

## NACA AGED CARE REFORM MONTHLY UPDATE

July 2016

---

### 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**

##### ***Progress***

This group did not meet in July.

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

**Chair: Judy Gregurke**

This group did not meet in July.

#### **ACSC Roadmap Advisory Group (Non-NACA Advisory Group)**

This group did not meet in July and is deemed to have completed its work.

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

The Aged Care Complaints Commissioner's Consultative Committee did not meet in July and will next meet in early August 2016

### NACA COMMITTEES AND ADVISORY GROUPS

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

**Chair: Paul Sadler**

##### ***Progress***

This group did not meet in July but the group will meet in August.

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

**Chair: Paul Sadler**

This group did not meet in July. Other information relating to the CHSP was contained in the June Monthly Update and our report to the August meeting of the Alliance.

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

**Chair: Ian Yates**

### ***Progress***

This group did not meet in July but is due to meet in August.

## **QUALITY ADVISORY GROUP**

**Chair: Kay Richards**

The Quality Advisory Group met on 18 July by videoconference. This information was also included in our report to the August Alliance meeting.

A brief update was provided on the contestable marketplace for accreditation. The Chair provided verbal feedback on the several discussions held by the Alliance to date and the work currently progressing through the Internal Working Group on the Quality Accreditation Marketplace. Members repeated advice provided previously that there is insufficient evidence in the papers provided to the Alliance, and reminded the Department that the Alliance has not received a response from the Department to the letter sent after the February meeting.

The Department presented an updated draft Consultation Plan for a Single Quality Framework following feedback provided by Advisory Group members in April. The single quality framework is intended to cover single standards, quality information for consumers and streamlined quality assessment. The updated draft Consultation Plan provides more detail on how special needs groups will be engaged in the process and more information on the different aspects of the single framework, although the quality information sections are less developed. There is still some uncertainty about the single standards. The Department indicated it is intending to undertake a targeted consultation with a small group of stakeholders, including consumers.

Quality Advisory Group members were provided with an example of the draft new standard on feedback and complaints currently under development by the Standards Technical Advisory Group (TAG), as part of the development of a single set of standards across aged care. Members were requested to provide suggestions for a select group of possible stakeholders to provide feedback to the TAG on the draft standards. In addition, the Department is proposing to meet with consumer peak organisations to assist in identifying individual consumers who would participate in the consultation process for the draft standards. A detailed report from the Technical Advisory Group follows this item.

Quality Advisory Group advice was sought on the plan for developing streamlined quality assessments of aged care providers. Workshops will be held in August and September to discuss possible streamlining including proportionate and risk-based assessment (and how aged care providers may be segmented into risk groups), alignment with other regulatory arrangements and recognition of service provider compliance with similar assessments in other jurisdictions.

The Department presented an updated paper designed to explore the Advisory Group member views on options for giving older people more information on service provider quality. Members supported the initial concept at the QAG meeting on 18 May when the Department undertook to provide some of their research and a more detailed paper to inform further discussion. The Department advised that, subject to Government agreement, it is considering a two TAgEd approach involving provision of further information on My Aged Care and consideration of rating and/or review information. The QAG's views were sought on the process for identifying what quality information consumers want, the scope of the information, and the process for consulting consumers and providers. Reference to the Australian Aged Care Quality Agency's

description of their ‘top 10’ factors for good providers led to the request that the Quality Agency be invited to present a paper to the next meeting of the Quality Advisory Group.

Further meetings via videoconference are scheduled for 19 October and 13 December.

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

An update on the work of the Standard Technical Advisory Group (TAG) has been provided by NACA representatives Samantha Edmonds and Kay Richards.

The TAG has sought to consolidate the four sets of aged care standards (Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Framework, Home Care, Aged Care Accreditation and Transition Care standards) and map them against both the National Quality and Safety in Health Care Standards and the Disability Service Standards. The objective of this process has been to try and reduce the complexity for providers when they are required to meet differing standards, which can also inhibit service delivery improvements and industry expansion.

