



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
Department of Health

8 November 2016



Topics to cover

- ▶ ACFI
- ▶ Promotion of My Aged Care
- ▶ Increasing Choice in Home Care
- ▶ Stage 2 of Increasing Choice



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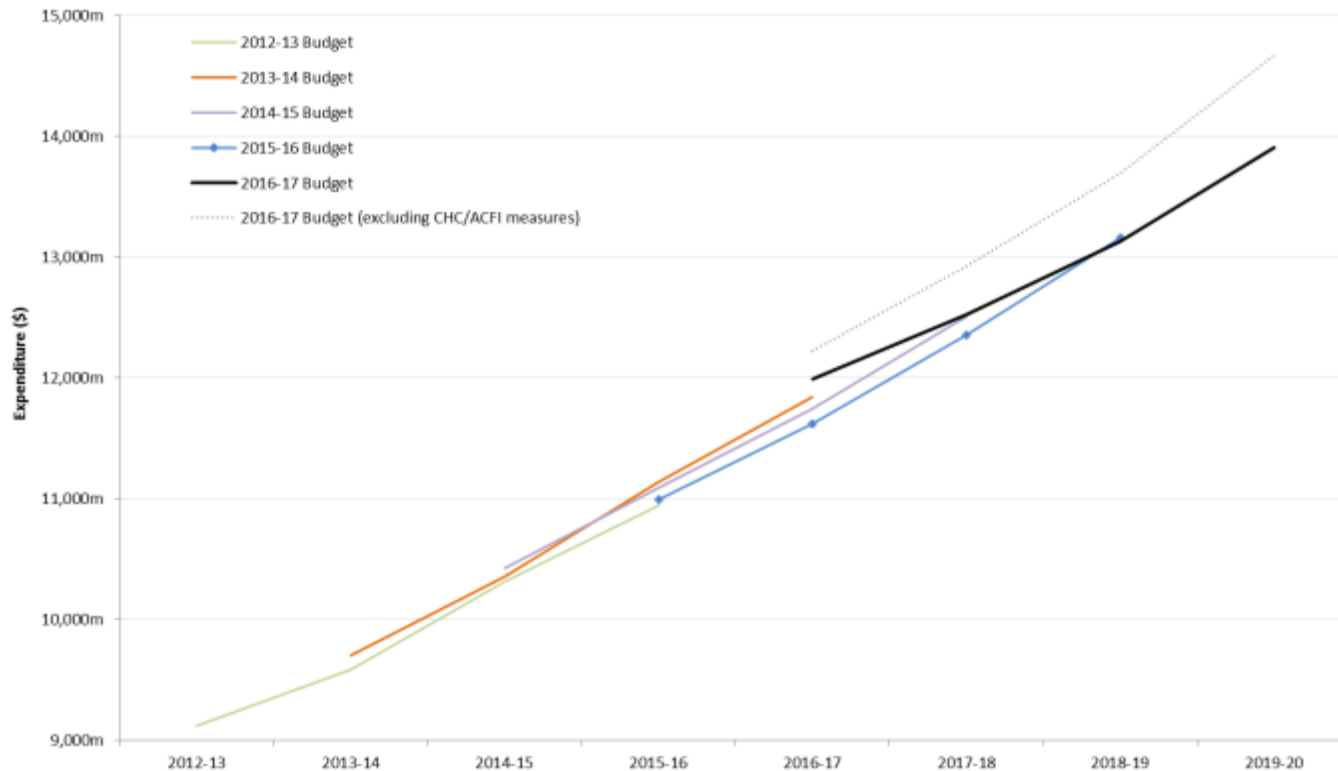
Changes to the Aged Care Funding Instrument (ACFI)

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



The Aged Care Funding Instrument (ACFI)

Residential Care Forward Estimates at Budget, 2012-13 to 2016-17





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2016-17 Budget Changes to ACFI

- Expand on 2015-16 Mid-Year Economic and Fiscal Outlook (MYEFO) measures.
- Respond to increase ACFI expenditure, by \$3.8 billion over the forward estimates.
- Residential aged care sector funding growth of 5.1% per annum continues over the forward estimates.



