

## NACA AGED CARE REFORM MONTHLY UPDATE

August 2016

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### NON-NACA COMMITTEES AND ADVISORY GROUPS

The NACA Aged Care Reform Secretariat represents the Alliance on the Aged Care Sector Committee and its sub-committees and advisory groups. We make every effort to consult with the Alliance where time frames and confidentiality requirements permit. We continue to report on these aged care reform initiatives that are not NACA auspiced yet are related to the Alliance's work and in which Alliance members are represented.

#### **Aged Care Sector Committee (Non-NACA committee)**

**Chair: Mr David Tune AO PSM**

This Committee did not meet in August. However, the Aged Care Sector Committee (ACSC) met jointly with the ACFI Working Group to discuss the modelling used in developing budget measures and to consider possible alternative options that might achieve the same savings. Further meetings of the combined groups are expected in September before a final determination is made.

#### **ACSC Communications and Engagement Advisory Group (Non-NACA Advisory Group)**

**Chair: Judy Gregurke**

This group did not meet in August.

#### **Aged Care Complaints Commissioner Consultative Committee (Non-NACA Advisory Group)**

The Aged Care Complaints Commissioner's Consultative Committee met in early August 2016 and reported to the August Alliance meeting with a verbal update by Anne Burgess and Kay Richards. The Consultative Committee was presented with an overview of the complaints received this year and noted an increase in home care complaints, with a focus on fees and charges. Residential complaints were more likely to be about communication issues. Kay and Anne reported that the Consultative Committee is assisting the Commissioner to develop a 'Top 10 tips for making a complaint' brochure.

### NACA COMMITTEES AND ADVISORY GROUPS

#### **HOME CARE REFORMS ADVISORY GROUP**

**Chair: Paul Sadler**

The Home Care Reforms Advisory Group met on 15 August in Canberra for a full day discussion.

Following the recent public consultation on the proposed subordinate legislation, the Department presented a summary of the feedback received and discussed key matters arising from the feedback. The Department will present the final draft of subordinate legislation to the Minister for consideration. It is

anticipated subordinate legislation will be released in the coming months to provide clear information for the sector in advance of commencement from 27 February 2016.

An update was provided on the progress of transition activities being planned to ensure consumers and providers are aware of these changes. The Department will write to all consumers who have a current ACAT approval and are either not on a Home Care package, or are not receiving the same level of home care service as their assessment of needs determined. These consumers will be automatically placed in the new national queue from 27 February 2017 with their priority and date of approval determining their place in the national queue. Consumers will be informed if they were on a provider's waitlist this will no longer be applicable. Consumers who have a current ACAT do not require a new assessment unless their needs have changed requiring a reassessment.

An update on the IT changes being made to My Aged Care for the Increasing Choice changes was provided. Members of the Advisory Group were invited to nominate additional providers to participate in the user acceptance testing of the changes.

The Department presented on the benefits realisation criteria it had prepared for the Increasing Choice changes. The Advisory Group participated in a workshop to further identify benefits to consumers, providers and carers and invited to provide additional feedback to the department.

The Advisory Group discussed a paper that identified the types of internal reports for the Department to monitor performance and identify emerging issues, along with the type of information that will be published quarterly by the Department on the activity within the system. The group provided feedback on the need for regional level reporting and the ability to break down information by special needs groups in order to provide confidence that the new system was working for all people in all areas.

An update on the ACAT guidance framework was presented, summarising the outcomes of the recent pilot. The revised guidance framework will assist ACATs in identifying the specific level a consumer should be on, as well as determining their priority levels. Members were invited to provide additional feedback to the Department.

A brief update on Stage 2 changes (from July 2018) was presented. The Department is awaiting decisions from the Minister in regards to consultations and timings and will be in a better position to articulate these to the group at its next meeting.

## **COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) ADVISORY GROUP**

**Chair: Paul Sadler**

The Advisory Group did not meet in August. However, the Department did conduct a one-day by-invitation workshop exploring the unintended consequences of the removal of the long term case management service type as part of the implementation of CHSP. The workshop provided an overview of transition arrangements for pre-existing clients and the impact on new vulnerable clients who are currently unable to access long term case management services. At this time, the workshop was to provide the Department with information only. There are no further plans of action in relation to this matter.

## **THE AGED CARE GATEWAY ADVISORY GROUP**

**Chair: Ian Yates**

### ***Progress***

The Gateway Advisory Group met on 26 August 2016, with Acting COTA Chief Executive Judy Gregurke chairing the meeting in Ian Yates' absence.

An overview of the Aged Care Access and Quality Division headed by Fiona Buffinton was provided. The role of the 'My Aged Care Operations' branch headed by Rachel Goddard was broadly identified as focused on monitoring and improving the existing system. The Access Reform branch headed by Craig Harris continues to lead the development of future changes to My Aged Care, noting the close working relationship with the Home Care Reforms Branch headed by Shona McQueen in relation to February 2017 changes. Of note,

responsibility within the Ageing and Aged Care Group for liaison with the Department of Human Services and Department of Veterans Affairs has now been placed under Craig Harris, with the Aged Care Information team under the Quality Reform Branch.

