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Department of Health

# National Aged Care Alliance

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## Ageing and Aged Care Group Department of Health

Dr Margot McCarthy  
Deputy Secretary  
Ageing and Aged Care Group

24 February 2017



# Refreshed Approach for Department of Health Session

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## Topics to cover today:

- ▶ Increasing Choice in Home Care (including My Aged Care)
- ▶ Aged Care Funding Instrument
- ▶ Single Quality Framework
- ▶ Diversity
- ▶ Digital Payments System



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## Additional Enquiries

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The Aged Care Reform Enquiries Inbox:

[AgedCareReformEnquiries@health.gov.au](mailto:AgedCareReformEnquiries@health.gov.au)

Enquiries are answered within 5 working days



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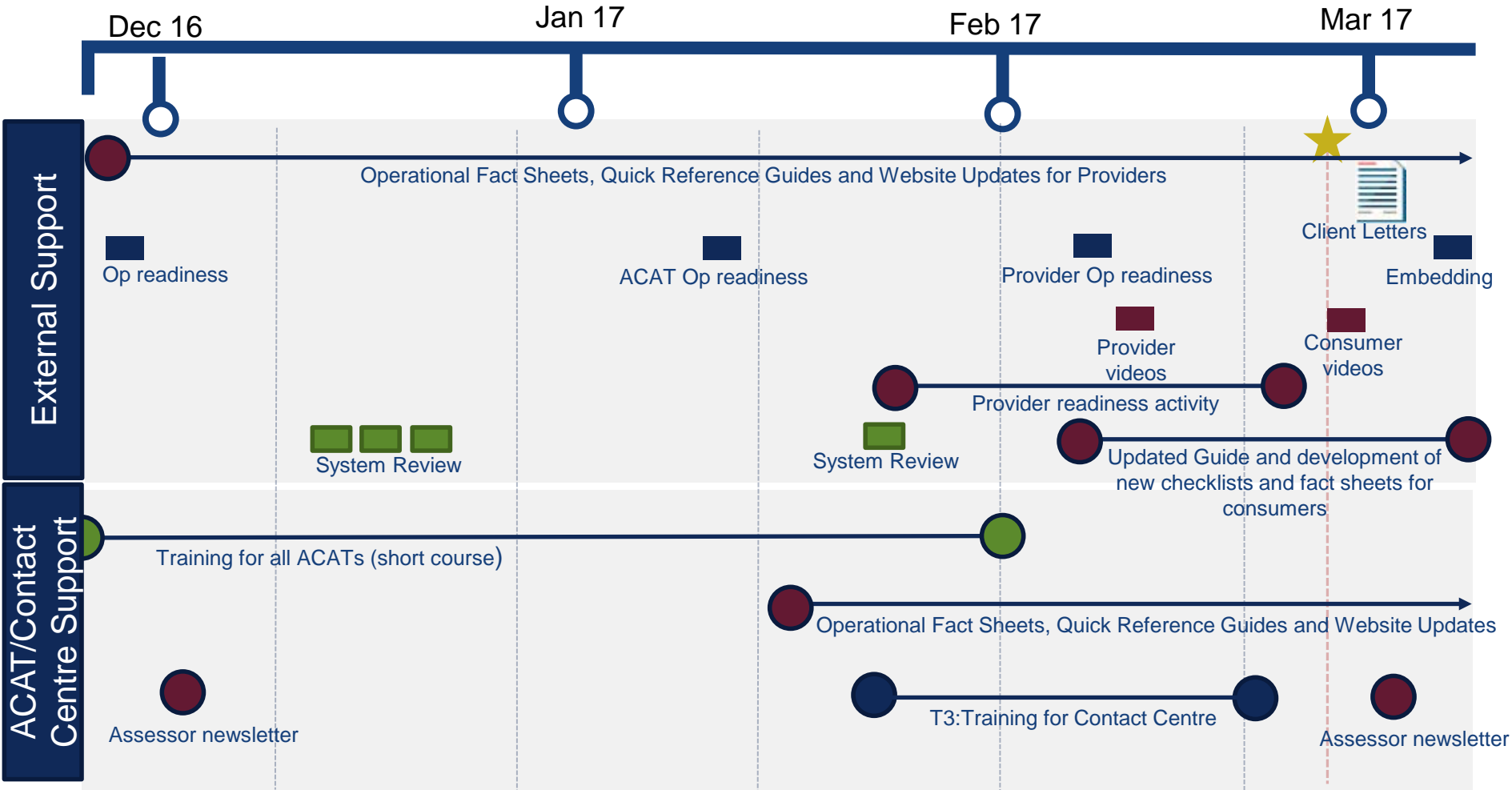
## Increasing Choice in Home Care (including My Aged Care)

