



Australian Government
Department of Health

National Aged Care Alliance

Ageing and Aged Care Group Department of Health

Dr Margot McCarthy
Deputy Secretary
Ageing and Aged Care Group

23 May 2017



Topics

- ▶ Increasing Choice in Home Care
- ▶ Aged Care Funding Instrument - current
- ▶ My Aged Care Update
- ▶ Aged Care Funding Instrument - future



Updates on other key topics

- Brief updates on the following key topics will be distributed to members by email after today's session:
 - ▶ Continuity of Support
 - ▶ Commonwealth Home Support Programme
 - ▶ Single Quality Framework
 - ▶ Diversity Framework
 - ▶ Commonwealth Aged Care Quality Regulatory Processes
 - ▶ Growing and developing the local care workforce Budget Measure



Australian Government
Department of Health

Additional Enquiries

The Aged Care Reform Enquiries Inbox:

AgedCareReformEnquiries@health.gov.au



Australian Government
Department of Health

National Aged Care Alliance

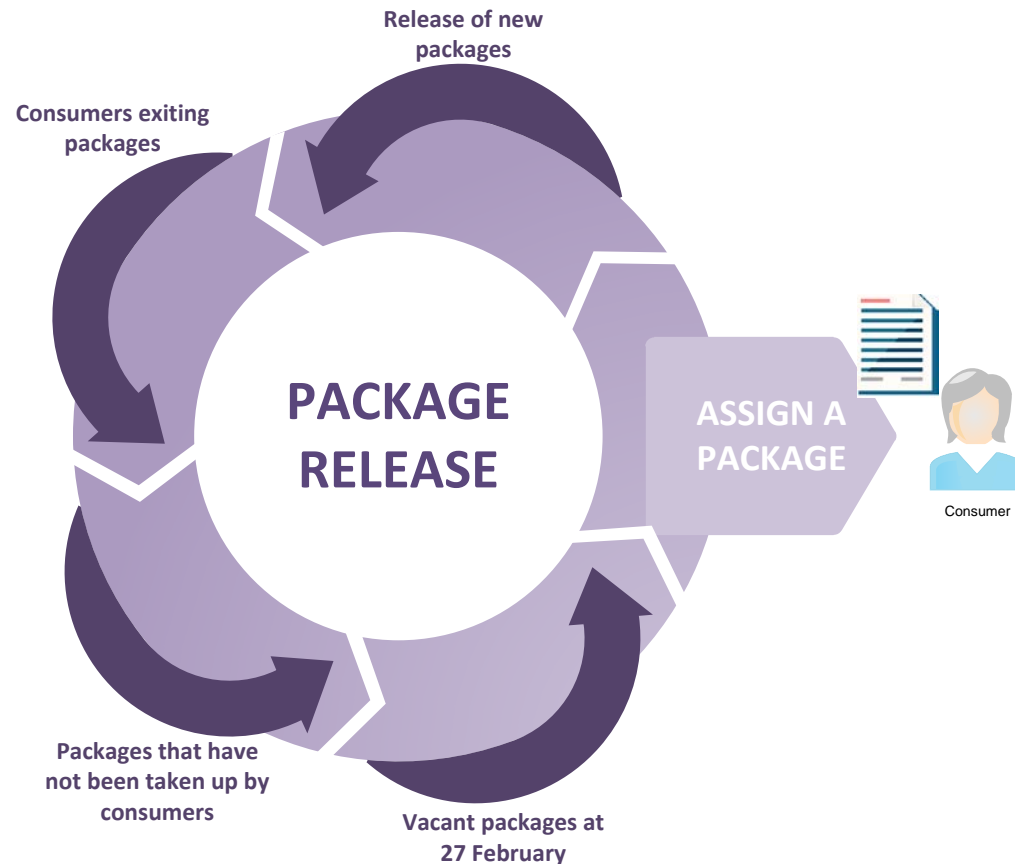
Increasing Choice in Home Care

Fiona Buffinton
First Assistant Secretary
Aged Care Access and Quality Division
Ageing and Aged Care Group
Department of Health



Emerging themes

- Distribution of packages
 - Over 25,000 packages have been released.
- Release schedule
 - Flexibility in adjusting the release schedule
- Referrals
 - Assignment of packages commenced in March
 - Consumers have 56 days + 28 day extension, if requested.





