



Australian Government
Department of Health

National Aged Care Alliance

Ageing and Aged Care Group Department of Health

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

5 August 2016



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Topics to cover

- ▶ ACFI
- ▶ My Aged Care
- ▶ Increasing Choice



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Changes to the Aged Care Funding Instrument (ACFI)

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



MYEFO and Budget Changes

1 July 2016

- Half indexation of CHC domain in 2016–17.
- Changes to certain scores in the CHC scoring matrix announced at MYEFO 2015 - for new appraisals or reappraisals of existing residents.

1 January 2017

- Further Budget changes due to take effect.



Aged Care Reform

- Review of aged care funding arrangements to strengthen the way care funding is determined.
- Includes option to separate residents' needs assessments from service provision – external assessors.
- Department will consult with the sector.



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My Aged Care Increasing Choice

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



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myagedcare

Access to aged care services – moving forwards together

“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.”



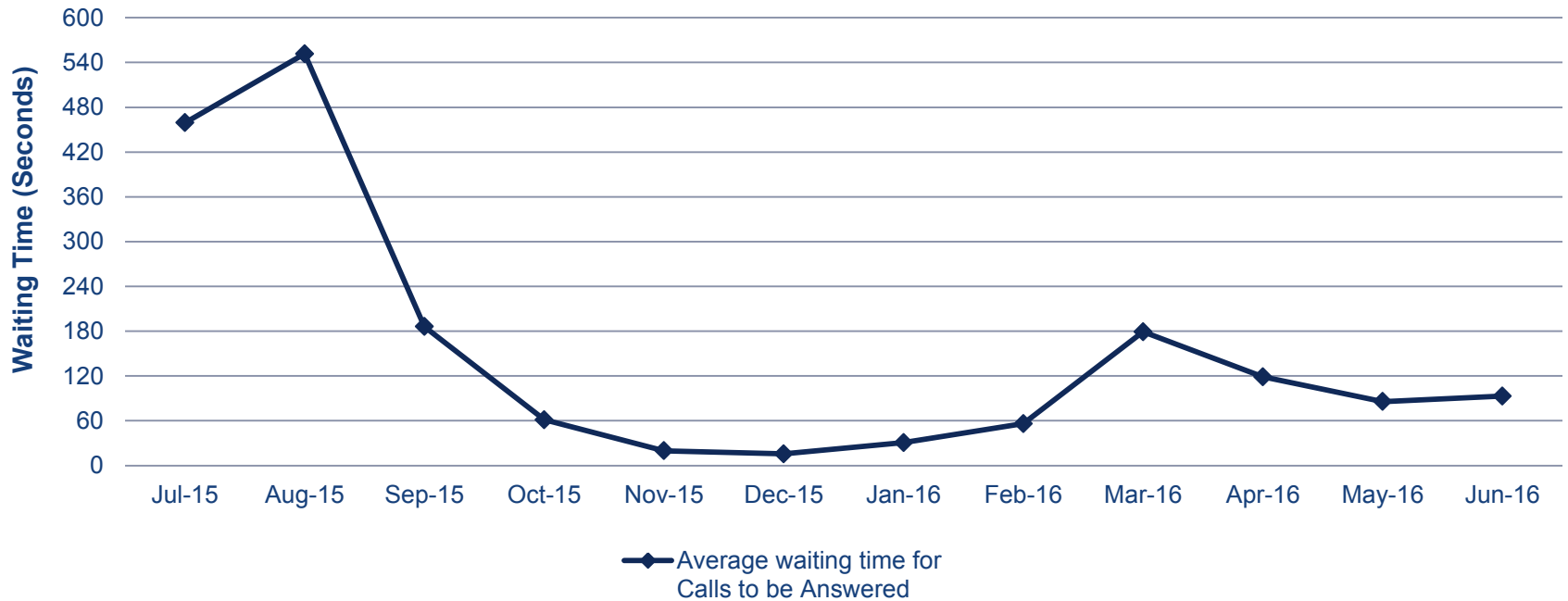
My Aged Care Operational Statistics

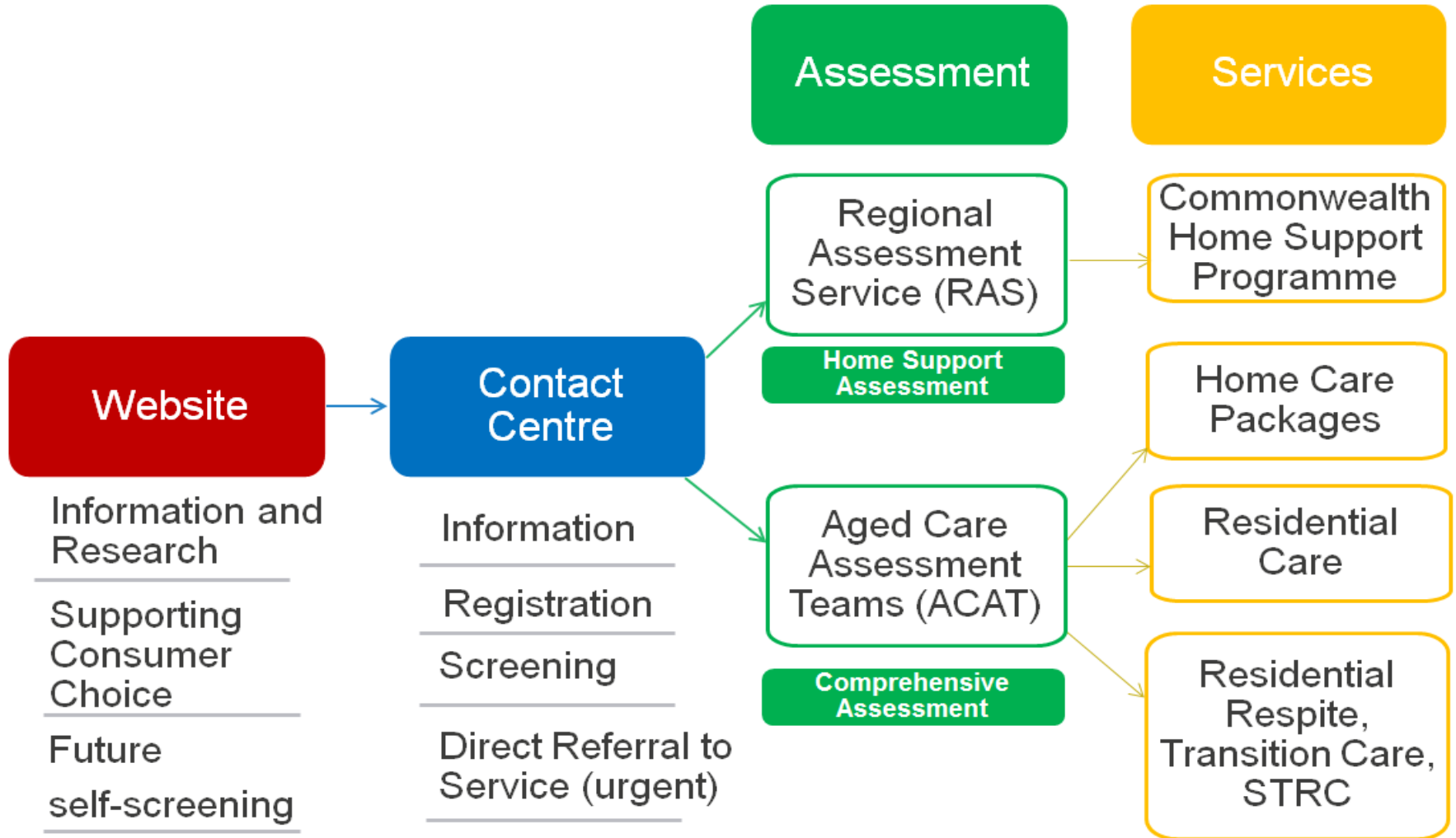
From 1 July 2015 to 30 June 2016, there have been approximately:

- **691,000 calls** answered by the My Aged Care contact centre
- **294,000** pieces of correspondence
- **289,000** clients have **registered** on My Aged Care
- **325,000 completed assessments**
- **350,000 accepted** service referrals
- **3 million** visits to the My Aged Care website.