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





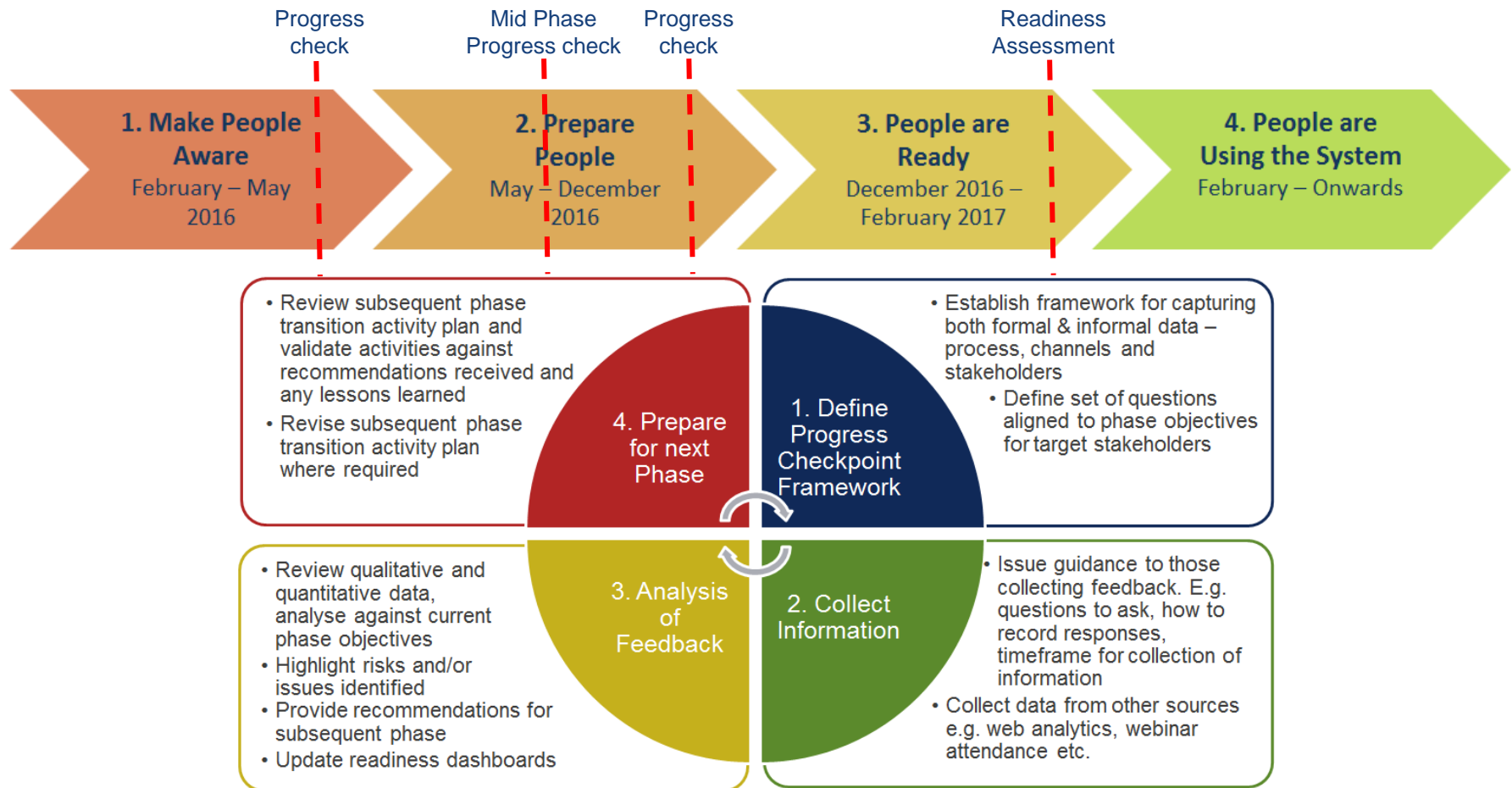
# Sector support activities



Key: System Review Webinar Video ACAT Training CSS Training Activity Go-live date



# Provider Readiness Update





# My Aged Care Operational Overview

My Aged Care Activities	1 October to 31 December Volumes		Pro Rata Change from Previous Year
	2015	2016	↑↓
Calls Answered by My Aged Care Contact Centre	147,448	271,899	84% ↑
Correspondence Received by My Aged Care Contact Centre	64,457	92,217	43% ↑
Visits to My Aged Care Website	631,895	808,306	28% ↑
My Aged Care Client Screenings	62,106	53,637	14% ↓
Home Support Assessment Referrals Issued	59,578	78,026	31% ↑
Comprehensive Assessment Referrals Issued via My Aged Care	13,704	55,285	(ACAT Transition 2016)