Reporting

- Reporting framework has been developed in consultation with the NACA Home Care Reforms Advisory Group.
- Detailed reporting on the performance of the program will be made available in the second half of 2017.



Service finder information

Overview	Services	Costs
Average percentage of package available for service i		65%
Maximum exit amount i		\$350
Provider pricing i		Download
Provider website		Visit website
Average surcharge for evenings		+25%
Average surcharge for weekends		+40%
Average surcharge for public holidays		N/A
Average surcharge for 24/7 care (incl. overnight stays)		N/A

- The Department encourages all providers to populate the service finder fields, including cost information.
- Average maximum exit amount of around \$300
- Exit amounts range from \$0-\$5,000



ACATs

- ACATs moved to the full use of My Aged Care in March 2016
- Timeliness
- Determinations of high priority



Support for Home Care Clients & Providers





Support for Home Care Clients & Providers

Need more time to decide

Did not know the difference between CHSP and Home Care

Has other arrangements in place






Coping ok at the moment, but want to stay in the queue

Did not want the package and happy to opt out of the queue

Need more time to find a provider

Consumer products – home care packages



Your guide to home care package services (booklet)	Your pathway to accessing a home care package (tri-fold brochure)	Researching Providers – Considerations & Checklist	Entering into a Home Care Agreement – Considerations & Checklist	Changing Providers – Considerations & Checklist
				
<ul style="list-style-type: none"> Detailed information on home care package services – what to expect and how to manage services 	<ul style="list-style-type: none"> Pathway of steps and actions associated with key stages in the client journey e.g. assessment through to entering into agreement 	<ul style="list-style-type: none"> How to research providers and potential questions to ask as part of considerations 	<ul style="list-style-type: none"> What to be aware of before entering into an agreement e.g. terms and conditions, fees and charges 	<ul style="list-style-type: none"> How to initiate a change in providers – consumer and provider responsibilities
<p>Issued by ACAT at time of face to face assessment</p>	<p>Issued by ACAT in the post along with approval letter</p>	<p>Issued to client in the post along with their package assignment letter</p>	<p>Issued to client in the post along with a package upgrade letter</p>	<p>Issued to client in the post along with a package upgrade letter</p>

<https://agedcare.health.gov.au/news-and-resources/consumer-resources>



Further information

FURTHER INFORMATION

- Increasing Choice in Home Care webpage –fact sheets, videos, templates:
<https://agedcare.health.gov.au/increasing-choice-in-home-care>
- Resources for consumers
<https://agedcare.health.gov.au/programs/home-care/information-resources-home-care-package-delivery>
- Subscribe to our Aged Care Industry mailing list:
<https://agedcare.health.gov.au/news-and-resources/subscribe>
- Provider system user guides
<https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers>
- Email enquiries:
agedcarereformenquiries@health.gov.au



Increasing Choice in Home Care

Questions

?