Contact Centre average call waiting times

Average waiting time for Calls to be Answered





Contact Centre Enhancements

Key focus areas of the change program for the Contact Centre included:

- Improving call handling efficiency
- Improving the quality of call handling
- Reducing unproductive activity such as rejected referrals
- Introducing tighter policy on issuing 'direct to service' referrals.



Regional Assessment Service

Some of the challenges for RAS providers has included:

- A new operating model
- Referral volume fluctuations
- Referrals:
 - Quality
 - Process.



Service Provider interaction with My Aged Care – CHSP

- Implementation of My Aged Care
- Finalised Grant Agreements
- System changes
 - Inclusion of Specialised Support Services
 - Accept referrals for Specialised Support Services
- VIC HACC Transition
- Direct to Service referrals

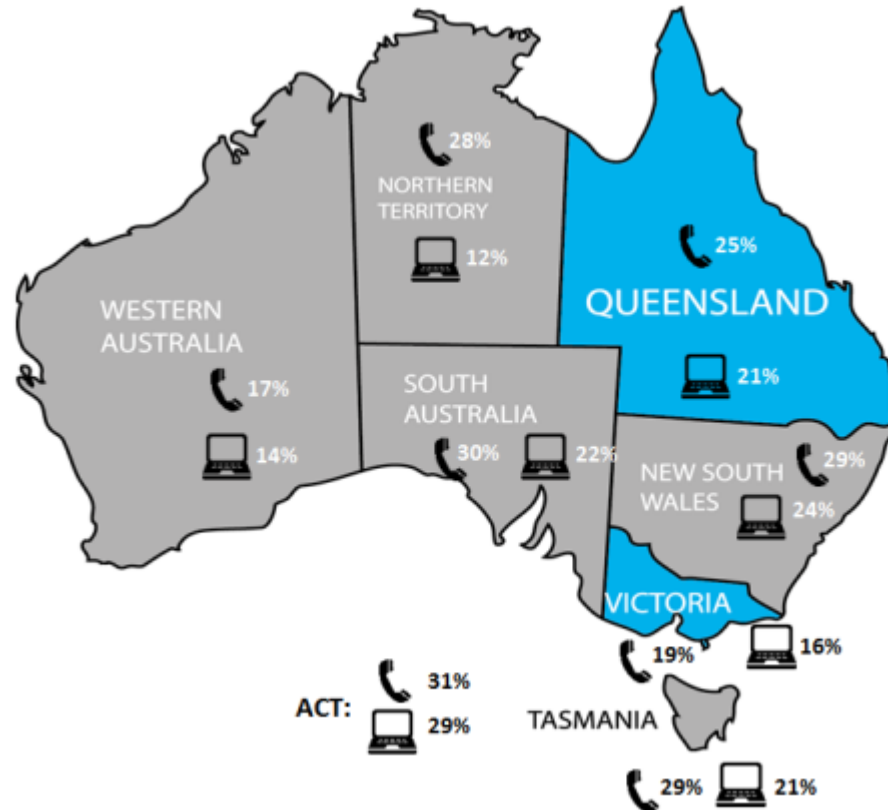


Service Provider interaction with My Aged Care – Residential aged care and Home Care Packages

- Implementation of My Aged Care
- ACAT transition in March 2016
- Referrals for service – use of referral codes

My Aged Care Market Research – Identified Strengths

- Awareness of My Aged Care is growing across Australia



My Aged Care Market Research – Identified Strengths

- My Aged Care provides services that meet consumers needs

How well does My Aged Care help Consumers by...



