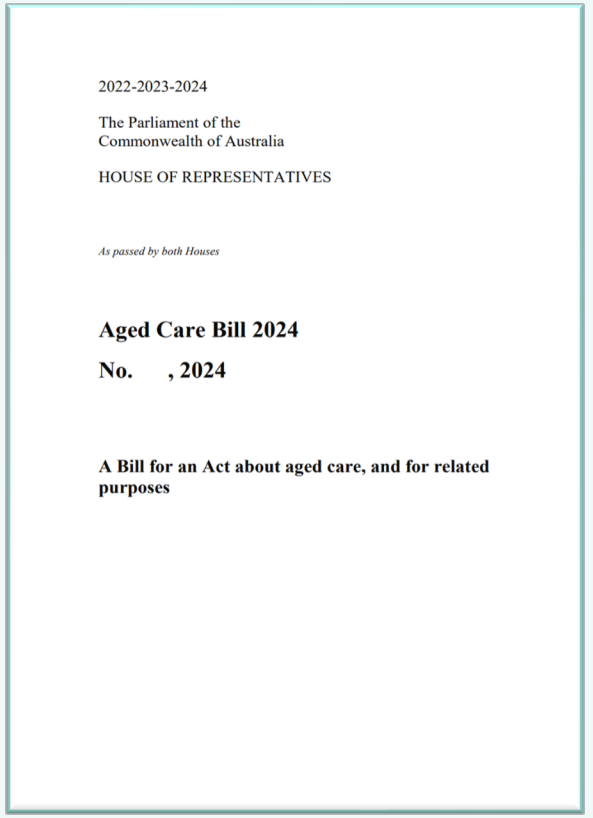
An appointed decision maker can only make decisions on the older person's behalf in line with their active, legal authority.

SUPPORTERS | **DUTIES OF SUPPORTER**

Duties of Supporters (Section 30, Aged Care Act 2024)
A registered **supporter** must:

1. **Inform of matters that affect their ability or capacity** to act as a supporter.
2. **Act honestly, diligently and in good faith** in supporting the individual.
3. **Support the individual to express their will and preferences**, rather than substituting their own judgment.

4.Assist the individual to understand and act on information relevant to aged care services.
5.Avoid conflicts of interest—a supporter must not use their position to benefit themselves or others inappropriately.
6.Maintain confidentiality—information must only be used to support the individual in accordance with the Act.
7.Comply with any prescribed requirements or limits under the Act or Rules relating to their duties.



2022-2023-2024

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HOUSE OF REPRESENTATIVES

As passed by both Houses

Aged Care Bill 2024

No. , 2024

A Bill for an Act about aged care, and for related purposes

SUPPORTERS | **PROTECTIONS AND OFFENCES**

Protection for Supporters

Supporters registered under the Aged Care Act 2024 are protected when they act lawfully and in the best interests of the individual they support.

Section 35 – Protection from Liability:

- A supporter is not liable (civil or criminal) for actions done **in good faith** while performing their role.
- They must act in line with the **Act, associated rules**, and the **person's will and preferences**.

Section 34 – Protection for the Individual:

- The older person is **not liable** for anything done by their supporter on their behalf.

❌ Offence: Abuse of Position

Section 36 – Offence for Abuse of Position as Supporter:
A supporter commits an offence if they:

- Use their position to gain a **benefit** for themselves or someone else.
- Cause **detriment** to the individual they are supporting.

Penalty:

- ⚠️ **60 penalty units** (equivalent to **approx. $19,800**).

Supporters in Aged Care: Protections and Offences Summary (Aged Care Act 2024)

If the supporter...	Then...
Acts in good faith, follows the law	Protected from liability
Abuses their position	Can be fined **60 penalty units** ($19,800)
Breaches duties seriously	Can have registration **suspended or cancelled**

For more information, refer to **Part 4** of the Aged Care Act 2024 or seek legal or aged care regulatory advice.

AGED CARE ACT | **CLARIFICATION FROM DEPARTMENT**

A supporter does not need to be registered

•An older person does not have to register a supporter, and

•An older person can ask that their aged care provider to work with a third party to support the older person, regardless of whether that third party is a registered supporter.