Home Support Assessments Completed	37,501	53,026	41% ↑
Comprehensive Assessments Completed via All Systems	51,391	36,092	30% ↓
Service Referrals Issued via My Aged Care System	205,968	245,396	19% ↑
Service Referrals Accepted	54,588	98,450	80% ↑



# Further information & Questions

'Increasing Choice in Home Care' webpage:

<https://agedcare.health.gov.au/increasing-choice-in-home-care>



Subscribe to our Aged Care Industry mailing list:

<https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/advice-to-the-aged-care-industry>



Enquiries:

[agedcarereformenquiries@health.gov.au](mailto:agedcarereformenquiries@health.gov.au)







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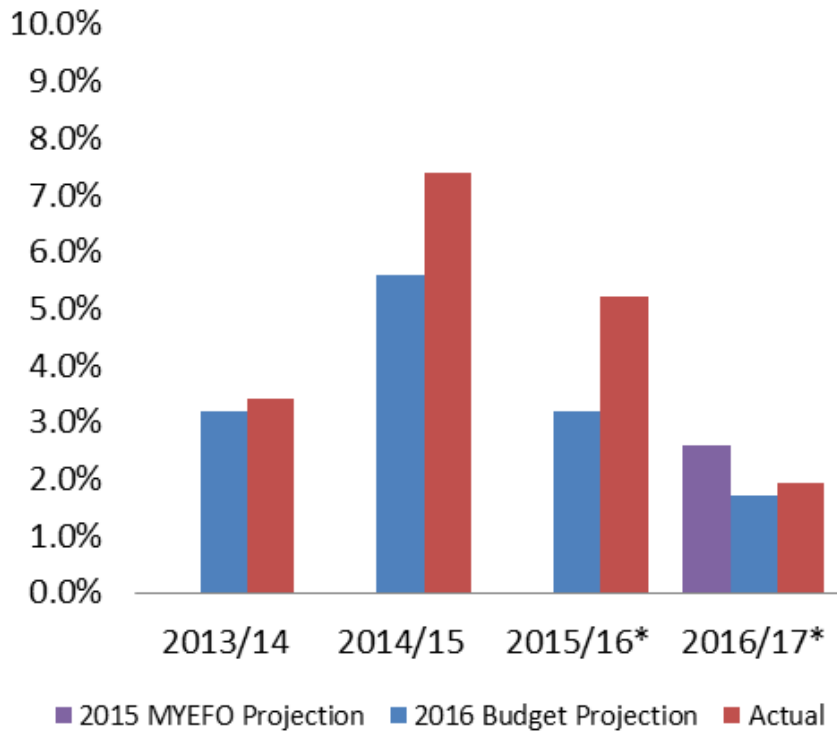
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## **Aged Care Funding Instrument (ACFI)**