Providing reliable information on aged care in general



Providing reliable information on local service providers

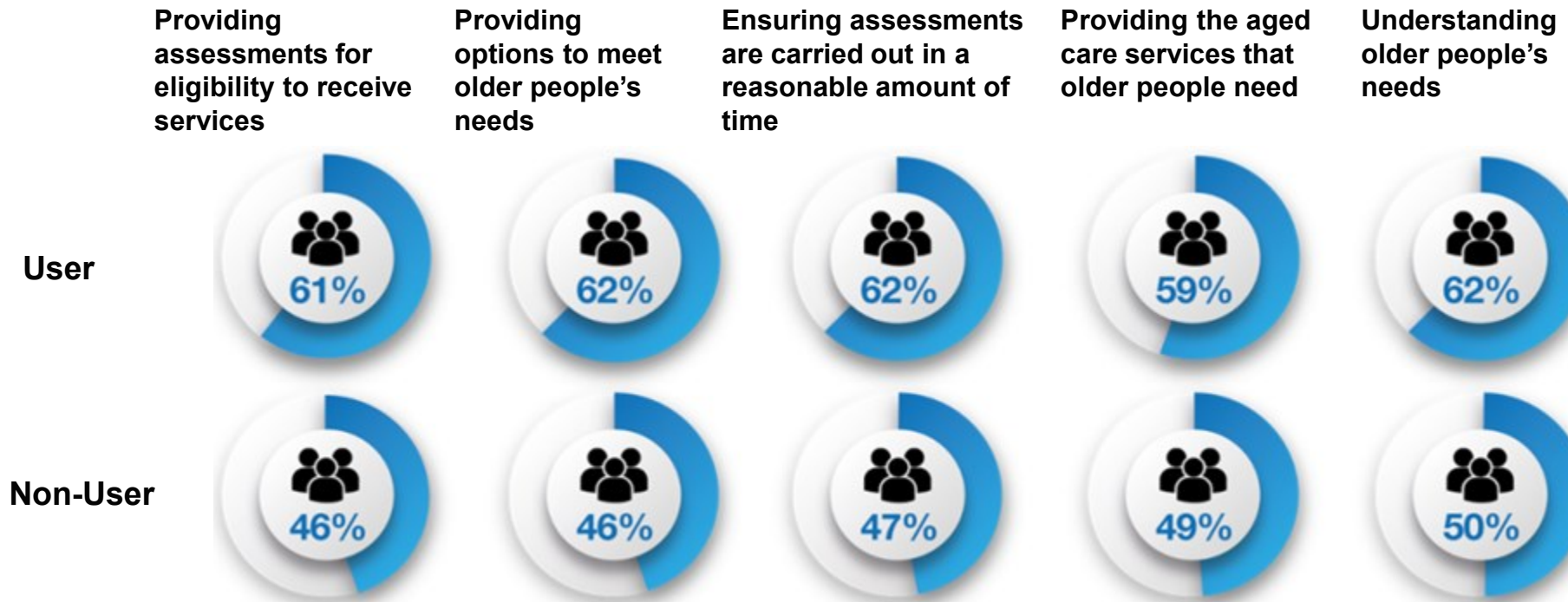


Supporting people finding local services

My Aged Care Market Research – Identified Strengths

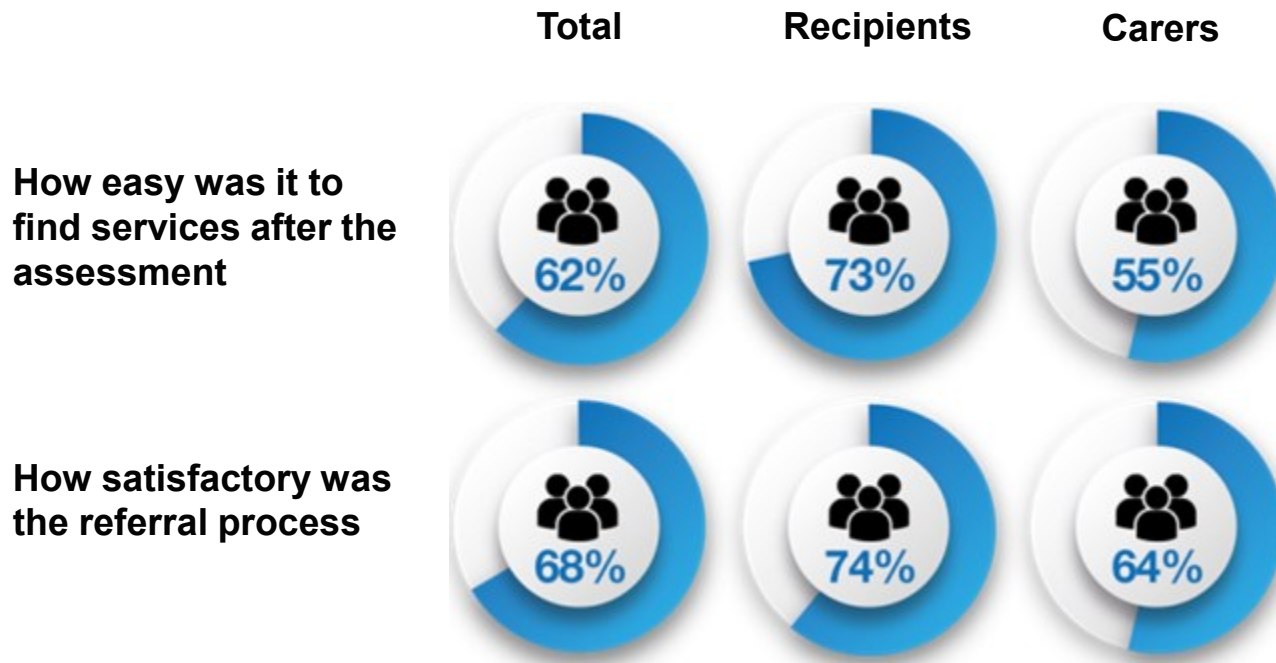
- Consumers of My Aged Care were more positive about the aged care system