This means an older person can ask the aged care provider to share information with, or receive information from, that third party.

Transition Arrangements and Registration

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SUPPORTERS | REPRESENTATIVES ON MY AGED CARE TRANSITION

Representatives in My Aged Care

Regular representatives will automatically become registered supporters on 1 Nov 2025. If both the older person and their regular representative want to move to a supporter relationship, **no action is needed**. Or they can opt out if they don't want this to happen.

Authorised Representatives in My Aged Care

Authorised representatives who are active in My Aged Care will automatically become registered supporters on 1 Nov 2025. If the older person and their authorised representative want to move to a supporter relationship, no action is needed. Or they can opt out if they don't want this to happen.

<u>Opt out</u>

- by calling My Aged Care on 1800 200 422
- by selecting the 'opt out' button in your My Aged Care Online Account.

SUPPORTERS | REGISTRATION FROM 1 NOVEMBER 2025

Representatives in My Aged Care

If you would like to register a supporter, you can via the:

- My Aged Care
- An aged care assessor
- An Aged Care Specialist Officer
- or complete the Registration of a Supporter form online, via a printed copy, or via your My Aged Care Online Account.

In most cases, an older person will consent to registering a person as their registered supporter and to that person receiving information about them.

An older person does not need to consent to the registration of a supporter if that supporter is also an appointed decision maker for the older person under a state or territory arrangement, and their legal authority is active.

Evidence of the registered supporter's decision-making authority must be provided to My Aged Care as part of the registration process. Medical evidence about the older person may also be needed.

SUPPORTERS | **REFERENCES**

Supporters links:

- Aged Care Act 2024 clauses 27-42
- Aged Care Bill Explanatory Memorandum
- DoHAC, Supported decision-making
- Aged Care Act Rules -Release 3
- Aged Care Act Rules- Release 2c
- Fact Sheet

What we are waiting for:

The Final set of rules
DUE NOW

and any guidance material from the commission/ DoHAC

Implementing Supporters

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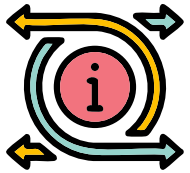
STATEMENT OF RIGHTS | **PREPARING FOR THE NEW STATEMENT OF RIGHTS**

1



Change Impact Assessment

2

Create an Action Plan

3

Plan your communications

4

Update Risk Register

Change Impacts

Change Impact Assessment is a concise, visual representation of how changes impact an organisation's processes, people, and systems, typically summarised on a single page.

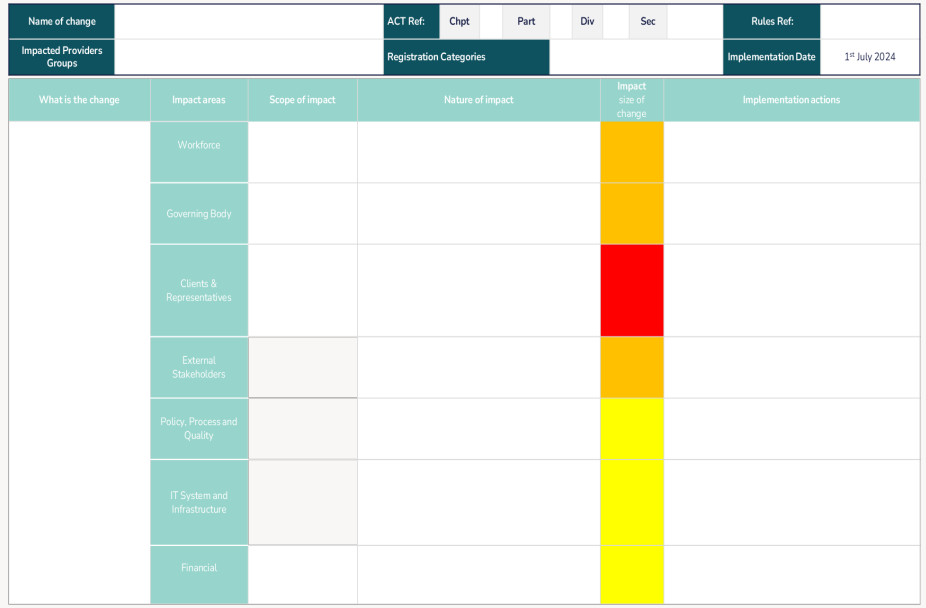
It can help with implementation by:

Identify Impact Areas: Understand which processes, systems, or teams will be affected.