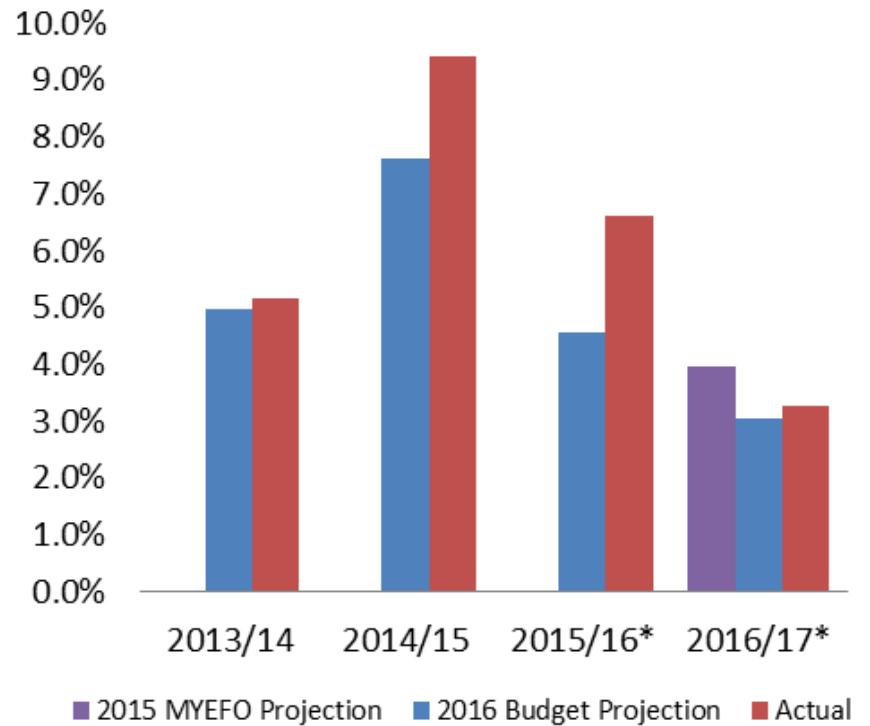
Dr Nick Hartland  
First Assistant Secretary  
Aged Care Policy and Regulation Division  
Ageing and Aged Care Group  
Department of Health