How well is the aged care system.....



My Aged Care Market Research – Identified Strengths

- Referrals for services are working for consumers



My Aged Care Market Research – Identified Opportunities

- Service providers identified challenges with the referral process

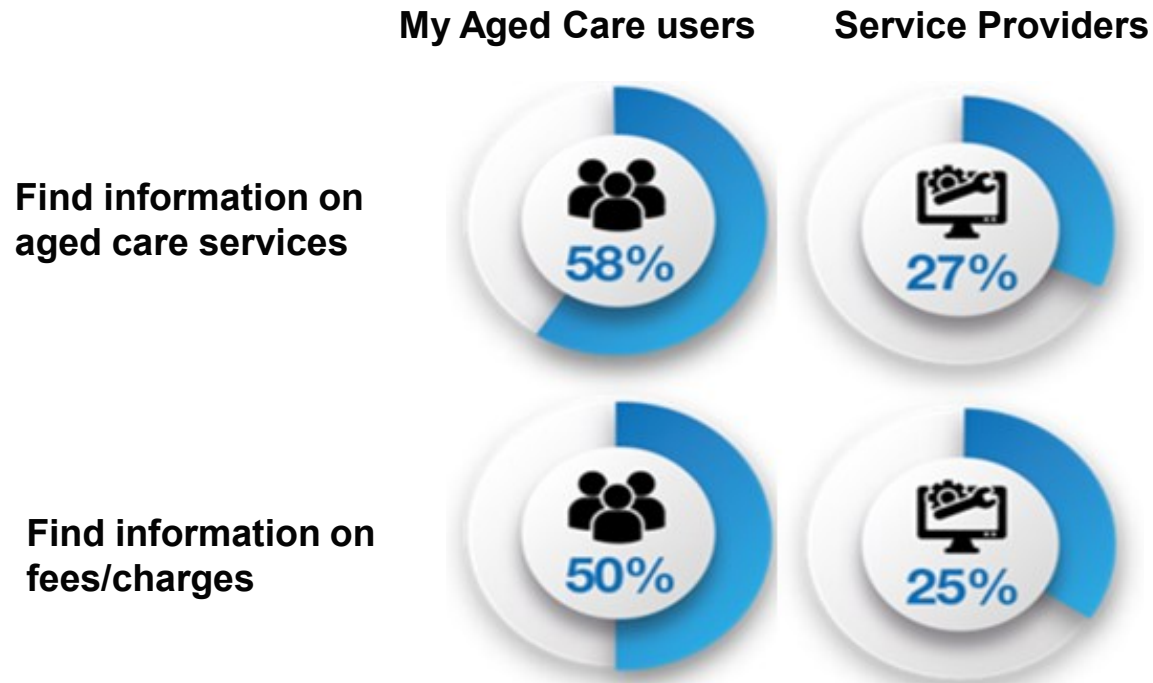
HOW MY AGED CARE HELPS SERVICE PROVIDERS...