Risk Mitigation: Proactively uncover potential risks and develop strategies to address them.

Stakeholder Engagement: Pinpoint key stakeholders and tailor communication plans to secure buy-in.

Resource Allocation: Determine necessary resources, training, and support to facilitate a smooth transition.



Name of change		ACT Ref:	Chpt	Part	Div	Sec	Rules Ref:	
Impacted Providers Groups		Registration Categories					Implementation Date	1st July 2024

What is the change	Impact areas	Scope of impact	Nature of impact	Impact size of change	Implementation actions
	Workforce				
	Governing Body				
	Clients & Representatives				
	External Stakeholders				
	Policy, Process and Quality				
	IT System and Infrastructure				
	Financial				

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Name of change	SUPPORTERS	ACT Ref:	Chpt	1	Part	4	Div	1	Sec	27-42	Rules Ref:	Release 3,2c
Impacted Providers Groups	All Registered Provider Groups	Registration Categories	All 6 Categories								Implementation Date	1st Nov 2025

What is the change	Impact areas	Scope of impact	Nature of impact	Impact size of change	Implementation actions
The Aged Care Act 2024 introduces a **formal role for supporters to assist older people in making decisions, without taking away their autonomy.** Providers must now recognise, engage with, and document registered supporters, while ensuring the person's will and preferences remain central.	**Workforce**	All staff; volunteers involved in Aged Care operations Care Partners	Understanding the formalised role of a supporter. Understand how internally this will be identified/ recorded and managed. Understand how to raise concerns of breeches and abuse of power. Difference between a supporter and legal decision maker. How to work with, involve and respect a supporter. Responsibilities to involve Supporters as per SaH manual and potentially CHSP manual.		Communication on changes. Advise dates for training and mandatory attendance. Develop/ source training for staff. Update the annual training plan for refreshers. Update orientation and induction material. Staff handbook updates. Communication on changes. Training on policy and process changes. As above.
	Governing Body	All Board Members	Understanding the new formalised role of supporters. Policy impacts. Monitoring and reporting mechanisms.		Board Briefing.
	Clients & Representatives	All clients and their representatives of subsidised Aged Care services.	How to register/de-register a supporter. Understand the difference between a supporter and legal decision maker. How to raise concerns about their support (breaches and abuse of power). Transition arrangements for representatives to supporters.		Update to Agreement, inclusion of support roles and duties. Communication Plan (via newsletter, social media, scheduled visits). Review/Update consent forms. FAQs for staff. Update handbook. Update admission procedures and documentation.
	External Stakeholders	Associate Providers	Understanding the formalised role of a supporter. Understand how this role is communicated to them from the registered provider. Understand how to raise concerns about breaches and abuse of power. Difference between a supporter and a substitute decision maker. How to work with, involve and respect a supporter.		Communication on changes. Develop/ source training- undertake a briefing. Update training requirements. Update orientation and induction materials. Contractor Handbook updated. Update referral/service request templates.

Name of change	SUPPORTERS	ACT Ref:	Chpt	1	Part	4	Div	1	Sec	27-42	Rules Ref:	Release 3.2c
Impacted Providers Groups	All Registered Provider Groups	Registration Categories	All 6 Categories								Implementation Date	1st Nov 2025

What is the change	Impact areas	Scope of impact	Nature of impact	Impact size of change	Implementation actions
The Aged Care Act 2024 introduces a **formal role for supporters to assist older people in making decisions, without taking away their autonomy.** Providers must now recognise, engage with, and document registered supporters, while ensuring the person's will and preferences remain central.	Policy, Process and Quality	Policy Procedures	Inclusion of supporters in policies and procedures. Consideration to onboarding /admission changes – identifying registered supporters. How incident types may need to change to include a type for reporting a breach or abuse of a supporter. Incident and complaints framework reference to the role of supporters.		Policy updates- any policies referring to 'representatives' or alternative decision makers. Admission procedures reviewed and updated for collecting support information. Incident policy to reflect the new incident type. Complaints and feedback policy to recognise supporters.
	IT System and Infrastructure	CMS CRM	Impact of recording supporter in CMS. Ability to capture contact details and preferred communication type for supporters.		Vendor briefing on requirements. Update workflows/ checklists and documents in the systems. Incident types/ categories updated.
	Financial	Budget Impacts	Training time for staff. Time to develop and deploy communications with all stakeholders. CMS updates. Legal costs for updates to contracts and agreements.		Calculate budget impacts in implementation. Gain Budget Approval.