The Department presented a paper outlining their intention to re-engage the sector in a co-design of My Aged Care in September. These invitation-only workshops will look to improve My Aged Care as well as design future requirements of the system. A number of providers, health professionals, assessors, consumer representatives, members of the Gateway Advisory Group and the Aged and Community Care Officials will participate in the workshops. Outcomes of the workshops will be presented at the next meeting in November.

A release of system changes is scheduled for 12 September 2016 with information about the changes to be communicated via the Information for Aged Care Providers e-newsletters. A verbal update on the system changes to My Aged Care to accommodate the February 2017 changes was presented, including the various transition arrangements. The primary advice mechanism for these changes is via the Home Care Reforms Advisory Group.

AMR presented the findings of their most recent research and benefits realisation of My Aged Care.

The next meeting of the advisory group will be 25 November 2016.

## **QUALITY ADVISORY GROUP**

### **Chair: Kay Richards**

The Quality Advisory Group did not meet in August. However, the next meeting planned for October has been brought forward to occur in conjunction with a workshop on Streamlined Quality Assessments at the end of September.

## **Department of Health – Standards Technical Advisory Group (Non-NACA Advisory Group)**

The Standards Technical Advisory Group did not meet during August, with its next meeting scheduled for late September.

## **QUALITY INDICATORS REFERENCE GROUP**

### **Chair: Adrian Morgan**

The Reference Group met on 30 August for a full day face to face session. This allowed for lengthy and in depth discussion about the Department's final reports from the Consumer Experience and Quality of Life (CEQOL) pilots undertaken in both residential and home care by KPMG.

There was no recommendation from the Reference Group about the future use of any of the piloted tools and a number of key questions requiring further exploration and resolution emerged from the discussions. These include issues relating to resourcing for implementation should there be agreement about a tool or approach, ongoing concerns from both provider representatives and consumer representatives that measures for the National Quality Indicator Program (NQIP) need to be attributable to provider intervention – or clearly separate. This flagged discussion about whether or not the two key objectives of the NQIP were met at all during the pilot and indeed, whether they can be met at all using the piloted approach. The NACA Aged Care Reform Secretariat is to prepare a paper prior to the November Alliance meeting and Adrian Morgan will present a summary of issues and outcomes relating to his 'Chair's Log'.

Other items discussed during the intensive full day meeting included feedback on the parameters of the display of NQIP participation icon/s on My Aged Care, and a paper presented by the Department on data governance principles. Group members had been asking for this for some time.

The Department presented a confidential update of participation rates in the NQIP at the completion of the second quarter of data collection, as well as information on work in progress on access to service indicators which are being explored in relation to the Gateway.

## **Department of Health – Quality Indicators Technical Advisory Panel (Non-NACA)**

This panel did not meet in August.

## **Department of Health – Quality Indicators User Group (Non-NACA)**

This group is not due to meet until early 2017.

## **NACA INTERNAL WORKING GROUPS**

### **RED TAPE REDUCTION WORKING GROUP**

**Chair: Adrian Morgan**

This group did not meet in August.

### **AGEING AND DISABILITY INTERFACE WORKING GROUP**

**Chair: Julie Heraghty / Deputy Chair: Sue Elderton**

The Ageing and Disability interface discussion paper has now been finalised and sent to the respective Ministers and Departments. The paper is available for downloading from <http://www.naca.asn.au/>

### **WORKFORCE DEVELOPMENT WORKING GROUP**

**Chair: Melissa Coad**

The group is continuing to work on updating a workforce paper for consideration by the Alliance at its November meeting.

### **HOME CARE REFORMS INTERNAL WORKING GROUP**

**Chair: Heather Witham**

This group did not meet in August.

### **BLUE PRINT AND ROADMAP IMPLEMENTATION WORKING GROUP**

**Co-Chairs: Nick Mersiades & Ian Yates**

At its recent meeting in August, the Alliance included within this Working Group's remit the implementation of the Roadmap. The group will meet to consider the two documents and present an approach to the Alliance in November for its consideration.

### **QUALITY ACCREDITATION MARKEPLACE INTERNAL WORKING GROUP**

**Chair: Kay Richards**

While the Internal Working Group did not meet during August, Chair Kay Richards has initiated an email discussion seeking feedback from members on the next steps for the group. She outlined the issues raised by Alliance members at the August meeting to aid the engagement process.

## **ACCESS AND EQUITY OF OUTCOMES INTERNAL WORKING GROUP**

### **Co-Chair: Nina Bowes and James Beckford-Saunders**

The group presented a set of draft principles for the Alliance's consideration at its August meeting. Feedback from the floor was provided, with the group due to revise the principles and circulate out of session for the Alliance's endorsement processes.

The group has commenced work on revising the principles and elected its co-chairs Nina and James at a recent teleconference in August.

### **Judy Gregurke, Corey Irlam and Jane Fewings**

#### **National Aged Care Alliance Aged Care Reform Secretariat**