Receive client
referrals

My Aged Care Market Research – Identified Opportunities

- Better access to information



By the end of 2016

- My Aged Care is:
 - an effective, stable, well regarded platform
 - a quality end to end experience for consumers and their support networks

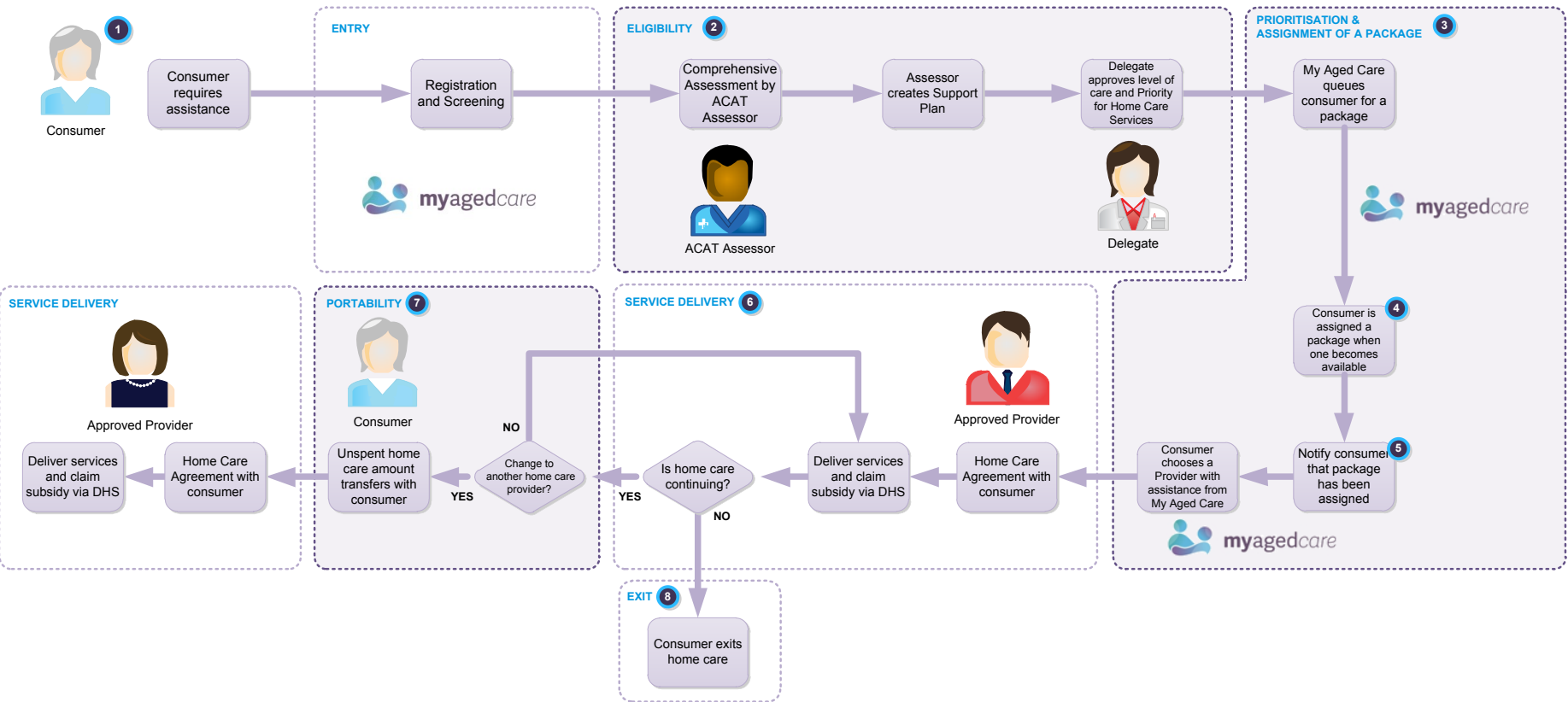


Increasing Choice in Home Care Legislation

- 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.