ACTION PLAN

Action planning is the process of breaking down a goal into clear, manageable steps. It helps you:

- Define specific tasks and objectives.
- Assign responsibilities to team members.
- Set realistic timelines and milestones.
- Ensure all necessary resources are in place.

This structured approach keeps everyone aligned and focused on achieving the desired outcome.

Action	Deadline for completion	By Whom	Status	Comments

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ACTION PLANNING | **ACTION PLAN FOR IMPLEMENTATION**

Action	Deadline for completion	By Whom	Status	Comments
Review policies and identify how many require updating (Gap analysis)				
Develop Action Plan and assign resources				
Develop Communication Plan				
Draft budget impacts and seen budget approval				
Engage legal for advice and updating of consent forms				
Meet with vendors for customisations, system changes and fields				
Develop training plan				
Develop board briefing				
Develop communication assets and FAQs- clients, staff and associated providers				
Develop/ purchase training				
Provide a briefing to the board				
Complete system updates/ changes (CMS/HRIS)				
Communicate changes to staff/ volunteers				
Communicate changes to contractors				
Update handbooks staff/client/contractor				
Finalise agreement changes (consider other 1 Nov changes that need to be included)				
Communicate changes to clients/ representatives				
Update policies and procedures				
Deliver training to staff/volunteers				
Deliver additional training with care managers/partners				
Deliver training to associate providers				
Update the annual training plan for refreshers				
Update orientation and induction material				
Deploy updated contracts to clients				
Regular reporting to track activities				

PROJECT PLANNING

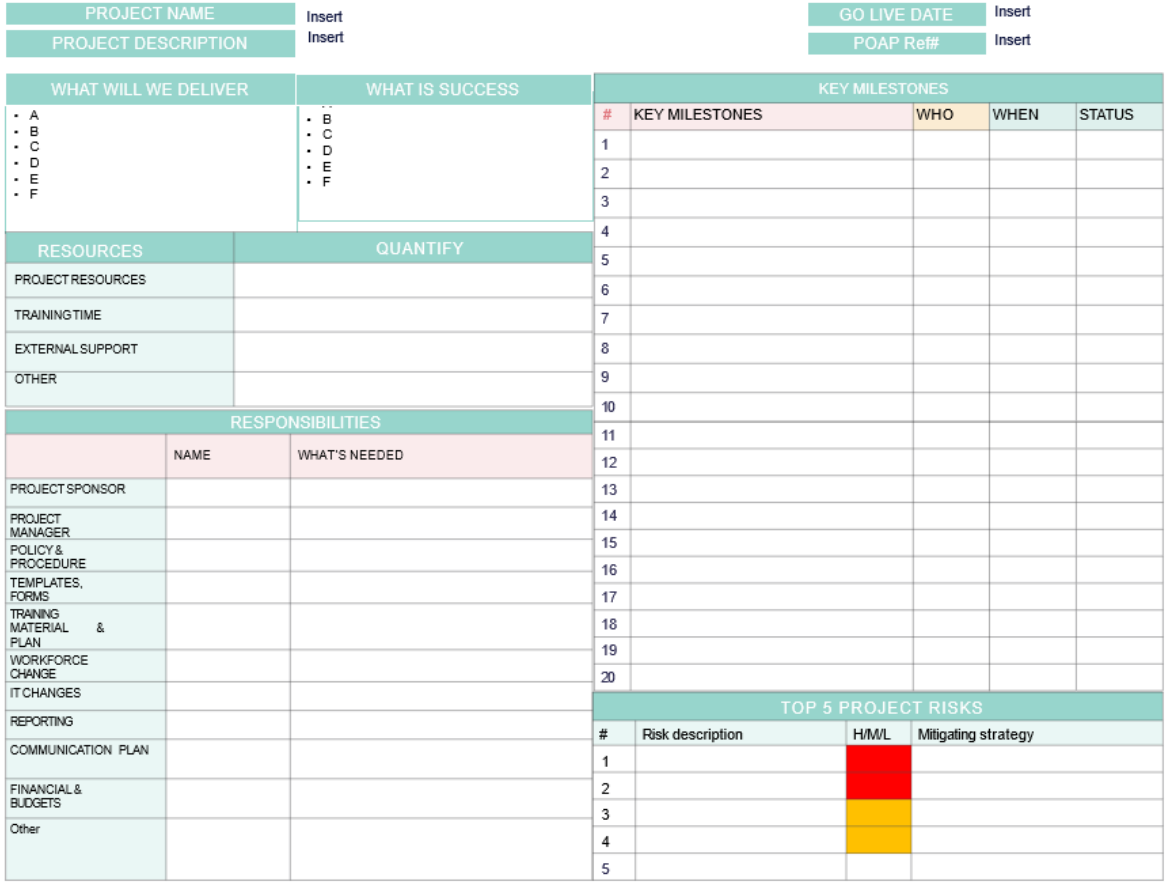
A **Project Plan on a Page** is a concise, visual representation of a project's key components, typically summarised on a single page.