2016-17 Budget Changes to ACFI

1 July 2016

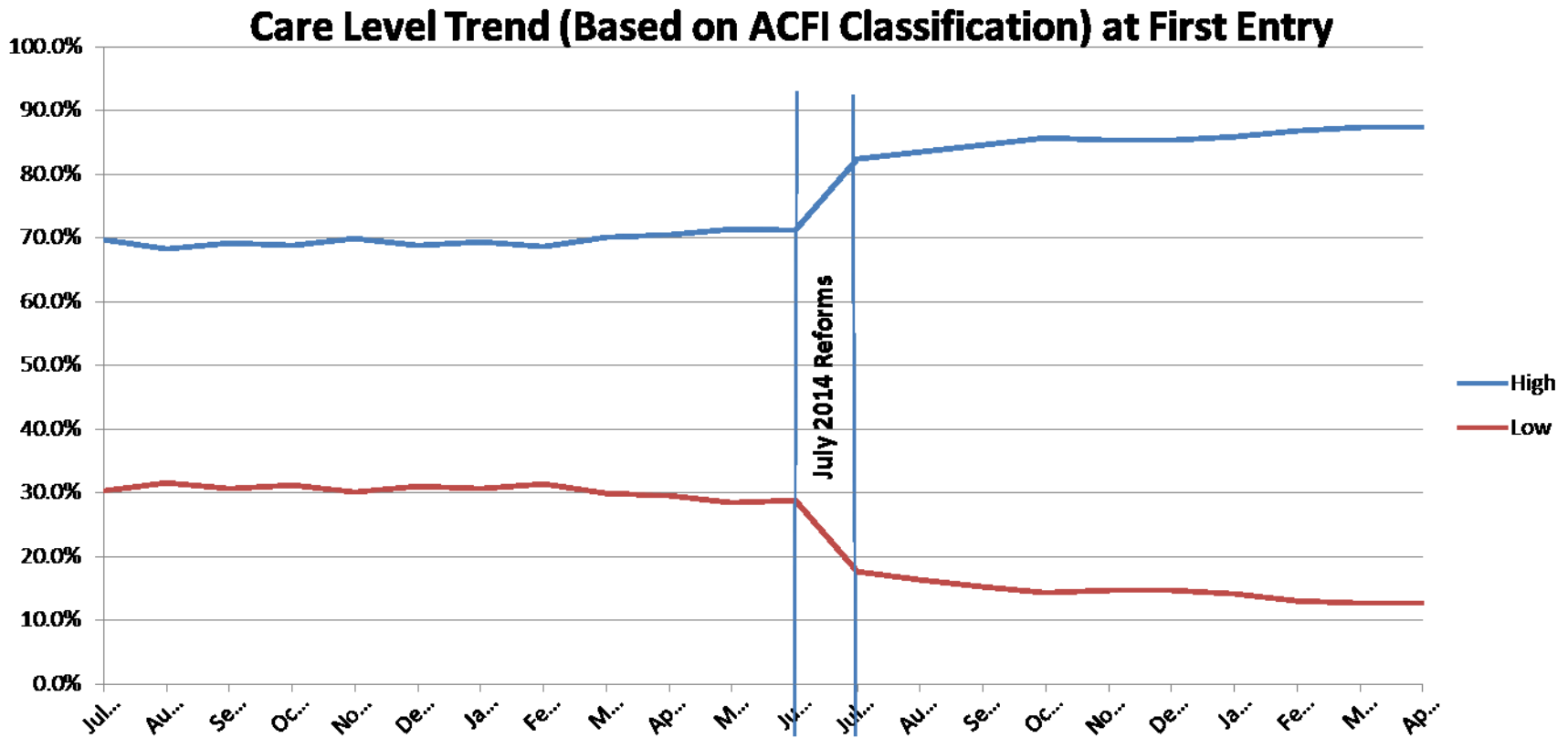
- Half indexation of complex health care (CHC) domain in 2016-17
- Changes to CHC scoring matrix

1 January 2017

- New redesigned CHC scoring matrix
- Changes to scores and eligibility requirements for certain ACFI CHC procedures in ACFI Question 12.

