



Australian Government
Department of Health

National Aged Care Alliance

Ageing and Aged Care Group

Department of Health

27 May 2016

Nigel Murray

Assistant Secretary

Funding Policy and Legislation Branch

Aged Care Policy and Reform Group

Department of Health



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Topics to cover

- ▶ 2016/2017 Budget Measures
- ▶ My Aged Care
- ▶ Increasing Choice



2016-17 Budget Measures

- Changes to residential aged care funding arrangements
- Changes to the Viability Supplement
- Unannounced compliance visits
- Home and Community Care in Western Australia
- My Aged Care



Changes to residential aged care funding arrangements

- \$1.2 billion save from 2015-16 to 2019-20.
- This savings measure will change the Aged Care Funding Instrument in Complex Health Care and introduce a one-off halving of indexation in Complex Health Care in July 2016.



Changes to the Viability Supplement

- \$102.3 million spend from 2015-16 to 2019-20.
- Uses the Modified Monash Model.
- Increases the Viability Supplement rate paid to most remote mainstream residential services and some special needs services.
- Benefits approximately:
 - 250 mainstream services
 - 7,000 home care package recipients
 - 100 multi-purpose services, and
 - five National Aboriginal Torres Strait Islander Flexible Aged Care Program providers.



Unannounced compliance visits

- \$10.1 million spend for 2016-17.
- This measure will provide funding for the Aged Care Quality Agency to continue unannounced site visits to aged care homes in 2016-17.



Home and Community Care in Western Australia

- \$392.9 million to the jointly funded Home and Community Care program in Western Australia from 2016-17 to 2017-18.
- This will allow ongoing service delivery for clients receiving HACC services in WA, while negotiations on the future delivery of the HACC program in WA continue.



My Aged Care

- \$136.6 million spend from 2016-17 to 2019-20.
- Calls and correspondence to My Aged Care have increased:
 - from 110,000 in 2013-14 to
 - approx. 1,280,000 in 2015-16.
- Volumes are expected to increase by a further 41 per cent in 2016-17 and by 90 per cent in 2019-20.
- This measure will enable My Aged Care to respond to the growing demand for its contact centre and service volumes.



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My Aged Care Increasing Choice

Rachel Balmanno
First Assistant Secretary
Aged Care Reform Taskforce
Department of Health



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Update on 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.”



My Aged Care Update

- My Aged Care expanded in July 2015
- Contact Centre performance and capacity
- New functionality and system enhancements
- ACATs transitioned to full use of My Aged Care in 2016
- Preparing for Victoria HACC transition
- Contact Centre Enhancement Project
- Future functionality and co-design



