



Australian Government
Department of Health

National Aged Care Alliance

Ageing and Aged Care Group
Department of Health

22 February 2016



Topics to cover

- Aged Care Roadmap
- Increasing Choice in Home Care
- My Aged Care Update
- Quality Indicators Update
- Update on Single Aged Care Quality Framework
- Commonwealth Continuity of Support update
- Short Term Restorative Care update



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Aged Care Roadmap

Increasing Choice in Home Care

Rachel Balmanno

First Assistant Secretary

Aged Care Reform Taskforce

Department of Health



Aged Care Roadmap

- The Aged Care Roadmap represents the Aged Care Sector Committee's (ACSC) advice to government on future directions in aged care.
- It includes short, medium and long-term actions to realise a consumer driven, market based, sustainable aged care system.
- The Roadmap, in the form of the “Aged Care System – Planning for the Future” table was endorsed by the ACSC and presented to the Minister on 14 December 2015.
- The ACSC is currently considering how to present this in a way that is suitable for wider distribution and sector engagement.
- The final document will be provided to the Minister and published on the ACSC webpage.



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Aged Care Roadmap

- Broadly aligns with the Productivity Commission's recommendations and identifies areas for action to respond to future challenges and transform aged care in nine key domains:
 1. **How do consumers prepare for and engage with their aged care?**
 2. **How are eligibility and care needs assessed?**
 3. **How are consumers with different needs supported?**
 4. **How do we make dementia care core business in practice throughout the system?**
 5. **What care is available?**
 6. **Who provides care?**
 7. **Who pays?**
 8. **How will the informal and formal workforce be supported?**
 9. **How will quality be achieved?**



Introduction of legislation – Increasing Choice

- Aged Care Legislation Amendment (Increasing Consumer Choice) Bill introduced into Parliament on 11 February 2016
- The Bill gives effect to Stage 1 of the home care reforms announced in the 2015-16 Budget
- The approach has been developed in consultation with stakeholders, informed by feedback on the discussion paper and advice from the National Aged Care Alliance Home Care Reforms Advisory Group



What does the Increasing Consumer Choice Bill do?

- The Bill amends the *Aged Care Act 1997* and the *Aged Care (Transitional Provisions) Act 1997* in three main areas:
 - funding will follow the consumer
 - consistent national approach to prioritisation
 - streamlined arrangements for becoming an approved provider
- Subject to the passage of legislation, these changes will commence on 27 February 2017



What is not changing?

- Number of home care packages will still be capped
- No change to current fee arrangements
- Home care subsidy will still be paid to an approved provider
- Home care packages will continue to be delivered on a consumer directed care basis
- Claims and payments will continue to be made through the Department of Human Services aged care payment system
- All approved providers must continue to meet relevant quality or accreditation standards



Funding will follow the consumer

Planning and allocation of places

- Consumer will be able to choose a provider that is suited to them and to direct funding to that provider
- No further Aged Care Approvals Round (ACAR) for home care
- Concept of home care places will no longer exist in the legislation

Portability of packages

- Funding for a home care package will be portable
- Consumer will be able to change their provider if they wish, including if they move to another location
- New arrangements relating to unspent funds



Prioritisation of access to care

- A consistent national system for assigning packages to eligible consumers through My Aged Care
- Prioritisation process will take into account relative needs and circumstances of consumers, and time a person has been waiting for care
- My Aged Care will support consumers, including helping them with referrals to providers
- Prioritisation will be closely monitored with capacity to fine-tune if necessary



Approved provider arrangements

- Legislative criteria for assessing suitability to become an approved provider will be made more contemporary and streamlined
- Existing providers of residential care and flexible care will be able to 'opt in' to become approved providers of home care through a simplified process
- Approved provider status will commence immediately and will not lapse after two years if a provider does not have an allocation of places
- These changes will apply to all care types – not just home care



Increasing Choice in Home Care

Next Steps

- Subordinate legislation – amendments to the Principles
- System changes - design, build and testing
- Communication, change management and transition
- Ongoing consultation with the NACA Home Care Reforms Advisory Group
- Commencement of consultation on Stage 2