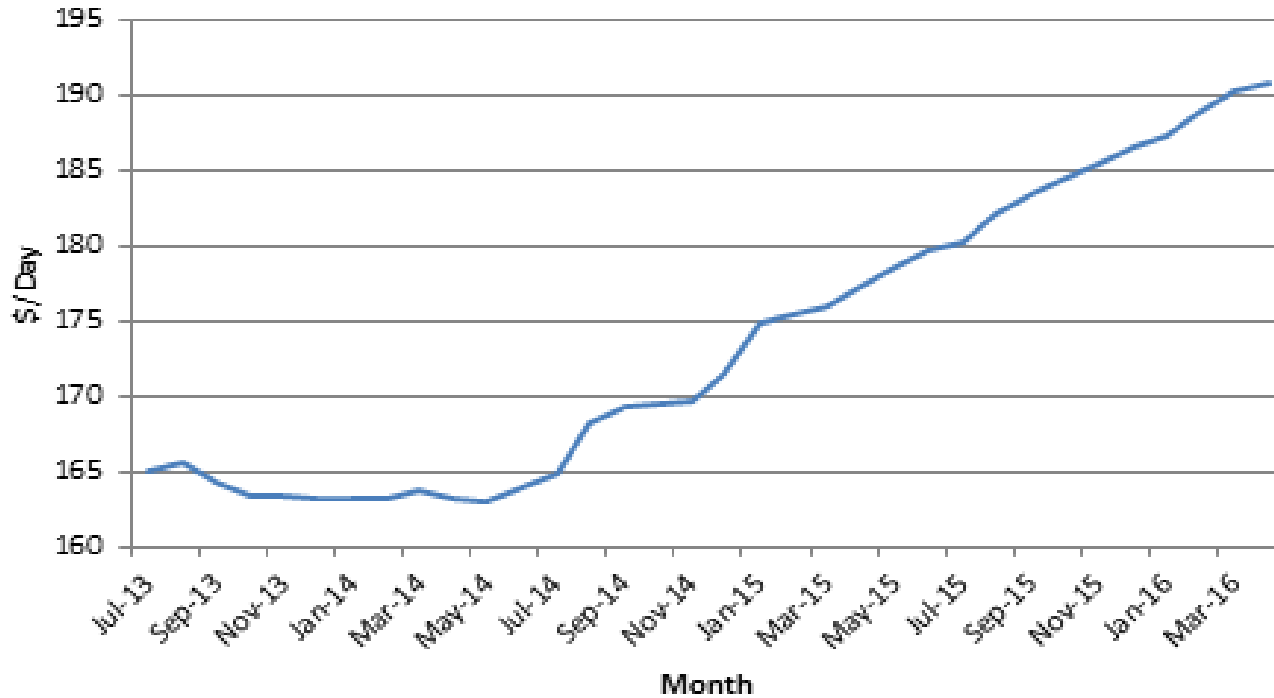


Impacts of removal of High/Low Split





ACFI claiming increases





Distribution trend of residents in CHC matrix in 2011-12 vs 2014-15

Distribution Trend of Residents in the CHC Matrix															
2011-12		Complex Health				Total	2012-13		Complex Health				Total		
		A	B	C	D				A	B	C	D			
Medication	A	1.57%	0.54%	0.56%	0.09%	2.76%	Medication	A	1.31%	0.46%	0.65%	0.11%	2.54%		
	B	7.98%	9.58%	5.35%	2.80%	25.72%		B	6.43%	8.78%	6.10%	3.83%	25.14%		
	C	11.42%	9.74%	8.51%	5.27%	34.94%		C	9.91%	8.55%	8.68%	6.74%	33.88%		
	D	6.97%	11.23%	13.53%	4.85%	36.58%		D	5.74%	10.79%	16.05%	5.85%	38.44%		
	Total	27.95%	31.09%	27.95%	13.01%	100.00%		Total	23.40%	28.58%	31.49%	16.53%	100.00%		
2013-14	Medication	A	1.12%	0.40%	0.73%	0.12%	2.36%	2014-15	Medication	A	0.78%	0.30%	0.78%	0.15%	2.01%
		B	5.28%	8.09%	6.65%	5.00%	25.02%			B	3.77%	6.62%	7.00%	7.04%	24.43%
		C	8.60%	7.42%	8.69%	8.10%	32.82%			C	6.53%	5.96%	8.73%	10.43%	31.65%
		D	4.11%	10.53%	18.51%	6.65%	39.79%			D	2.62%	9.21%	21.38%	8.70%	41.90%
		Total	19.11%	26.44%	34.58%	19.87%	100.00%			Total	13.70%	22.09%	37.90%	26.32%	100.00%