My Aged Care Operational Statistics

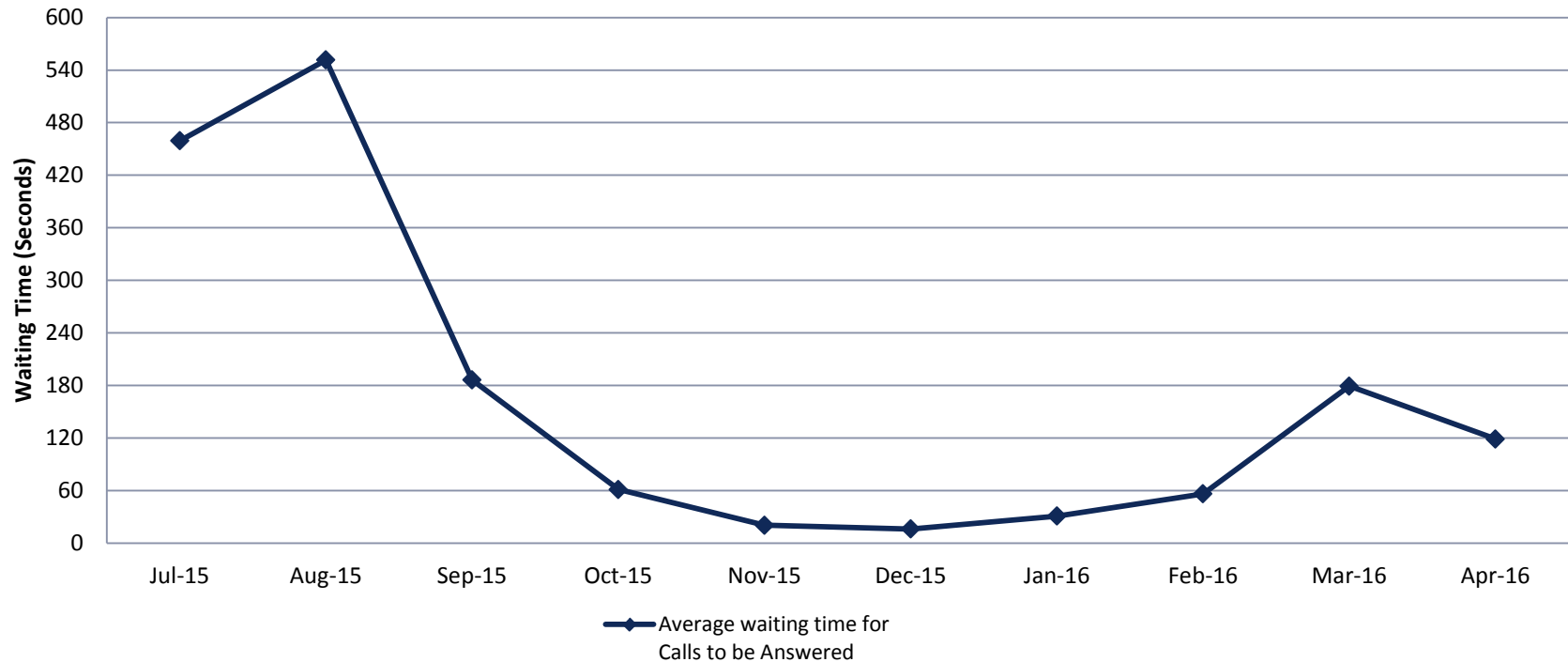
From 1 July 2015 to 30 April 2016, there have been:

- **Over 7,000 aged care organisation outlets** activated in My Aged Care
- **Approx. 540,000 calls** answered by the My Aged Care contact centre
- **Over 2.4 million visits** to the My Aged Care website
- **Approx. 230,000 clients** have registered on My Aged Care
- **Over 250,000 assessment referrals**, and
- **Over 301,000 service referrals** have been issued for clients.



Average call waiting times

Average waiting time for calls to be answered by month





Aged Care Assessment Team (ACAT) Transition

- The ACATs transitioned to full use of My Aged Care during February and March 2016, allowing them to:
 - register clients with My Aged Care
 - undertake assessments using the National Screening and Assessment Form
 - prepare support plans with the client
 - make Delegate decisions and transfer those to DHS Payment System
 - match and refer clients to service providers or issue a referral code to clients to self manage choosing a provider



Improving functionality and processes

- We have made some significant enhancements to functionality and processes since July 2015, including:
 - Improvements to the useability of the Portals
 - Improvements to Assessment
 - Improvements in the Contact Centre
- In considering future system enhancements, we will continue to work with key users to identify priority areas based on their experience.
- We have also had a critical focus on improving performance of the contact centre and the system.



Quality improvements going forward

- Contact Centre Enhancement Project
- We are reviewing and analysing business processes to identify areas of improvement for all users.
- The focus is now on quality of the end-to-end process
- We are reviewing how the system works from the point of view of:
 - the contact centre
 - assessors
 - providers



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Supporting My Aged Care

- We have seen transformational change together
- Together we have had the agility to learn and adapt
- We have a joint role in success



Future Directions

We are working on the system design for:

- Short Term Restorative Care in January 2017
- Increasing Choice in Home Care from February 2017



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My Aged Care – Further Information

My Aged Care provider and assessor helpline

1800 836 799

My Aged Care contact centre

1800 200 422

myagedcare.gov.au



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Increasing Choice In Home Care – February 2017 Delegated Legislation (Aged Care Principles and Determinations)



