



Aged Care Reforms

- Moving from a service centric system to a consumer driven system
- Integrated system; streamlined assessment and referral
- Single entry point for access to information
- Contribute to care if capacity to pay
- Streamlined processes for reporting and regulatory requirements
- Wellness, Reablement and Restorative Care
- Competition
- Innovation



Aged Care Reforms

- My Aged Care
- Streamlined Assessments
- Consumer Directed Care Home Care Packages
- Wellness, Reablement and Restorative Care
- Client Contributions and Client fees
- Single Quality Framework
- Increasing Choice in Home Care



Aged Care Roadmap

- **consumer driven, market based, sustainable aged care system.**
- **Consumers, their families and carers are proactive**
- **A single government operated assessment process**
- **The community is dementia aware**
- **A single aged care and support system that is market based and consumer driven, with access based on assessed need**
- **A single provider registration scheme**
- **Sustainable aged care sector financing arrangements where the market determines price, those that can contribute to their care do, and government acts as the 'safety net'**
- **A well-led, well-trained workforce**
- **Greater consumer choice drives quality and innovation**



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My Aged Care

- My Aged Care is your one stop shop for information about the range of Aged Care services available to you and how you can access them
- My Aged care can assess your eligibility for services
- My Aged Care can organise an assessment of your needs and refer you to service providers
- Two assessment organisations; Regional Assessment Service for home support assessment (CHSP) and Aged Care Assessment Team (ACAT) for comprehensive assessment (home care packages and residential care)
- My Aged Care can provide you with information about the cost of aged care services

The My Aged Care contact centre **1800 200 422** and website **myagedcare.gov.au**



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The Commonwealth Home Support Programme

Entry level support at home

- Its for older people who are mostly – but not completely – able to live and cope on their own and who don't yet need higher levels of support at home.
- As well as helping you, the Commonwealth Home Support Programme can help your carer.
- You access the Commonwealth Home Support programme through My Aged Care.





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The Commonwealth Home Support Programme

Types of services provided

- Household jobs like cleaning, clothes washing and ironing
- Help with bathing or showering, dressing, hair care and going to the toilet
- Minor general repair and care of your house or yard
- Nursing care to dress a wound or provide continence advice
- Social activities in a community based group setting
- Transport to appointments or shopping
- Helping with shopping for food, preparing and storing food in your home and delivering meals to your home
- Services are also available for people with specific health problems – podiatry, occupational therapy and physiotherapy.



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The Commonwealth Home Support Programme

Costs of Home Support Services

The Australian Government funds Commonwealth Home Support Programme service providers so they can deliver affordable services to you.

There will be a fee for each service you receive and the amount you contribute depends on your income and the type and number of services you require.





CHCP Client Contribution Framework

- National fairness and consistency, sustainability and ensure safeguards
- What is your organisation type?
- Are contributions going to be introduced for the first time?
- Who will collect and report client contributions?
- Do organisations need to develop new contribution arrangements, or does the framework align to what is already in place?
- What are my business drivers
- What will we do with contributions
- Who is client base? Who can afford?



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Home Care Packages

If you need more support or have more complex needs:

- A home care package gives you more options to live independently
- It's a personalised ongoing package of support
- Four levels of care
- Packages are delivered on a Consumer Directed Care basis
- A formal assessment by and Aged Care Assessment Team is required before you can receive a package





Home Care Packages

There are a range of services that may be available in your care plan:

- Personal services
- Nutrition, hydration, meal preparation and diet
- Continence management
- Mobility and dexterity
- Nursing, allied health and other clinical services
- Transport and personal assistance

You can discuss the possible list of care and services further with your home care provider. If you identify a type of service that you feel would best meet your identified care needs, the service provider must do what they can to assist you to access that care or service.





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Home Care Packages

What does a Home Care package cost?