Note: DA was Medium in 2011-12 and Low in 2014-15





Sector Consultation

5 August 2016

- Government announced would engage with sector to explore other potential approaches to achieve the \$2billion saving in expenditure over the forward estimates.
- Consultation took place with the Aged Care Sector Committee and ACFI Expenditure Working Group on:
 - 17 August 2016
 - 2 September 2016
 - 16 September 2016
 - 23 September 2016



Long Term Reform of ACFI

- Reform of aged care funding arrangements.
- Department has engaged consultants to provide expert technical advice.
- Includes an independent assessment option.
- Department will include sector consultation throughout.



ACFI Compliance

Budget Savings (Omnibus) Act 2016

Amendments to be implemented 1 January 2017:

- a civil penalty for false, misleading or inaccurate information in an ACFI claim on more than one occasion in a two year period
- an application fee for reconsideration requests
- re-appraise care recipients following a single ACFI review or significant decrease in a care recipient's care needs
- ACFI review subsidy adjustments apply from the date of previous ACFI appraisal



ACFI Compliance

Strengthening compliance

- Target providers that have significant changes in claiming behaviour.
- Target external consultants who provide incorrect information.
- Increase comprehensive reviews, especially in complex health care.
- Accurate directives - properly qualified practitioners providing care.
- False claims referred to the Australian Federal Police for consideration.
- Repeat ACFI review visits to providers within weeks if a very high incidence of misclaiming is discovered.



CHC Claiming Pattern for Appraisals in each Month

CHC Claiming Pattern for CHC Combo	Appraisals in each Month Apr-16	May-16	Jun-16	Jul-16	Aug-16*
AA	0.31%	0.18%	0.27%	0.36%	0.28%
AB	0.15%	0.18%	0.09%	0.10%	0.13%
AC	0.83%	0.75%	0.76%	0.45%	0.44%
AD	0.21%	0.20%	0.33%	0.33%	0.33%
BA	1.47%	1.66%	1.22%	1.93%	1.20%
BB	3.79%	3.40%	3.24%	4.59%	2.92%
BC	6.76%	6.74%	6.68%	7.69%	6.85%
BD	11.08%	11.91%	12.86%	13.56%	14.65%
CA	2.92%	2.52%	2.50%	2.99%	2.86%
CB	3.30%	3.01%	2.72%	3.26%	3.13%
CC	8.04%	7.66%	7.58%	8.76%	8.11%
CD	15.55%	16.19%	15.84%	17.18%	19.73%
DA	1.08%	0.76%	0.86%	0.98%	1.10%
DB	6.15%	6.08%	5.75%	6.85%	7.14%
DC	26.86%	26.89%	25.60%	10.52%	8.41%
DD	11.50%	11.87%	13.68%	20.44%	22.72%



Claiming Pattern for Appraisals in each Month

	Apr-16	May-16	Jun-16	Jul-16	Aug-16*
ADL					
N	0.45%	0.34%	0.43%	0.35%	0.25%
L	11.04%	11.05%	9.95%	10.85%	8.84%
M	28.38%	28.63%	30.24%	27.91%	26.87%
H	60.13%	59.97%	59.39%	60.89%	64.05%
BEH					
N	3.93%	3.69%	3.22%	4.55%	2.93%
L	11.69%	11.48%	9.58%	12.16%	10.60%
M	21.39%	20.56%	21.41%	22.01%	21.98%
H	63.00%	64.27%	65.79%	61.29%	64.49%
CHC					
N	1.93%	2.01%	1.59%	2.39%	1.60%
L	11.09%	9.69%	9.33%	12.27%	10.45%
M	22.00%	21.45%	21.10%	34.16%	30.85%
H	64.99%	66.85%	67.98%	51.18%	57.10%
No. Assessments	11,551	12,275	16,165	8,415	6,547