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My Aged Care

Rachel Goddard

Assistant Secretary

My Aged Care Operations Branch

Department of Health



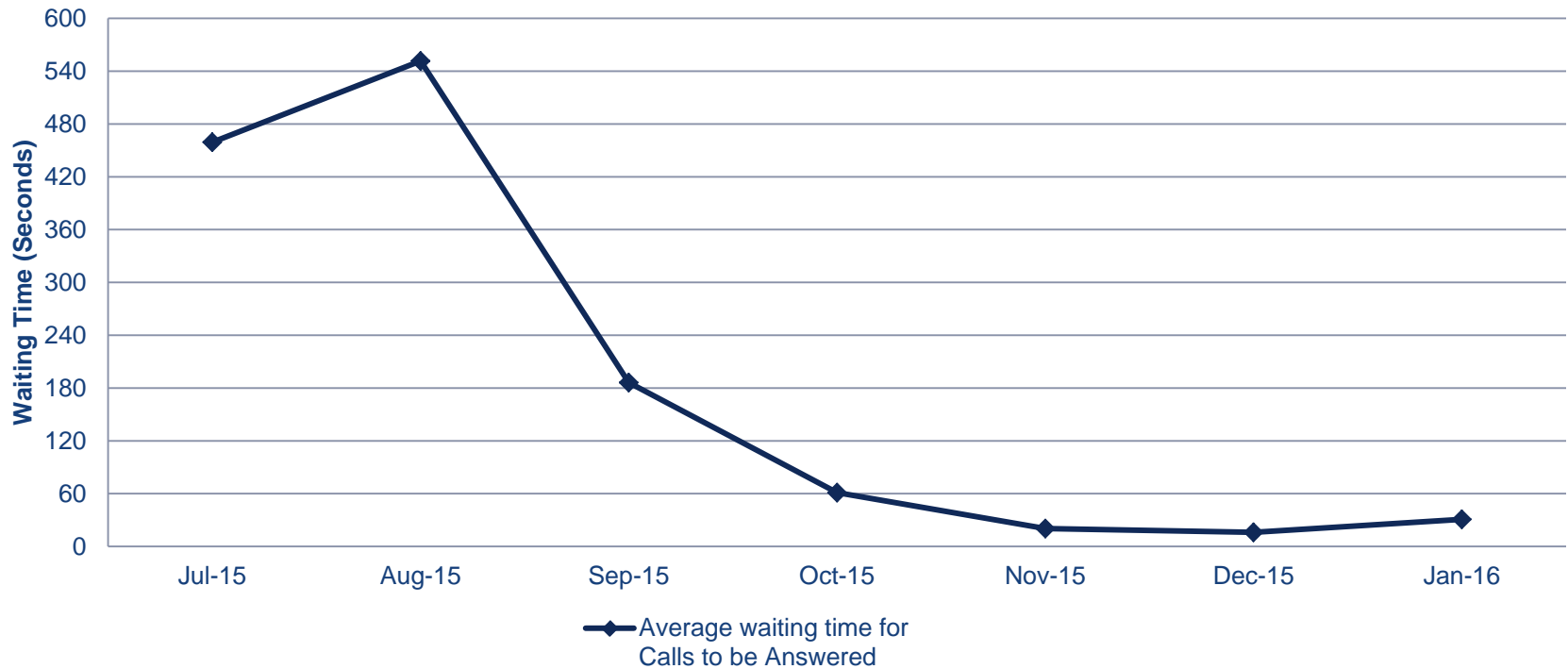
My Aged Care – Operations in 2015

- From 1 July 2015 to 31 December 2015, there have been approximately:
 - **339,800** calls made to the My Aged Care contact centre
 - **115,100** clients on My Aged Care to date
 - **87,600** clients referred to services
 - **144,200** referrals to service accepted