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Primary legislation (Amendment Act)

*The Aged Care Legislation Amendment
(Increasing Consumer Choice) Act 2016* is
now in place

Takes effect from **27 February 2017**



**Aged Care Legislation Amendment
(Increasing Consumer Choice) Act 2016**

No. 19, 2016

**An Act to amend the law relating to aged care, and
for related purposes**

Note: An electronic version of this Act is available on the Federal Register of Legislation
(<https://www.legislation.gov.au>)

www.legislation.gov.au



Primary legislation (Amendment Act)

Amends the *Aged Care Act 1997* and the *Aged Care (Transitional Provisions) Act 1997* 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*




Current consultation

- Consultation paper and exposure draft of the proposed amendments to delegated legislation (Aged Care Principles and Determinations) for February 2017
- Seeking your feedback on the proposed implementation approach
- Written submission period closes: **5pm, 9 June 2016**

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

To get involved, visit:
www.consultations.health.gov.au



Eligibility for home care

Approval of Care Recipients
Principles 2014

Proposed changes:

- Aged Care Assessment Team (ACAT) to assess and approve eligible home care consumers at a specific package level

Level 1 | Level 2 | Level 3 | Level 4

- A consumer with an existing approval for:
 - level 1/2 will be deemed to be approved for level 2
 - level 3/4 will be deemed to be approved for level 4

Eligibility

Prioritisation

Service
delivery

Portability

Exit

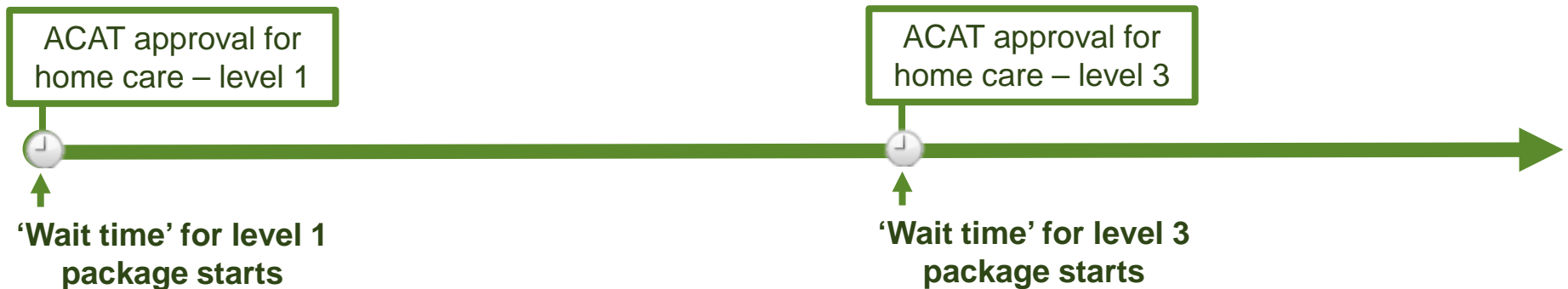


Prioritisation for home care

Prioritised Home Care
Recipients Principles 2016

Proposed changes:

- 'Wait time' for a home care package at a particular level will be based on the date of ACAT approval **for that level of care**



