

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health and Aged Care

Senate Standing Committee on Community Affairs Legislation Committee

Inquiry into the Aged Care Bill 2024 (Provisions)

03 October 2024

PDR Number: IQ24-000131

Support available to providers and workers

Written

Senator: Marielle Smith

Question:

What supports will be available to help providers and workers transition to the new aged care system?

Answer:

The Department of Health and Aged Care and the Aged Care Quality and Safety Commission (Commission) are developing an integrated readiness plan to support older people and the sector to be prepared for the changes arising from the Aged Care Bill. We will test our plan with the sector in November and will work closely with the sector to ensure we design and deliver the right activities to meet their needs. The plan will provide clarity on what is new, what is changing and what is staying the same. It will also address the needs of a diverse audiences, ensuring that what we deliver is relevant, timely and targeted to each stakeholder group.

Providers can expect resources and guidance materials specific to the changes, booklets (including translated versions), updated guides, practical scenarios, system training (where required), and toolkits to support communication and engagement with their workers. Workers will also be supported with tailored information and guidance.

The Commission recently consulted on the draft guidance materials and audit methodology and worker specific guidance for the strengthened Quality Standards. Guidance targeted at older people is also underway to help older people understand the strengthened Quality Standards.

Recently, the Commission released a draft guidance tool which is a digital platform to easily navigate the guidance material based on the providers service type, and a series of factsheets for each Standard.