# ACFI spending this financial year is tracking well



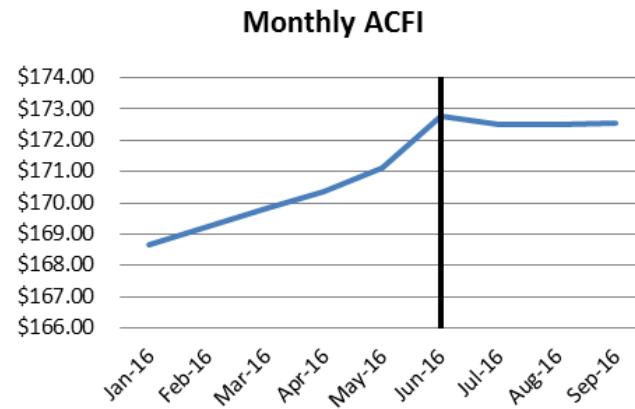
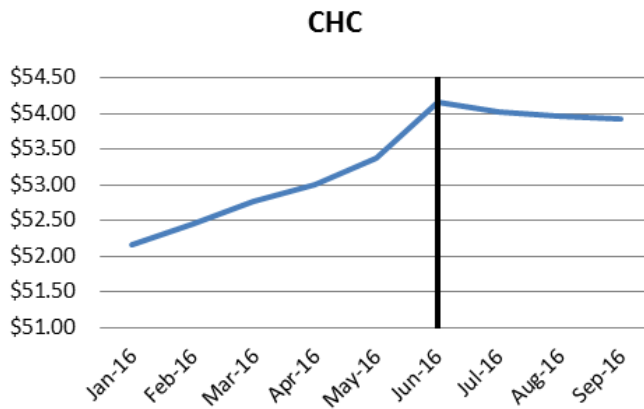
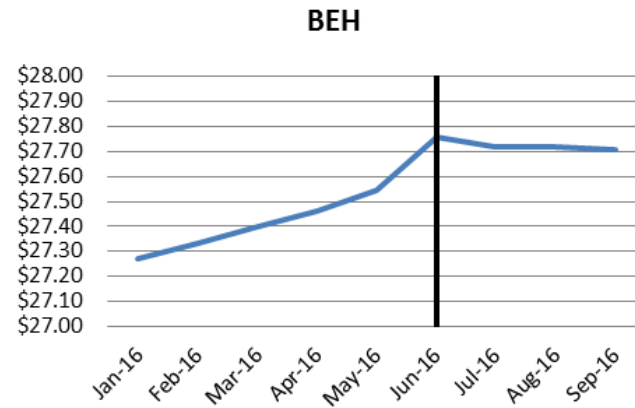
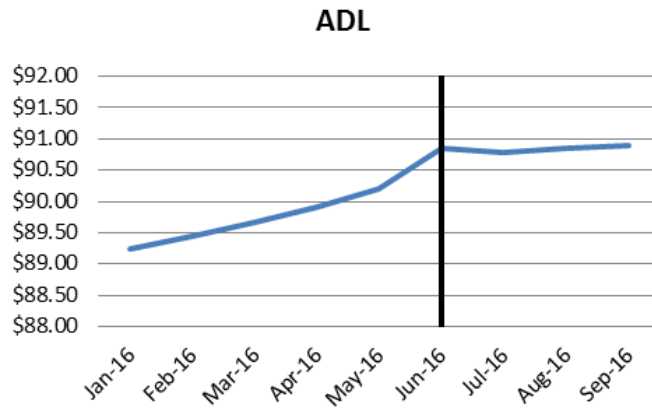
Real Growth in ACFI