Why use it:

- Bring the team together to collectively agree on what the project is to deliver and what success looks like
- Identify roles and responsibilities
- Identify resources needed
- What are the key milestones and who is responsible for these and when are they needed by
- Identify, monitor and act to mitigate project risks.

Some providers may be able to use it to demonstrate a case for resources and budget approvals.

The following page is an example of a plan



PROJECT NAME	Insert	GO LIVE DATE	Insert
PROJECT DESCRIPTION	Insert	POAP Ref#	Insert

WHAT WILL WE DELIVER	WHAT IS SUCCESS
• A • B • C • D • E • F	• B • C • D • E • F

RESOURCES	QUANTIFY
PROJECT RESOURCES	
TRAINING TIME	
EXTERNAL SUPPORT	
OTHER	

RESPONSIBILITIES	NAME	WHAT'S NEEDED
PROJECT SPONSOR		
PROJECT MANAGER		
POLICY & PROCEDURE		
TEMPLATES, FORMS		
TRAINING MATERIAL & PLAN		
WORKFORCE CHANGE		
IT CHANGES		
REPORTING		
COMMUNICATION PLAN		
FINANCIAL & BUDGETS		
Other		

KEY MILESTONES				
#	KEY MILESTONES	WHO	WHEN	STATUS
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

TOP 5 PROJECT RISKS			
#	Risk description	H/M/L	Mitigating strategy
1			
2			
3			
4			
5			

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PROJECT NAME	SUPPORTERS IMPLEMENTATION	GO LIVE DATE	1/11/2025
PROJECT DESCRIPTION	Updating policy and process to recognise supports and training of workforce on how to interact. Support for clients on registration of supporters.	POAP Ref#	1.4

WHAT WILL WE DELIVER

- Communications plan and assets/ scripts.
- Training.
- Updates to the client agreement.
- Policy and procedure updates.
- Updates to handbooks.

WHAT IS SUCCESS

- 100% of board members, staff and volunteers have been educated on the new support arrangements.
- 100% of clients have been provided with information on registering supporters.
- 100% of subcontractors have been provided information on how to interact with supporters.
- Onboarding and orientation for staff, clients, and subcontractors have been updated.

RESPONSIBILITIES

	NAME	WHAT'S NEEDED
PROJECTSPONSOR	Director Community	Approve Budget for additional resources and oversee risks and deliverables and timeframes.
PROJECT MANAGER	Operations Manager	Project meetings and reporting.
POLICY& PROCEDURE	Quality Manager	Policy Updates Procedure updates
TEMPLATES, FORMS, MANUALS	Quality Manager	Handbook updates
TRAINING MATERIAL & PLAN	HR Manager	New training for staff/ volunteers and subcontractors. LMS setup Orientation updates staff/ volunteers/ subcontractors. Ongoing training and refreshers.
WORKFORCE CHANGE	HR Manager	Internal Communications
ITCHANGES	ITC Manager	CMS / CRM
REPORTING	Operations Manager	Training completion Communications distributions
COMMUNICATION PLAN	Marketing Manager Operations Manager	External Communications (Clients) External Communications (subcontractor)
FINANCIAL& BUDGETS	Finance Manager/ Accountant	Budget impacts cost of Training Budget impacts Legal costs Legal engagement – Client consents/agreements