- The maximum fee is 17.5% of the pension (currently 68.39 per week) plus any income tested fee (based on private income)
- Hardship provisions exist for people who cannot pay





Overview of Home Care Reforms

- The *Increasing Choice for Older Australians* measure was announced in the 2015-16 Budget
- Will improve the way home care services are delivered to older Australians and allow them to have more choice and control over their care
- The *Aged Care Legislation Amendment (Increasing Consumer Choice) Act 2016* was passed by Parliament in March 2016 and the changes will take effect from **27 February 2017**



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Home Care Reforms

A home care package will follow the consumer

Consistent national approach to prioritising access to home care

Reduced red tape and regulation for providers



Funding will follow the consumer

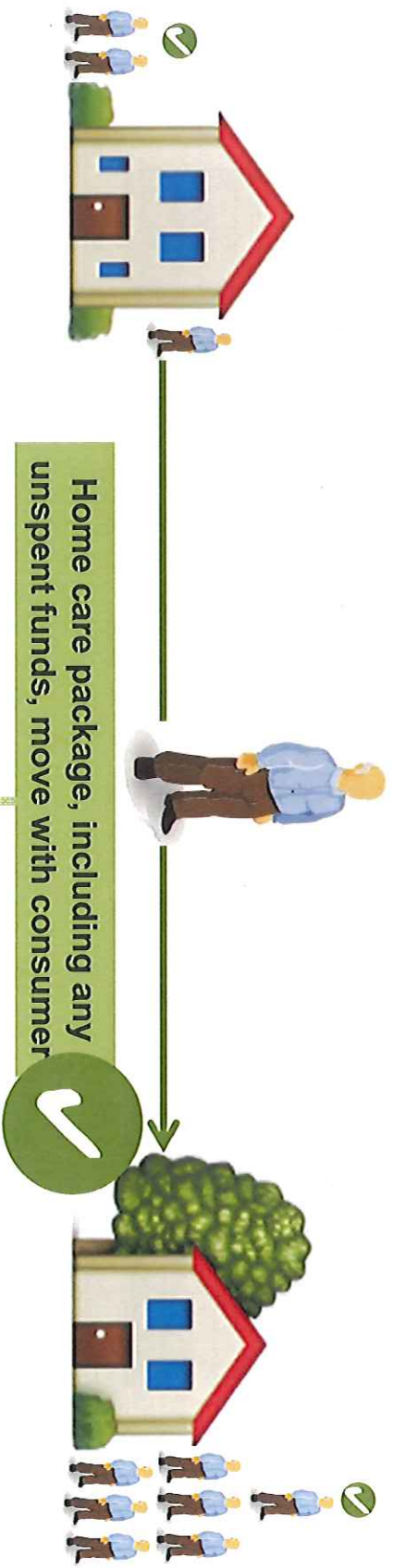
Provider A

(aged care planning region X)

Consumer

Provider B

(aged care planning region Y)