Eligibility

Prioritisation

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delivery

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Exit



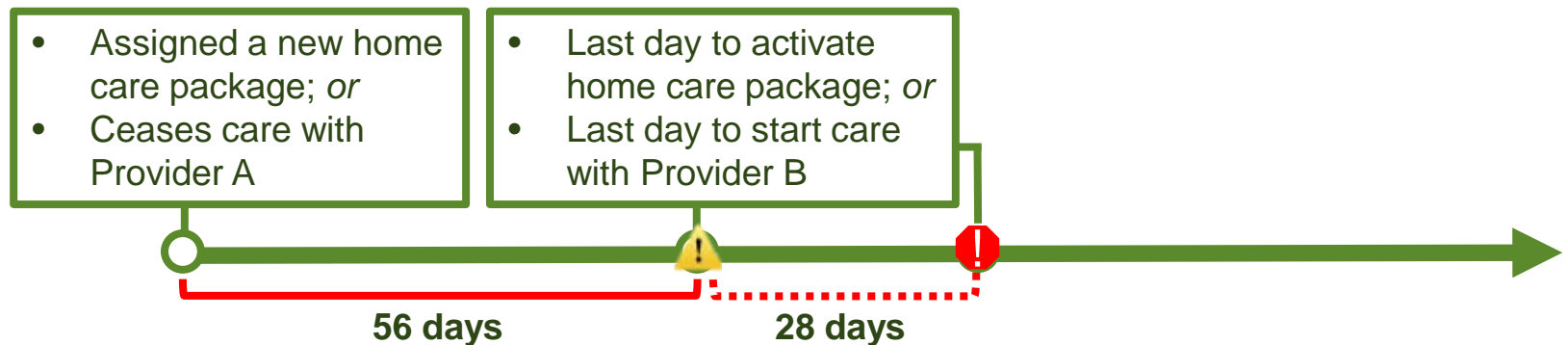
Prioritisation for home care

Prioritised Home Care
Recipients Principles 2016

Proposed changes:

Prioritisation determination will cease if the consumer:

- permanently enters residential care
- does not activate their home care package within a set timeframe



Eligibility

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Starting and ceasing home care

Accountability Principles
2014

When a consumer commences care:

- Existing requirement – Providers to notify via Aged Care Entry Record (within 28 days)

When a consumer ceases care:

- New requirement – Providers to notify the cessation date via the claims process (within 31 days)

Provider A



Indicate 'cessation date'
via DHS claiming process



Eligibility

Prioritisation

Service
delivery

Portability

Exit



Quality self-assessment

Quality Agency Principles
2013

Proposed changes

Allow the Australian Aged Care Quality Agency (the Quality Agency) to request home care providers to undertake a self-assessment

- The Quality Agency will have the discretion to require new approved providers of home care, or those recommencing home care services, to undertake a self-assessment
- Enables the Quality Agency to take a proportionate, risk-based approach

Eligibility

Prioritisation

Service
delivery

Portability

Exit



Portability of home care packages

User Rights Principles 2014

Proposed changes:

Charter of Care Recipients' Rights and Responsibilities for Home Care

Each care recipient has the right:

“to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes”



Eligibility

Prioritisation

Service
delivery

Portability

Exit



Unspent home care amount

User Rights Principles 2014

Proposed changes:

'Unspent home care amount':

Total amount of:

home care subsidy + home care fees paid or payable to the approved provider for the consumer that have **not** been spent or committed on care/services for the period from:



Eligibility

Prioritisation

Service
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Exit



Approach to unspent funds

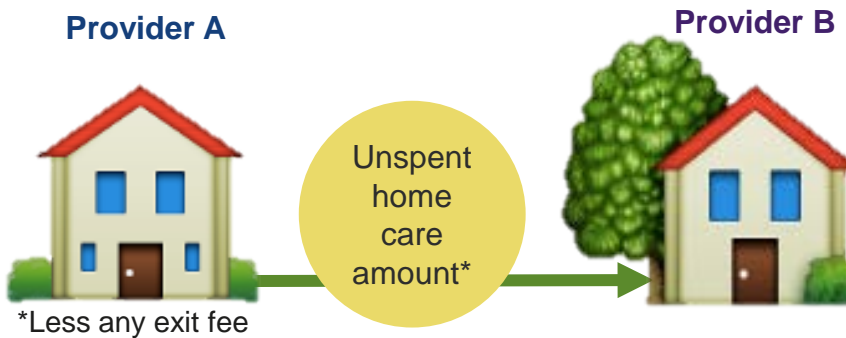
User Rights Principles 2014

Current arrangements:

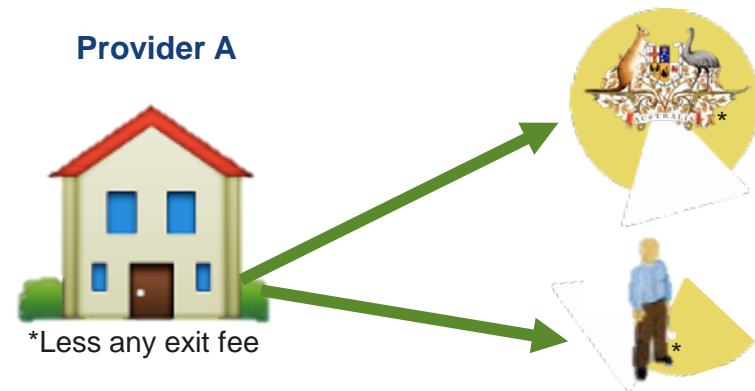
When a consumer moves providers or leaves home care, funds that have not been spent can be retained by the provider

Proposed arrangements:

1. Consumer changes providers



2. Consumer leaves home care



Eligibility

Prioritisation

Service
delivery

Portability

Exit



Record-keeping

Records Principles 2014

Proposed changes:

Requirement for an approved provider to keep:

- copies of notices (relating to *unspent home care amounts*)
- records relating to the payment of *unspent home care amounts* to consumers, estates of consumers, and other approved providers

Eligibility

Prioritisation

Service
delivery

Portability

Exit



Sanction

Sanctions Principles 2014

Proposed changes:

New sanction to address approved provider non-compliance with responsibilities to make payment of an *unspent home care amount*