RESOURCES	QUANTIFY
PROJECTRESOURCES	Co-ordination time for client communication Development of training and orientation module
TRAININGTIME	Training time for paid workforce
EXTERNALSUPPORT	Graphic design for handbook updates Legal support for updating of agreements/ consent forms
OTHER	

KEY MILESTONES

#	KEY MILESTONES	WHO	WHEN	STATUS
1	Review policies and identify how many require updating	Marketing Manager	30/06/2025	On track
2	Develop Action Plan and assign resources	Operations Manager	30/07/2025	Complete
3	Develop Communication Plan	Hr Manager	30/07/2025	Pending
4	Draft budget impacts and seen budget approval			
5	Engage legal for advice and updating of contracts/ consent forms (clients)			
6	Meet with vendors for customisations / system changes/ fields			
7	Develop training plan			
8	Develop board briefing			
9	Develop communication assets and FAQs			
10	Develop/ source training			
11	Provide a briefing to the board			
12	Complete system updates/ changes			
13	Communicate changes to staff/ volunteers/contractors/clients			
14	Update handbooks staff/client/contractor			
15	Finalise agreement changes (consider other 1 Nov changes that need to be included)			
16	Update policies and procedures			
17	Deliver training			
18	Update the annual training plan and orientation materials			
19	Deploy updated contracts to clients			
20	Regular reporting to track activities			

TOP 5 PROJECT RISKS

#	Risk description	H/M/L	Mitigating strategy
1	Registration of a nominated supporter is required to be registered at MAC.		Policy changes, consent changes, process for maintaining and managing supporter changes.
2	Client Choice policy does not reflect supported decision-making legislation.		Review and update of policy; procedure for capturing supporters and recording details in the CRM/CMS.
3	Workforce unclear on who they can communicate with		Communication and training for staff; additional training for coordinators/care partners and briefings for contractors. Update staff and contractor handbooks.
4	Clients don't understand support roles and decision maker roles.		Include in client onboarding- discussion and capturing of decision makers (collect documents) and supporters and their roles (via consent form). Update handbook.
5			

ACTION PLANNING | **IDEAS ON POLICIES TO UPDATE/CREATE**

Suggested Policies to Review and Update

1 Consent and Decision-Making Policy

- Define the role of a *supporter* and how it differs from legal decision-makers.
- Include how supported decisions are documented and when consent from a client to liaise with a supporter applies.
- Outline how to verify and record registered supporters.

2 Client Intake and Assessment Policy

- Include prompts to ask whether an individual has or wishes to appoint a supporter and how to support that process.
- Ensure systems are in place to record and update supporter details in client files.
- Decision makers and relevant documents collected.

3 Communication and Engagement Policy

- Reflect the individual's right to be supported in understanding, expressing preferences, and making choices.
- Outline staff expectations in involving supporters while respecting the client's autonomy.

4 Complaints and Feedback Policy

- Enable supporters to assist clients in raising concerns or complaints.
- Reaffirm that the individual's own views and wishes must remain central.

5 Privacy and Confidentiality Policy

- Clarify when information can be shared with a registered supporter.
- Include safeguards to protect the person's privacy and avoid overreach.

6 Workforce Training and Code of Conduct

- Incorporate supported decision-making principles in induction and ongoing training.
- Emphasise ethical engagement with supporters and responsibilities under the Act.

7 Incident and Risk Management Policy

- Add scenarios involving inappropriate or abusive behaviour by a supporter.
- Include reporting and escalation pathways and align with abuse prevention protocols.
- Reporting of breeches and abuse relating to registered supporters.

ACTION PLANNING | **TRAINING TOPIC IDEAS TO CONSIDER**

Suggested ideas for Training

1 **Introduction to Supported Decision-Making**

- Principles of supported decision-making (SDM).
- Differences between SDM and substitute decision-making.
- The importance of autonomy, rights, and dignity in care.