Average call waiting times

Average waiting time for Calls to be Answered by Month





Current focus for 2016

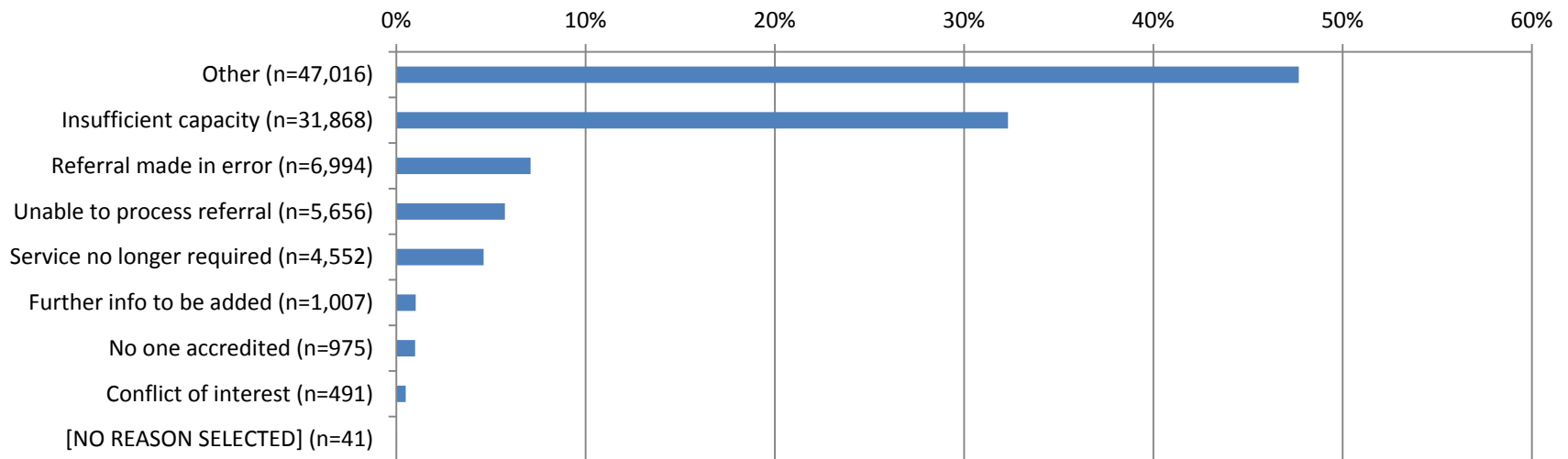
- Continuous improvement of user experience
- Increasing functionality
- Aged Care Assessment Team (ACAT) transition



Provider Referral Overview: July 2015-January 2016

Referrals to Service	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	FYTD
Issued to Provider	30,035	42,542	61,494	68,656	70,427	66,251	61,470	400,875
Accepted by Provider	12,225	17,409	25,662	30,183	32,005	25,151	27,544	170,179
Rejected by Provider	5,574	8,783	12,944	16,745	20,747	20,814	18,588	104,195

Percentage of Rejected Service Referrals by Rejection Reason



December 2015 and January 2016 data sourced from Ageing and Aged Care Data Warehouse on 3 February 2016.



My Aged Care - ACAT Transition

Jurisdiction	ACAT transition
Queensland	1 February 2016
New South Wales	4 February 2016
Australian Capital Territory	15 February 2016
Tasmania	23 February 2016
Northern Territory	29 February 2016
Western Australia	29 February 2016
Victoria	7 March 2016
South Australia	15 March 2016



Future Directions

- Enhancing the user experience
- Health Interface/DTO/B2G
- Accessible information to support consumer directed choice



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Quality Indicators

Single Aged Care Quality Framework

Josh Maldon

Assistant Secretary

Quality and Regulatory Policy Branch

Department of Health



Quality Update

- Quality is at the heart of the Australian Aged Care system
- What is quality?



Quality Indicators

- Phase 1 of the national voluntary QI Programme in residential care began on 1 January 2016
- All residential aged care facilities encouraged to participate from April 2016





Quality Indicators Update

- Residential aged care pilot of consumer experience and quality of life:
 - ❖ *Your Experience of Services (YES) survey*
 - ❖ *Adult Social Care Outcomes Toolkit (ASCOT)*
 - ❖ *WHO-QOL OLD (BREF)*
- Home care pilot of goal attainment, consumer experience and quality of life