Eligibility

Prioritisation

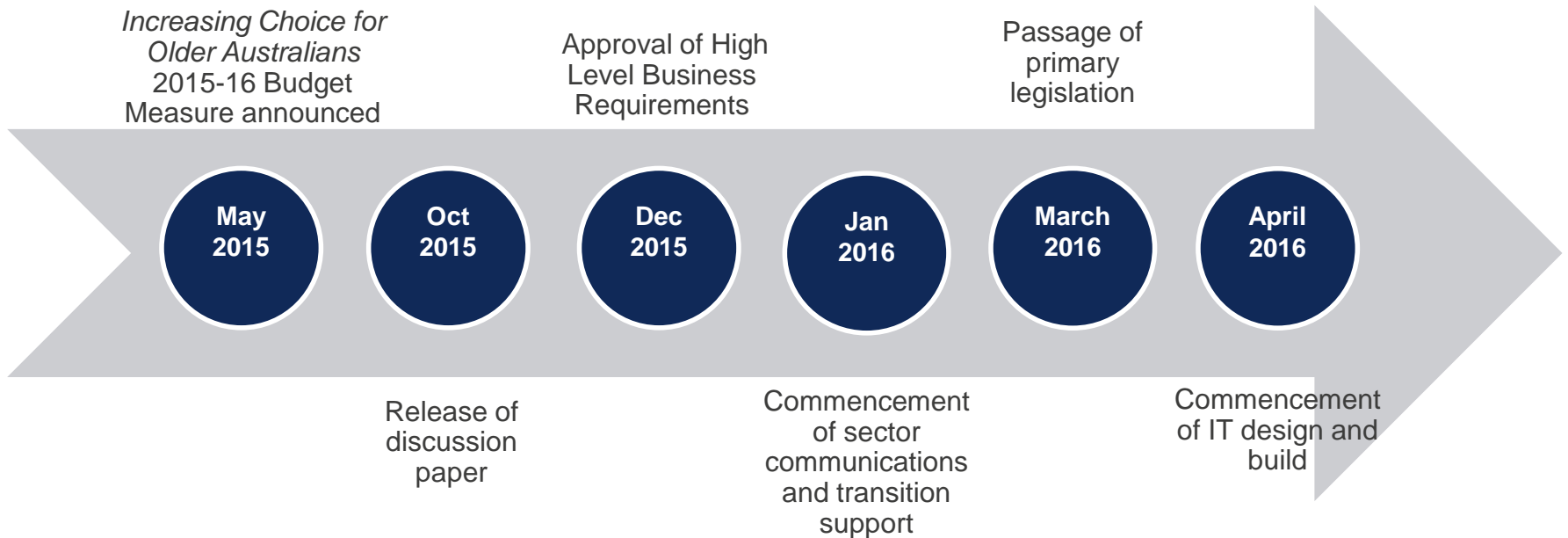
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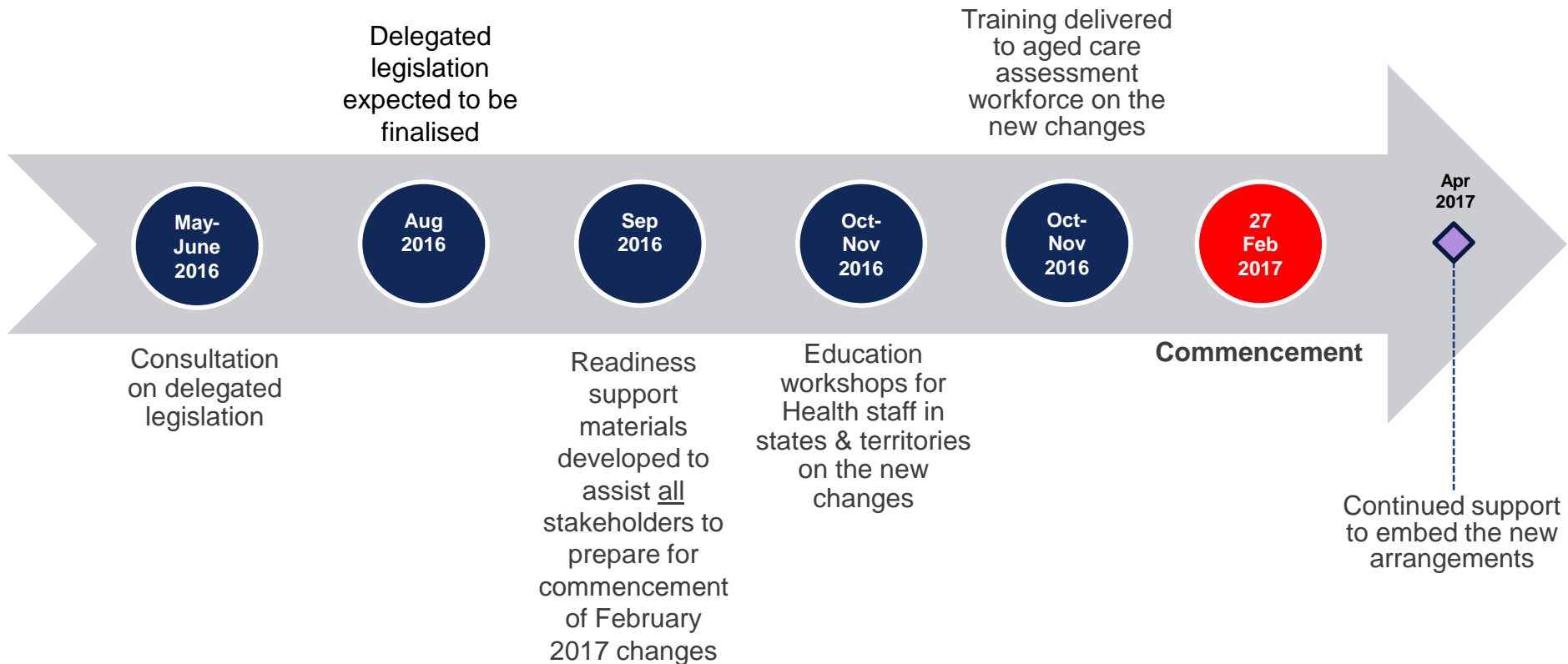


ICHHC – Key Milestones to Date





ICHHC - Future Key Milestones





Increasing Choice in Home Care

Next Steps

- Delegated legislation – amendments to the Principles and Determinations
- System changes - design, build and testing
- Communication, change management and transition
- Ongoing consultation with key stakeholder groups



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
 - ▶ Commonwealth Continuity of Support Programme
 - ▶ Commonwealth Home Support Programme Data Exchange
 - ▶ National Aged Care Quality Indicator Programme
 - ▶ Single Quality Framework



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Questions



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Thank you