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Promotion of My Aged Care

Amy Laffan

Assistant Secretary

Quality Reform Branch

Aged Care Access and Quality Division

Ageing and Aged Care Group

Department of Health



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Promotion of My Aged Care

“To make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to locate and access services available to them.”



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Promotion of My Aged Care to date

Let's talk about changes to aged care

myagedcare.gov.au
1800 200 422

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 Department of Social Services | myagedcare

Informed choices. Healthy Ageing.

My Aged Care is here to help you navigate the aged care system and support you to make informed choices that are right for you or those you care for.

www.myagedcare.gov.au
1800 200 422*



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New health professional web form
 June 2016

My Aged Care New System for Health Professionals

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Finding the aged care services that are right for you

Australian Government
 Department of Social Services | myagedcare

Five steps to accessing a Home Care Package

Australian Government
 Department of Social Services | myagedcare

Five steps to entry into an aged care home

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 Department of Social Services | myagedcare

www.myagedcare.gov.au
1800 200 422



My Aged Care Contact Centre Activities

Phone Traffic to My Aged Care Contact Centre

CALLS	FY15-16	Jul-16	Aug-16	Sep-16	FYTD
<i>1800 200 422 (Incoming Consumer Calls)</i>	634,060	71,117	82,635	74,506	228,258
<i>1800 836 799 (Incoming Provider Calls)</i>	156,383	18,645	21,405	22,597	62,647
<i>Calls Answered</i>	690,544	80,302	95,220	91,614	267,136
<i>Forecast – Calls Offered</i>	689,614	86,309	115,516	116,592	318,417
<i>Abandons (calls abandoned after 20secs)</i>	81,901	7,184	501	1,782	9,467
<i>Avg. Speed of Answer (seconds)</i>	139	66	5	35	-
<i>Longest Wait Time (minutes)</i>	90.78min	26.25min	26.07min	33.08min	-
<i>Date</i>	06/07/15	28/07/16	27/08/16	20,22/08/16	-
<i>Grade of Service*</i>	-	58%	97%	88%	-
<i>Avg. Handling Time (minutes)</i>	15.59	12.35	14.07	13.78	-

HDA Call Centre Data Extracted from My Aged Care Dashboard weekly update 06/10/16

*Grade of Service is the percentage of calls answered within 20 seconds



My Aged Care Contact Centre Activities

Other Traffic to My Aged Care Contact Centre

CORRESPONDENCE	FY15-16	Jul-16	Aug-16	Sep-16	FYTD
<i>Actual Inbound Fax</i>	97,163	6,051	11,162	10,149	27,362
<i>Forecast - Inbound Fax</i>	103,971	6,448	8,610	9,004	24,062
<i>Actual Inbound Web</i>	196,555	21,025	25,750	24,349	71,124
<i>Forecast - Inbound Web</i>	176,129	27,363	24,953	29,592	81,908
TOTAL Correspondence	293,718	27,076	36,912	34,498	98,486
TOTAL Forecast Correspondence	280,100	33,811	33,563	38,596	105,970



My Aged Care website usage

Usage of My Aged Care Website

WEBSITE	FY15-16	Jul-16	Aug-16	Sep-16	FYTD
<i>Visits</i>	3,009,377	290,310	327,513	303,130	920,953
<i>Unique Visitors (1st visit for report month)</i>	2,436,541	231,496	261,694	241,950	734,740
<i>Page Views</i>	13,079,813	1,289,989	1,416,427	1,917,901	4,624,317
<i>Average Pages Viewed per Visit</i>	4.36	4.44	4.32	6.32	-
<i>Average visit Duration (minutes)</i>	5.18	5.81	5.79	5.58	-