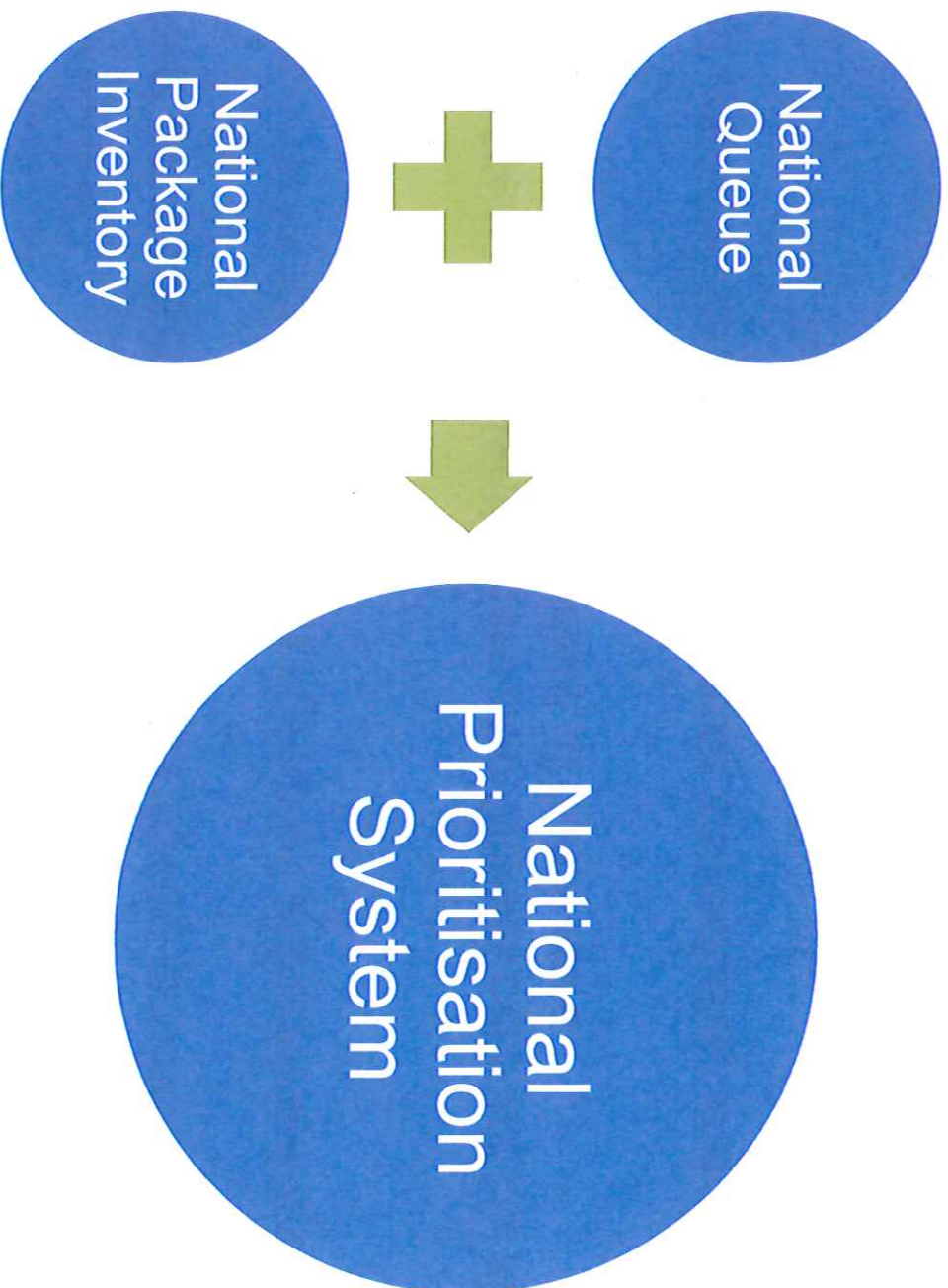


- Home care package moves with the consumer, including unspent funds
- No ACAR for home care
- Providers can expand to accept additional consumers, including from other regions



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Consistent national approach to prioritisation





Streamlined process to become an approved provider

- Legislative criteria for becoming an approved provider will be streamlined
- Existing providers of residential care and flexible care will be able to ‘opt in’ to become approved providers of home care
- Approved provider status will commence immediately and will not lapse
- All approved providers will need to meet relevant quality and accreditation standards



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Consumer Directed Care



Mandatory requirements

- Home Care Agreement
- Individualised budget
- Monthly statement
- Care plan



Home Care Package guidelines

- Section 21A of the User Rights Principles 2014 requires that all providers give a written individualised budget to each consumer.
- The provider should develop the budget in partnership with the consumer (or their representative), based on the agreed care plan.
- The individualised budget should be amended whenever the care plan or costs change.
- The individualised budget should clearly identify the total funds available to the consumer



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Home Care Today - Thinking through your choices – planning your care

- What is important to me?
- What do I most enjoy doing?
- What makes my life enjoyable and meaningful?
- What's good right now and what's not?
- What's preventing me from having an enjoyable and meaningful life?
- What's missing? What would I have, if I could choose anything?
- What sorts of things might help to improve my day to day life?
- What support do I need to remain safe and well?
- Where and when do I want that support to be available?
- How do I want to be supported and by whom?
- <https://homecaretoday.org.au>



Attracting and maintaining customers

- Shopfronts
- Packaging types of care and offering discounts
- Marketing campaigns
- Community connections
- Point of difference
- Training of front line staff
- Diversification
- Specialising
- Clear and realistic unit price



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Where can you get further information?

Department of Health website

www.agedcare.health.gov.au

Aged Care Webinars

www.agedcare.health.gov.au/agedcarewebinars

Advice to the Aged Care Industry

Subscribe at:
www.agedcare.health.gov.au/agedcareupdates

Department of Health YouTube

www.youtube.com/user/healthgovau

Aged Care Reform Enquiries

agedcarereformenquiries@health.gov.au

My Aged Care

www.myagedcare.gov.au





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Complaints and Concerns

- You have the **right to complain** without the fear of reprisal.
- If you are unable to resolve your concern with the service, you can contact the **Aged Care Complaints Commissioner** for assistance:
 - available to anyone
 - free
 - complaints can be made by phone, in writing or using the online complaints form
 - complaints can be anonymous, confidential or open
 - the Scheme will work with you and the service provider to resolve your concerns
 - if you are unsure if you wish to make a complaint, you can call the Commissioner for more information about your rights

1800 550 552



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Thank you

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