2 **Understanding the Role of a Supporter**

- Who can be a supporter and how they are registered.
- Rights and responsibilities of a supporter.
- Engaging with supporters while upholding the older person's voice.

3 **Communication Skills and Consent**

- Techniques for supporting decision-making (e.g., visual aids, simplified language).
- How to confirm and document consent.
- Ensuring older people understand their choices with or without a supporter.

4 **Legal and Ethical Responsibilities**

- Staff obligations under the Aged Care Act 2024.
- Privacy and confidentiality when engaging with supporters.
- Recognising and responding to conflicts of interest or abuse of position.

5 **Practical Case Scenarios and Role Plays**

- Simulated client interactions with and without a supporter.
- Responding to challenging situations (e.g., disagreement between client and supporter).
- Documenting the involvement of a supporter in care planning and service delivery.

ACTION PLANNING | **SUGGESTED UPDATES TO ONBOARDING CLIENTS**

At the Onboarding Stage, Care Partners/ Coordinators could:

1

Ask About Supporters

- Ask: “Do you have someone who helps you understand and make decisions about your care?”
- Explain that this person can be formally registered as a supporter under the new Act.
- If support is known, confirm that this is still the current support/s.
- Collect any legal documents for legal decision makers

2

Document Consent and Supporter Details

- Record the supporter’s name, relationship, and contact information.
- Confirm how they would like their supporter involved and document the person’s consent to involve the supporter in care-related discussions.

3

Update Intake and Assessment Tools

- Add fields to record:
  - Whether a supporter is involved
  - Supporter details and consent forms
  - Preferred decision-making approach.

4

Communicating support involvement to staff and service delivery partners

- Communicating with the workforce as part of the care plan, any new supporters or changes.

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ACTION PLANNING | **CONSIDERATIONS FOR CRM/CMS**

Suggestions for Discussion Points with Your Vendor

1 Recording Supporter Information

- Can the system capture supporter name, relationship, contact details?
- Can it record registration status, consent given, and start/end dates?
- Does it capture if they have decision making authority?

2 Consent and Role Tracking

- Can staff easily see what the supporter is authorised to do?

3 Visibility Across the Team

- Is supporter information clearly visible in the client profile?
- Can teams easily identify when a supporter is active and should be included?

4 Security and Access Controls (Client Portals)

- Are there permissions to restrict supporter access to only agreed areas?
- Can documents or notes be flagged as private where needed?

5 Reporting and Auditing

- Can reports identify which clients have registered supporters?
- Is there an audit trail of supporter involvement (e.g. communications, access logs)?

6 Templates and Workflow Integration

- Can intake, care planning, and review forms include supporter fields and consents?
- Can workflows or alerts be created for tasks like consent verification or supporter updates?

COMMS PLAN

Combining action planning with communications planning gives you a complete strategy to manage change effectively. It helps you with:

- **Clear Steps & Clear Messages:** Everyone knows what to do and why it matters.
- **Knowledge:** Provides clear information about why the change is happening and how it impacts everyone.
- **Messaging:** Ensures all communications are aligned to avoid confusion and build confidence.
- **Support:** Offers resources, training, and open channels for questions to help people adapt smoothly.

Change: Implementation of the Statement of Rights

Stakeholder	Key Messages	Channel	When/ Frequency
Board Members	Understanding there are new Rights. Replacing the charter of rights Actions the organisation is taking to implement the Statement of Rights What is in the new statement of Rights Noting 'compatibility' is a condition of registration Identify risks for organisation Monitoring and reporting mechanism	Board Briefing Mandatory Training – online training/ staff meetings/ webinars	• 14/03/2025 • Before 1/06/2025
Existing Staff/Volunteers Including: **Aged care and corporate support services/ responsible persons**	Understanding there are new Rights. Replacing the charter of rights What is in the new statement of Rights How do we ensure we are compatible with the Statement of Rights How to report when Rights are breached How to explain Rights to clients and carers	Email Newsletter article Mandatory Training – webinar	• 01/04/2025 • 14/01/2025- each fortnight on the changes • Before 1/06/2025
Associate providers and their staff	Understanding there are new Rights. Replacing the charter of rights What is in the new statement of Rights How do we ensure we are compatible with the Statement of Rights How to report when Rights are breached How to explain Rights to clients and carers or escalate enquiries Mandatory training requirements New agreement roll out plan	Email Mandatory Training – webinar / recorded webinar	• 1/04/2025 • Before 1/06/2025