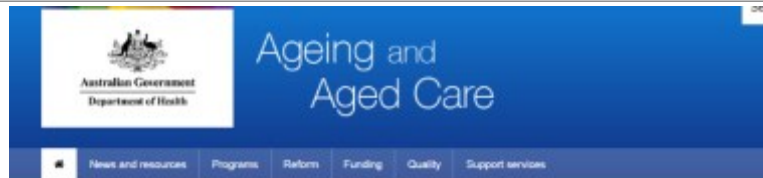
Up-coming promotion



[Link to case study video](#)



How you can help promote My Aged Care



Ageing and Aged Care

We provide information, tools and resources to support the aged care sector through evidence-based policy, well targeted programs, and best practice regulation.

Older people, their families and carers should go to the [My Aged Care website](#) if:



Increasing Choice

From 27 February 2017, changes to home care will improve the way services are delivered to older people in Australia. Find out what will change and what providers can do to be prepared.



How to become an approved provider

Application forms and advice for organisations seeking to provide residential care, home care, or flexible care under the Aged Care Act 1997.



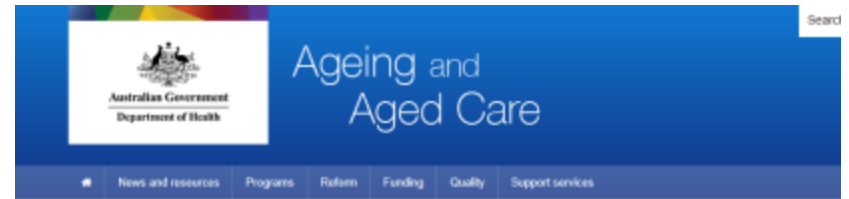
Commonwealth Home Support Programme

The Commonwealth Home Support Programme brings together the



My Aged Care

Access support materials for service providers, assessors and other health professionals.



Home / Programs / Commonwealth Home Support Programme / Resources for CHSP / Resources for the sector to share with consumers

Resources for the sector to share with consumers

Page last updated: 28 September 2016

- [Booklets and brochures](#)
- [Fact sheets](#)
- [Presentations](#)
- [Videos](#)

These resources are available for you to share with your consumers via your communication channels.

Resources will be continually updated. Notifications of updates will be announced in our regular eNewsletter, which you can sign up for on the [Advice to the Aged Care Industry page](#).

Any feedback in regards to information to this page can be emailed to the [Department of Health](#).

Booklets and brochures

[Five steps to entry into an aged care home](#)

The Five steps to entry into an aged care home booklet aims to help older people, families and carers understand the process for moving into an aged care home. It outlines five steps to follow and what to do at each step. [Printed copies are available](#).

[Five steps to accessing Home Care Packages](#)

The Five steps to accessing Home Care Packages booklet explains how older people with a range of higher care needs can access support in their home, through a coordinated Home Care Package. [Translations and printed copies](#) are available.

[Finding the aged care services that are right for you](#)

The consumer brochure Finding the aged care services that are right for you is available to [order in print](#).



Our communication with you

The screenshot shows a webcast interface. At the top, it says 'Australian Government Department of Health' and 'Department of Health Webcast National Prioritisation Process for Home Care Packages'. A video player shows a man speaking, with a URL 'www.medicare.gov.au' and 'Call 13 200 422' visible. Below the video, the presenter is identified as 'Mike Brennan HOME CARE REFORM BRANCH'. A 'Side Player' on the right contains a title 'Increasing Choice in Home Care National Prioritisation Process for Home Care Packages', the presenter's name 'Presenter: Shona McQueen, Assistant Secretary, Home Care Reform Branch', and the date 'Thursday 11 August 2016 2:00 - 3:30pm (AEST)'. Navigation options include 'Transcript' and 'Slide View'.

The screenshot shows the header of the 'Ageing and Aged Care' website. It features the Australian Government Department of Health logo on the left and the text 'Ageing and Aged Care' in large blue font on the right. Below the header is a navigation menu with links for 'News and resources', 'Programs', 'Reform', 'Funding', 'Quality', and 'Support services'.