Nominal Growth in ACFI



# Claiming Patterns





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# ACFI

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# Questions

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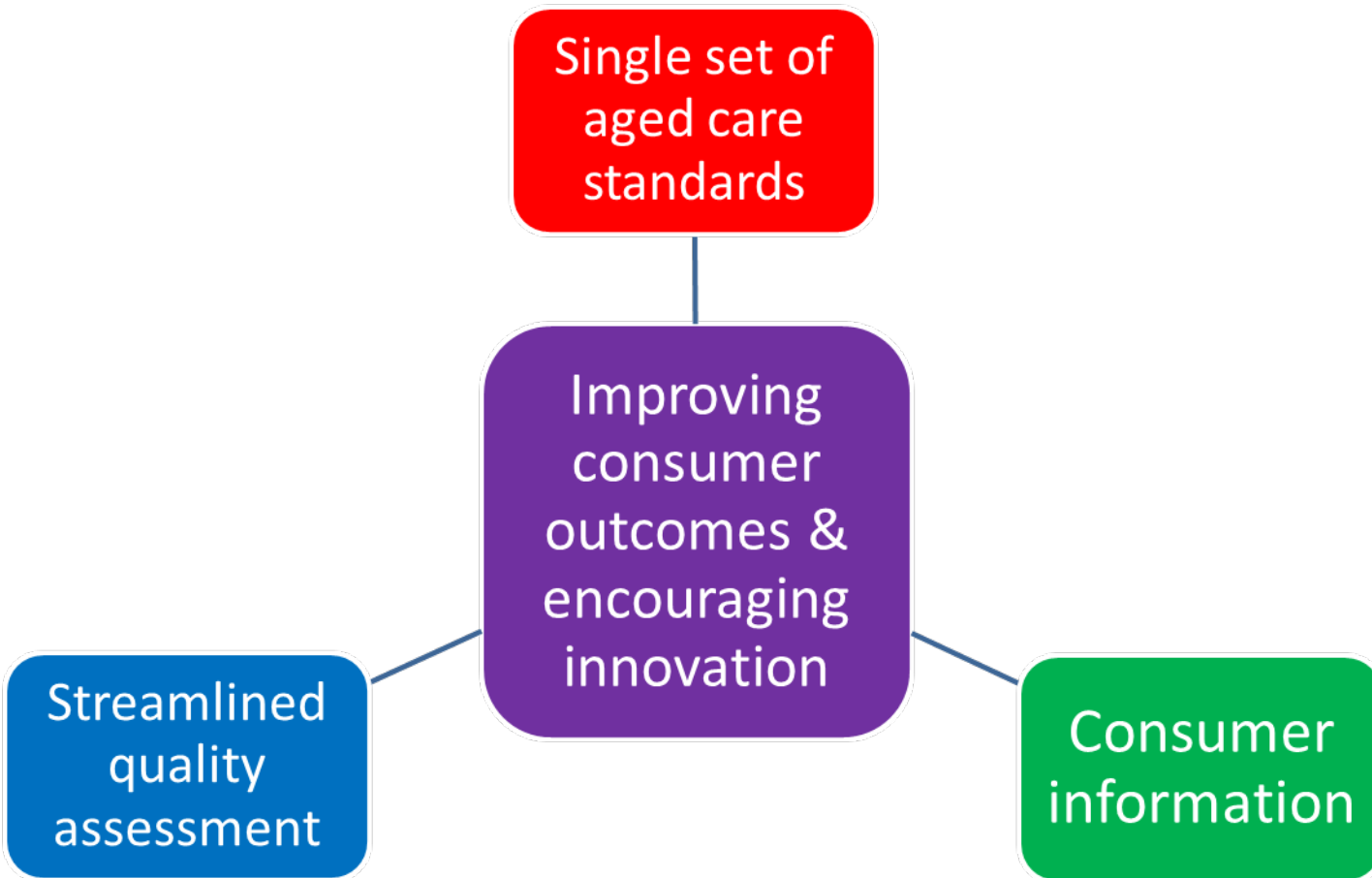
## Single Quality Framework

Fiona Buffinton  
First Assistant Secretary  
Aged Care Policy and Regulation Division  
Ageing and Aged Care Group  
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# Components of Aged Care Single Quality Framework

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## Next steps

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- Public consultation
- Piloting Phase
- Finalisation of standards and streamlining processes
- Legislative processes



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# Single Quality Framework

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# Questions

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## Diversity Framework

Catherine Rule

First Assistant Secretary

Ageing and Aged Care Services Decision

Ageing and Aged Care Group

Department of Health



# The Aged Care Diversity Framework

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- In 2012, the *National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds* (the CALD Strategy) and the *National Lesbian, Gay, Bisexual, Transgender, and Intersex Ageing and Aged Care Strategy* (the LGBTI Strategy) were released.
- The CALD and LGBTI Strategies will be replaced with a new, broader Aged Care Diversity Framework by the end of 2017.
- The Department will adopt a co-design approach with the sector to develop and implement the Diversity Framework.
- Email feedback to [Ageing.and.Diversity@health.gov.au](mailto:Ageing.and.Diversity@health.gov.au)



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# Diversity Framework

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Questions

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Thank you