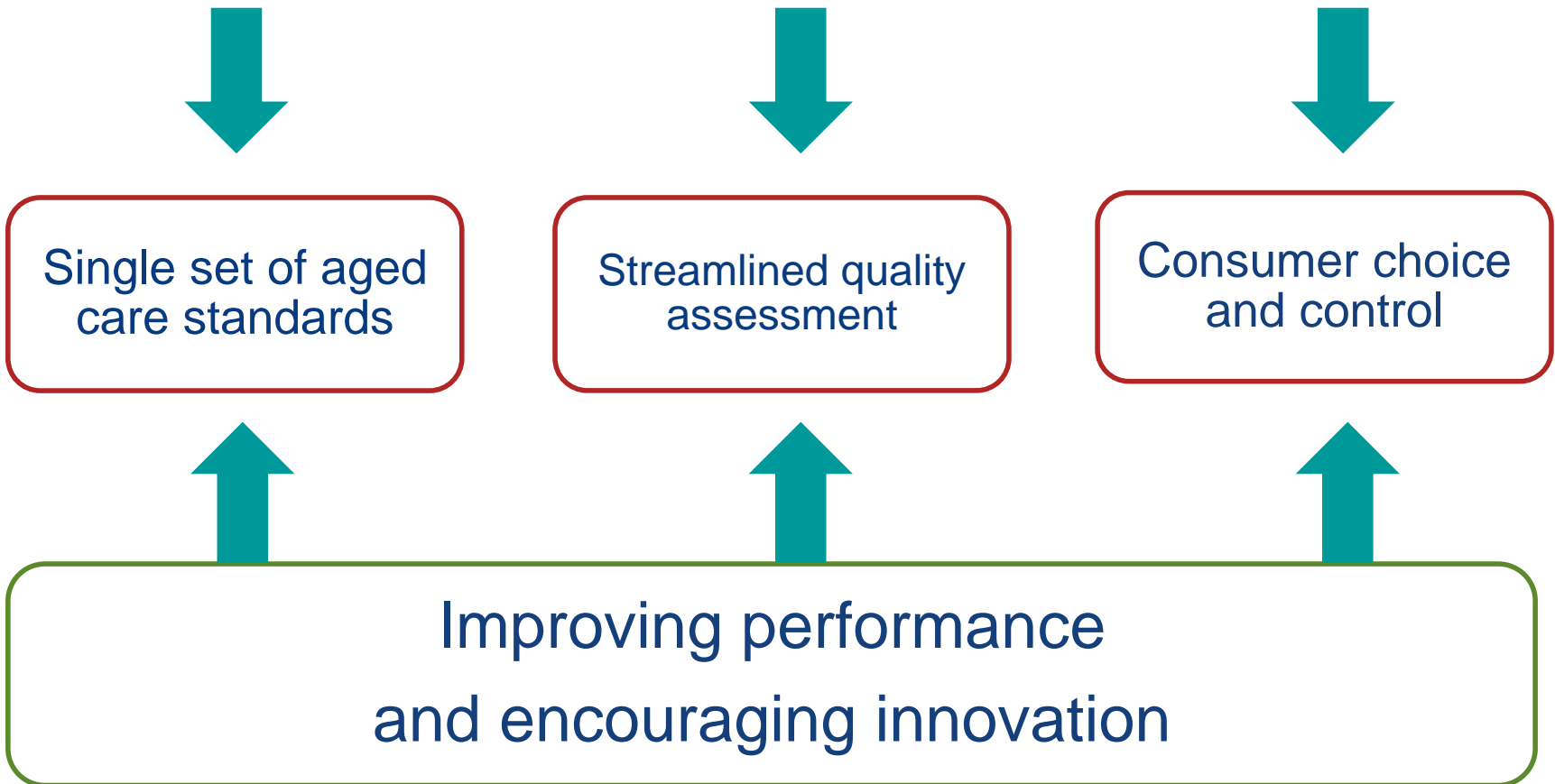
Quality Indicators Update

Next steps:

- Establishment of a technical panel to support the national QI Programme
- QIRG will consider the findings of the residential and home care pilots
 - What is taken forward?
 - Presentation of the data and its use



Update on Single Aged Care Quality Framework





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Commonwealth Continuity of Support Programme Short Term Restorative Care Programme

Donna Moody
First Assistant Secretary
Ageing and Aged Care Services
Department of Health



Commonwealth Continuity of Support Programme

- Implementation of the Commonwealth Continuity of Support (CoS) Programme will commence from 1 July 2016 in line with the roll out of the NDIS.
- The Programme responds to the CoAG commitment to continue to support people aged 65 and over (and Indigenous people aged 50 and over) who are currently in receipt of state-managed specialist disability services but are ineligible for the NDIS.
- The Programme is expected to support around 8,500 older people.



Commonwealth Continuity of Support Programme

- Programme design and implementation planning is well underway.
- Ongoing discussion with states and territories about their respective specialist disability services and the older clients they support is an important part of this work.
- Further consultation with key stakeholders is planned for coming months.
- For more information or specific questions contact: cos@dss.gov.au



Short-Term Restorative Care Programme

- A new type of Flexible Care under the *Aged Care Act 1997*
- Key Objective:
 - Reverse and/or slow ‘functional’ decline in older people and allow them to continue to live autonomously and independently at home
- Package is:
 - Co-ordinated
 - Goal oriented
 - Time-limited (up to 8 weeks)
 - Multi-disciplinary



Short-Term Restorative Care Programme

Next steps

- Finalising legislative changes
- Places will progressively become available from 2016-17
- ‘Invitation to Apply’ will be advertised on the web and in the media
- Current providers of STRC type programmes will be encouraged to apply
- Providers must be approved to provide flexible aged care



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Any Questions?

Thank you