Australian Government

Department of Health

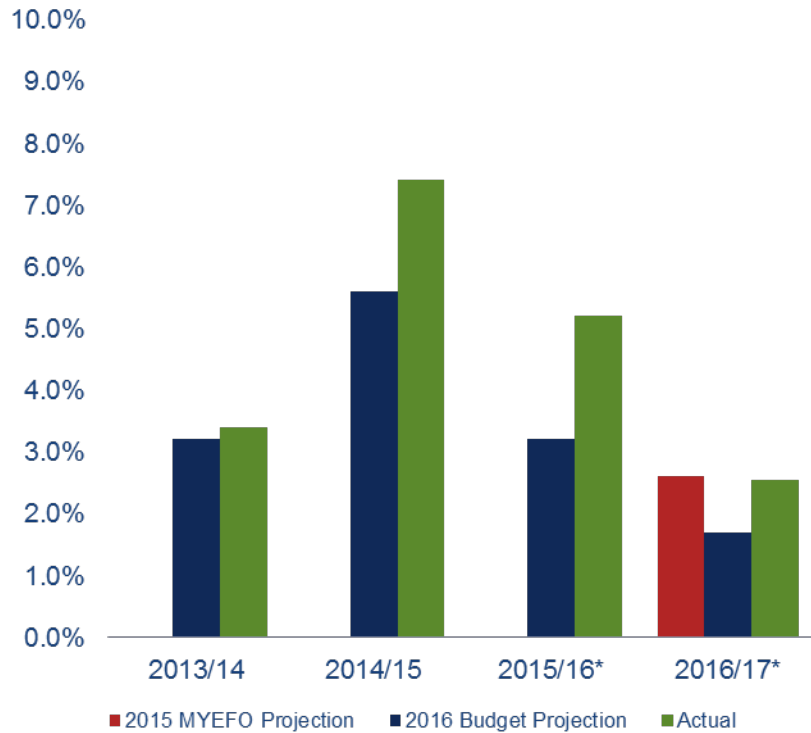
National Aged Care Alliance

Aged Care Funding Instrument (ACFI) - Current

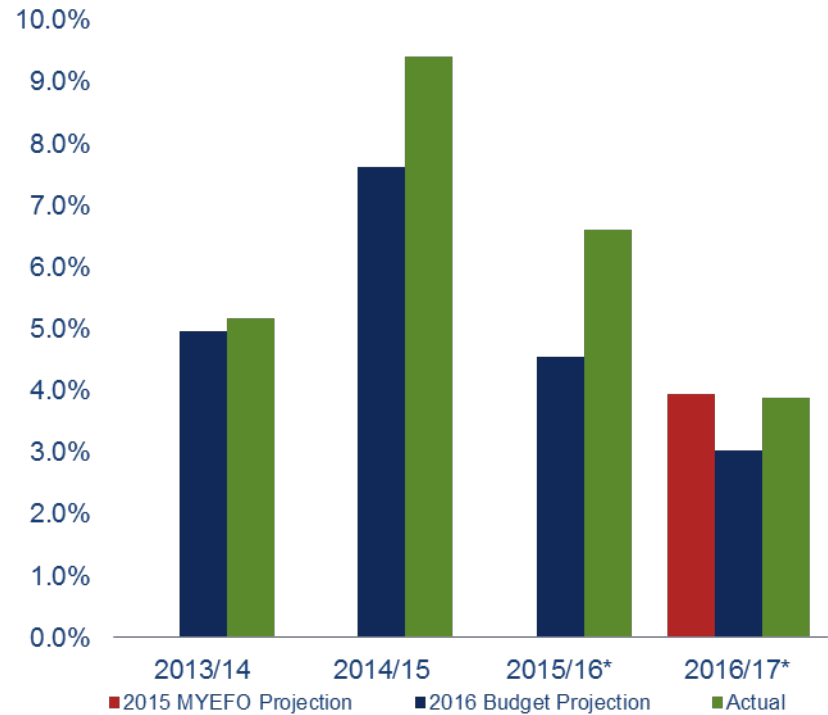
Dr Nick Hartland
First Assistant Secretary
Aged Care Policy and Regulation Division
Ageing and Aged Care Group
Department of Health