Stage 1 Overview

Increasing Choice in Home Care



NOTES

1 Carers and informal supports
Consumers may be supported by carers or informal supports

2 Eligibility
ACATs will continue to assess a consumer's eligibility for home care but the approval will be for a specific level of package rather than for a broad-banded level

3 Queueing
Consumers who are approved for a home care package will be placed on a national queue managed by My Aged Care. Consumers are assigned a package based on:

- Time waited since approval
- Priority for Home Care Services

4 Package Assignment
A consumer may be offered a lower level package as an interim arrangement, but will remain on the queue for their approved level


5 Notification
My Aged Care will assign package funding and notify the consumer once a package becomes available


6 Service Delivery
As is currently the case, an Approved Provider and consumer will need to enter into a Home Care Agreement, develop a care plan and individualised budget. The Provider will notify the Department of Human Services (DHS) that a consumer has commenced care with them (via the Aged Care Entry Record) and DHS will pay the Approved Provider through the monthly claims and payments process.


7 Portability
In the event that a consumer wants to move to a different approved provider of home care, funding follows the consumer to the new approved provider

8 Exit
If a consumer no longer wishes to receive home care, or does not utilise their package within a specified period, the package will be returned to the national prioritisation system

KEY

 No Change

 Reform

 Main flow


Consultation on Delegated Legislation

- Consultation paper and exposure draft of the proposed amendments to the delegated legislation (Aged Care Principles and Determinations) for Stage 1 – available at www.consultations.health.gov.au
- Feedback was sought on the proposed implementation approach
- 74 submissions were received

Consultation Hub Find Consultations

Increasing Choice in Home Care - Stage 1 - Proposed changes to delegated legislation

Overview



Contact
agedcarereformenquiries@health.gov.au

Key Dates
Status: Open
Runs from 11 May 2016 to 9 Jun 2016

Other Information
Audience:
Seniors,
Carers and guardians,
People with disabilities,
Non-government organisations,
State government agencies,
Commonwealth agencies,
Local governments,
Health professionals,
Health workforce,
Community groups,
Businesses,
Contracted Service Providers

Interests:
Legislation,
Home Care

Update on transition progress

- A progress check was completed in June to assess levels of awareness and understanding of the reforms
- Information was collected from a variety of sources including:
 1. emails into Department mailboxes
 2. webinar participant data
 3. questions from consultation sessions with internal and external stakeholders
 4. structured responses collected by the Health State Network
- Results support the planned transition activities for *phase 2 - prepare people* to support a deeper understanding of processes for impacted stakeholder groups.





Snapshot of progress check results

- Conversations with 286 home care providers to discuss the reforms
- Basic awareness about the reforms was high with awareness levels sitting between moderately to extremely aware
- In addition to Network phone-around, below activities also contributed to raising awareness of priority stakeholders.

Activities

- 4 x transition consultation sessions
- 3 x business design consultations sessions
- 4 x solution design consultation sessions
- 2 x policy webinars

- Consumers/Carers
 - Rural & regional
- Providers
 - Rural & regional
- Peak Bodies
 - CALD & special needs
- Assessors (ACATs & RAS)



Upcoming activities

- Phase 2 transition activities will now move to start providing more detailed information to a broader range of stakeholders:
 - Series of webinars to focus on key processes including - the national prioritisation process; becoming an approved home care provider; comprehensive assessment changes for ACATs; operational readiness activities;
 - Providers, consumers, carers, contact centre staff and ACATs will test changes to My Aged Care portals;
 - Intensive training and education for ACATs and the My Aged Care contact centre; and
 - Development and delivery of regional engagement plans by the Health State Network to support high risk providers e.g. indigenous, rural and regional providers.



Where can you get further information?

- Useful sources of information include:
 - Department's website - www.agedcare.health.gov.au/increasing-choice-in-home-care
 - My Aged Care - www.myagedcare.gov.au
- For any additional queries - Aged Care Reform Enquiries agedcarereformenquiries@health.gov.au



Updates on other key topics

- Brief updates on the following key topics will be distributed to members by email after today's session:
 - ▶ Short Term Restorative Care
 - ▶ National Aged Care Quality Indicator Programme
 - ▶ Commonwealth Continuity of Support Programme
 - ▶ Commonwealth Home Support Programme
 - ▶ Single Set of Quality Standards



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Questions



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Thank you