Home / Aged care reform / Aged Care Legislated Review

Aged Care Legislated Review

Page last updated: 17 October 2016

As part of the changes to aged care announced in 2012, a comprehensive review was included in the [Aged Care \(Living Longer Living Better\) Act 2012](#) (the Act). The Aged Care Legislated Review (the Review) will look at the impact of the changes to date and where we need to take the system in the future.

On 22 September 2016, Assistant Minister for Health and Aged Care [the Hon Kim Wyatt AO MP](#) announced the appointment of [Mr David Tune AO, PM](#) to lead the Review.

Call for submissions

A call for submissions opened on 14 October 2016. The Review is seeking feedback on the changes to aged care announced in 2012, specifically the nine matters listed in the [Scope of the Review](#).

Everyone is encouraged to share their views and experiences. This feedback will be used to inform the final report on the Review.

The submission process will close at 5:00pm on Sunday, 4 December 2016.

For further instructions on the process and to complete a submission please visit the [department's Consultation Hub](#).

Following consideration of the written submissions, further consultations may be held.

Scope of the Review

[Section 4](#) of the Act requires that the Review must be independent and address nine key matters:

1. whether unmet demand for residential and home care places has been reduced
2. whether the number and mix of places for residential care and home care should continue to be controlled
3. whether further steps could be taken to change key aged care services from a supply driven model to a consumer demand driven model
4. the effectiveness of means testing arrangements for aged care services, including an assessment of the alignment of charges across residential care and home care services
5. the effectiveness of arrangements for regulating prices for aged care accommodation



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Increasing Choice in Home Care

Shona McQueen
Assistant Secretary
Home Care Reform Branch
Aged Care Access and Quality Division
Ageing and Aged Care Group
Department of Health



Legislation

- The *Aged Care Act 1997* and the *Aged Care (Transitional Provisions) Act 1997* has been amended in three main areas:
 - 1 Funding for a home care package will follow the consumer
 - 2 Consistent national approach to prioritising access to home care
 - 3 Streamlined process for organisations seeking to become approved providers under the *Aged Care Act 1997*.
- The Aged Care Principles and Determinations will also be amended to operationalise these concepts.



Consultation feedback and refinements

- 1 Assessment
- 2 National prioritisation system
- 3 Portability of home care packages
- 4 Exit amounts
- 5 Unspent home care amounts

Explanatory Statements are available at www.legislation.gov.au



Business and System Design: My Aged Care

- Business design and the design of the supporting ICT solutions for Increasing Choice has now been completed.
- Co-design with the sector to ensure My Aged Care system readiness.
- The Department of Health will continue to work with DSS, DHS and Healthdirect Australia in the lead up to February 2017.



Communication and Transition Activities

- **Webinar series:**
 - National prioritisation process (delivered on 11 August 2016);
 - Comprehensive assessment changes (delivered on 28 September 2016);
 - Changes to approved home care provider requirements (delivered on 6 October 2016);
 - Portability of home care packages (early November 2016);
 - Service Finder changes to the My Aged Care system (late November 2016); and
 - Operational readiness for 27 February 2017 (early December 2016).
- **User testing of the My Aged Care system changes**
- **Training for ACATs and Contact Centre staff**
- **Regional engagement through the Health State Network**



Transition letters for consumers

- Letters will be sent to consumers from November 2016 to let them know what the reforms mean to them.
- Those who have an existing ACAT approval for home care will receive a letter to determine whether they wish to be considered for home care.
- Those seeking care will be added to the national queue:
 - approval **after** 1 July 2016 – no further action
 - approval **before** 1 July 2016 – notify My Aged Care
- Consumers will be placed on the queue according to their approval date.