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COMMS PLANNING | LIST OF STAKEHOLDERS

INTERNAL	EXTERNAL	EXTERNAL OTHER
Members of Governing Body	Clients	Care Finders
Exec Management/ Senior Team	Representatives of clients	Elder Care Support Program, Aged Care Advisors
Managers/ Supervisors	Associate Providers	Assessors (RAS/ ACAT)
Case Management staff		Discharge Planners
Direct Care Staff	These are likely to be your focus of the statement of rights communications	Key Referral Partners (RVs , GPs etc)
Rostering and logistics staff		
Volunteers		
Administration staff		

COMMUNICATION PLANNING | **STATEMENT OF RIGHTS**

Change: Implementation of the Statement of Rights

Stakeholder	Key Messages	Channel	When/ Frequency
Board Members	- New role of supporters - Legislative duties and penalties - What is changing and transition arrangements - Risks identified - What the organisation is doing to implement changes.	Board Briefing	• 30/08/2025
Staff/Volunteers **Including:** **Aged care and corporate support services (i.e.. Finance)**	- New role of supporters - Legislative duties and penalties - Transition arrangements for representatives - Consent process changes - Changes in the CRM/CMA (staff portal) – identifying who they can communicate with about a client - Decision makers and how they are identified in the CRM/CMS, roles and responsibilities.	Newsletter article Mandatory Training	• 30/08/2025 • 30/10/2025
Coordinators/ Partners	As above - Onboarding and review process changes - Changes to consent forms - Updating changed fields in CMS - Refresher- on legal decision makers and their decision-making authorities.	Mandatory Training	• 30/10/2025

COMMUNICATION PLANNING | **STATEMENT OF RIGHTS**

Change: Implementation of the Statement of Rights

Stakeholder	Key Messages	Channel	When/ Frequency
Associated providers – and their staff	- New role of supporters - Legislative duties and penalties - Transition arrangements for representatives - Consent process changes - How they will be notified if there is a supporter or decision maker who they can communicate with about a client.	Subcontractor Briefing Subcontractor handbook update	• 30/10/2025
Existing clients/ representatives	- New role of supporters - Legislative duties and penalties - What is changing and transition arrangements - How to nominate supporters - How to let us know when their registered support is changing.	Client Newsletter Client Handbook update	• 30/10/2025

RISK PLAN

Each initiative is treated as a mini-implementation project. As part of good project governance, we recommend a risk assessment to identify and plan for potential issues.

If necessary, critical risks can be escalated to the organisation's risk register.

ACTIVITY: ACT IMPLEMENTATION-TOP RISKS AND ACTIONS

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ORGANISATION NAME _____

	DESCRIPTION OF RISK	H/M/L	ACTIONS WE NEED TO TAKE TO MITIGATE
1			
2			
3			
4			
5			

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RISK PLANNING | **REGISTERED SUPPORTER**

Risk Description	Risk Rating H / M /L	Mitigation Actions	Residual Risk Rating H / M /L
Registration of a nominated supporter is required to be registered at MAC.	M	Policy changes, consent changes, and the process for maintaining and managing supporter changes.	L
Client Choice policy does not reflect supported decision-making legislation.	M	Review and update of policy; procedure for capturing supporters and recording details in the CRM/CMS.	L
Workforce unclear on who they can communicate with.	M	Communication and training for staff; additional training for coordinators/care partners and briefings for contractors. Update staff and contractor handbooks.	L
Clients don't understand support roles and decision maker roles.	M	Include in client onboarding- discussion and capturing of decision makers (collect documents) and supporters and their roles (via consent form). Update handbook.	L

CONTACT US

We exist to help create a world class aged care system through renewal, repositioning and reinventing service models and strategies.

- Strategic Advisory
- Strategic Planning & Design
- Market Entry & Exit Planning
- Operational Review
- Stakeholder Engagement
- Change Management

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