ACFI spending to December 2016



Real Growth in ACFI



Nominal Growth in ACFI



Claiming Patterns up to December

Activities of Daily Living Domain



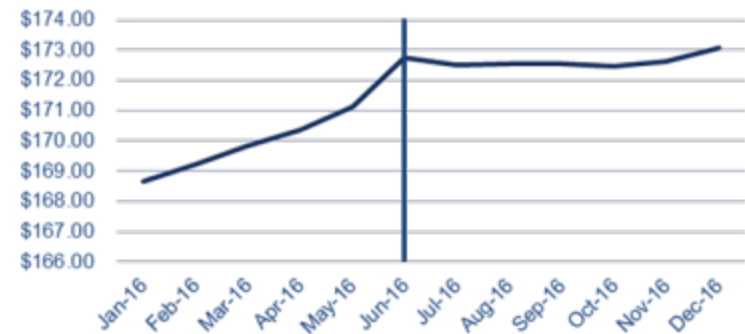
Behaviour Domain



Complex Health Care Domain

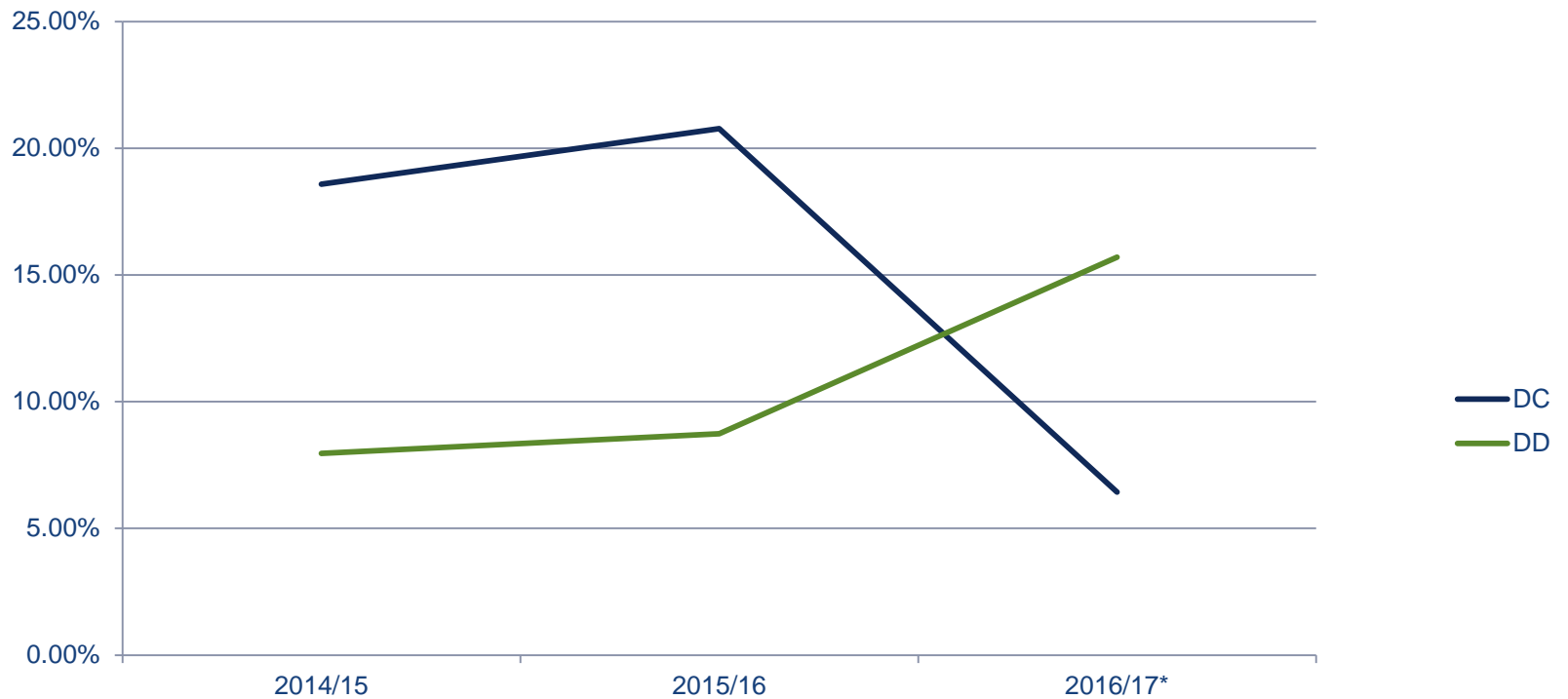


Monthly ACFI



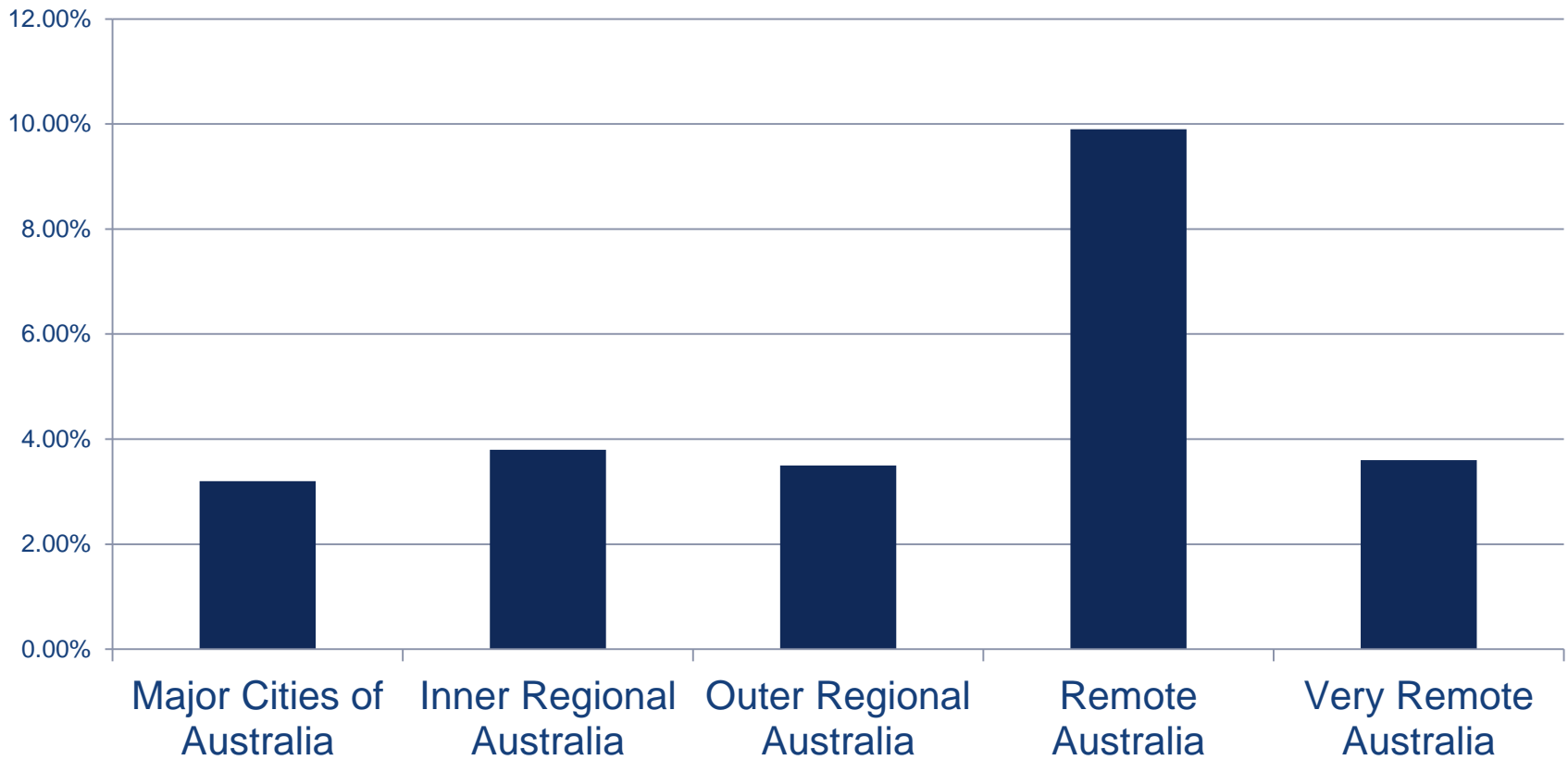


Trend of Q11-Q12 for Newly Admitted residents





Growth in ACFI by Remoteness





Australian Government
Department of Health

ACFI

Questions

?



My Aged Care Update

My Aged Care Activities	1 January to 31 March		Pro Rata Change from Previous Year
	2016	2017	
Calls Answered by My Aged Care Contact Centre	191,507	320,147	67%↑
Correspondence Received by My Aged Care Contact Centre	81,266	84,400	4%↑
Visits to My Aged Care Website	758,854	917,329	21%↑
Screenings (Contact Centre)	78,203	63,317	19%↓
Screenings (Professional Webform)	0	47,682	(Prof. Webform from July 2016)
Home Support Assessment Referrals Issued	58,241	84,458	45%↑
Comprehensive Assessment Referrals Issued via My Aged Care	33,433	62,072	(ACAT Transition)
Home Support Assessments Completed	41,218	54,147	31%↑
Comprehensive Assessments Completed via All Systems	43,561	38,712	11%↓
Service Referrals Issued via My Aged Care System	227,959	262,980	15% ↑
Service Referrals Accepted	102,795	177,163	72% ↑

Sources: HealthDirect Australia and Aged Care Data Warehouse.



Australian Government
Department of Health

My Aged Care Update

Questions

?



Australian Government
Department of Health

National Aged Care Alliance

ACFI – Future

To be delivered by the University of Wollongong



Australian Government
Department of Health

National Aged Care Alliance

Thank you