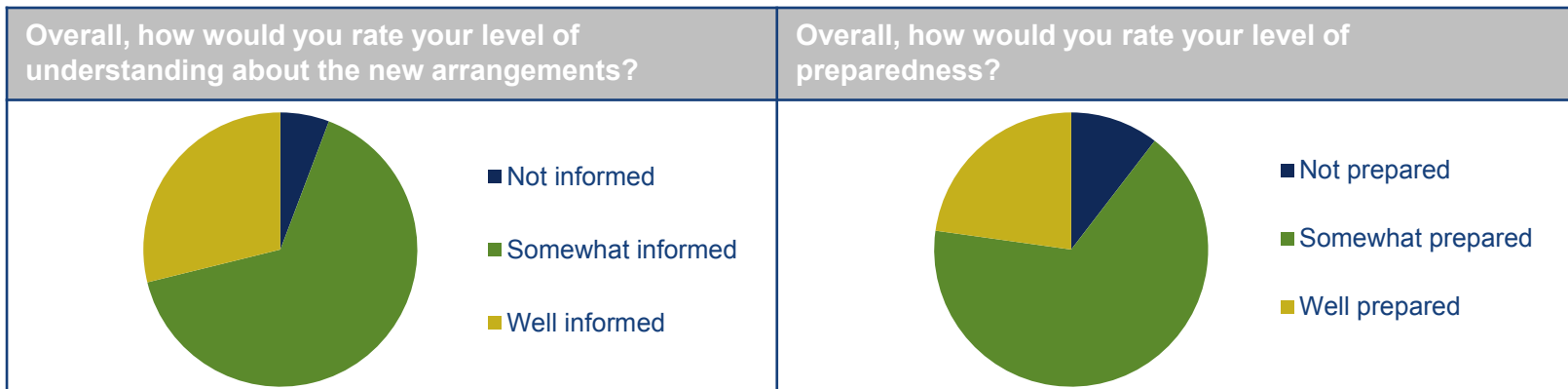


Supporting providers: self-readiness survey

- A survey for home care providers was issued by the Department and ran between 6 - 21 October
- Purpose was to assist home care providers and their staff to quickly and easily measure their current level of preparedness

Snapshot of results

- 364 respondents completed the survey – majority represented management level but also included responses from the care workforce and administrative functions within provider organisations.
- Greatest number of responses received from the larger states which is reflective of the concentration of the provider population.
- Overall understanding of the reforms and level of preparedness was positive as outlined in chart below.





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





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Stage 2 of Increasing Choice

Dr Nick Hartland
First Assistant Secretary
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Overview of policy context

Increasing Choice in Home Care

- The Government has announced its intention to move towards a more integrated care at home system in the future.
- Builds on the February 2017 reforms (Stage 1).
- No decisions have been made about future program arrangements or funding models.



Overview of policy context

Broad policy objectives

- To make the system easier to navigate for consumers
- To increase choice and control for consumers in relation to their care
- To ensure that the system is sustainable into the future
- To simplify funding arrangements and reduce red tape for providers



Consultation and co-design

- The Government is open to discussing with stakeholders what approaches best address the policy objectives.
- Consultation will be conducted in two main phases:

Phase 1

- Initial discussions with key stakeholders on scope, including potential priority areas for future development work.

Phase 2

- Seek feedback on specific options for reform, including funding models and implementation approaches, from the broader sector.



What we've heard from the sector

- Future reform should be guided by the direction and vision of the Aged Care Roadmap
- The reforms must empower and support consumers to exercise choice and control – this could include more individualised funding
- Need better assessment of consumers' needs – should be consistent and seek to sustain and build consumer capacity
- Need greater focus on restorative care and reablement approaches



What we've heard from the sector (cont'd)

- Need to preserve social capital and continue to encourage volunteer workforce
- Address the current inequity in fees/user contributions between programs
- Providers are looking for certainty about funding arrangements from July 2018
- Changes must be well planned, with effective communication and transition – could consider piloting some aspects, where appropriate



Updates on other key topics

- Brief updates on the following key topics will be distributed to members by email after today's session:
 - ▶ My Aged Care
 - ▶ Advocacy
 - ▶ Diversity Framework
 - ▶ Dementia
 - ▶ 2016/17 Legislated Review
 - ▶ Aged care / disability interface



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Questions



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Thank you