In addition, the current standards do not reflect the increase in consumer choice and control making it difficult for consumers to understand what they can expect from aged care. It is envisaged a contemporary set of standards that maintain consumer protections, support consumer choice and control and drive service improvement. Standards will encourage care that promotes quality of life and wellbeing by concentrating more on consumer choice and control, while still focusing on safety. There is expected to be an emphasis on individual’s preferences and choices and right to take risks to achieve quality of life.

Currently the TAG has identified 8 proposed standards, with an additional one still under consideration. The standards will cover broad areas such as organisation, consumer, comprehensive care and how the care is delivered. The new standards are being designed envisaging different levels of implementation – home care or residential noting that some standards may only apply in one setting.

All standards are being written so that the standard is a “consumer outcome”, underneath sits an “organisational statement” (what the service needs to do to meet the consumer outcome) and then a “set of requirements” to meet the standard.

There is a recognised tension between satisfying both consumer choice and provider responsibilities, for example the rights of the consumer to take risks to achieve quality of life and provider care responsibilities. It is hoped that the new standards will change the culture of the way care and services are delivered by concentrating on consumer choice.

The consultation timeframes are yet to be confirmed by Government, however it is anticipated that sector consultation with providers, consumers, their families and carers and other experts will occur in the next six months, following the finalised drafting advice from the TAG.

The NACA Quality Advisory Group will provide advice to Government on the nature and process for consultation with the sector.

### **QUALITY INDICATORS REFERENCE GROUP**

**Chair: Adrian Morgan**

The group did not meet in July but has a full day face to face meeting scheduled for the end of August in Canberra.

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

The Department has provided QIRG with the Technical Advisory Panel’s ‘key themes report’ from its first meeting, and to provide the workplan, membership and terms of reference, on 30 August.

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

NACA has nominated key people as whole of Alliance representatives and this group is yet to be convened. Nominees are Louise Beaumont (Australian Association of Gerontology), Fonda Voukelatos (Uniting Care Australia) and Glenn Bunney (Leading Age Services Australia). A consumer group representative is yet to be advised.

## **NACA INTERNAL WORKING GROUPS**

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

**Chair: Adrian Morgan**

This group did not meet in July.

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

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

This group has now provided the third (and final) consultation draft of the Ageing and Disability Interface paper to the full Alliance for member feedback. Members of the NACA Aged Care Reform Secretariat met with DoH representatives on 21 July to discuss the DoH feedback. A final draft incorporating feedback from NACA members, DoH and DSS was provided to NACA members on 26 July with a request for any final corrections by 2 August 2016. An endorsement draft will then be circulated to NACA members and is hoped to be published in the second week of August.

### **WORKFORCE DEVELOPMENT WORKING GROUP**

**Chair: Melissa Coad**

The Group met by teleconference on 26 July to discuss the draft Workforce paper prepared by Chair, Melissa Coad. Members were appreciative of the work undertaken and identified a number of additional discussion points to be included and/or further expanded in the next version of the paper.

These topics will form part of the Workforce discussion session during the August Alliance meeting. It is expected that this will be an opportunity to identify the purpose and next steps for the paper.

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

**Chair: Heather Witham**

This group did not meet in July.

### **BLUE PRINT IMPLEMENTATION WORKING GROUP**

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

This group did not meet in July. Its future work is to be discussed at the Alliance meeting in early August.

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

### **Chair: Kay Richards**

The group has appointed a sub-group to finalise a short scoping document for the internal working group to review. The Chair and the NACA ACR Secretariat met with the Department on 18 July to discuss the ideas behind this work.

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

### **Chair: TBA**

This group has developed a draft statement of principles *“designed to guide research, design, development, implementation and evaluation of aged care reform in order to ensure equity of access and outcome for all older Australians”* that will be presented to the August meeting of the Alliance for discussion before it commences the formal endorsement process for NACA members to consider out of session.

The group will meet shortly to continue discussions and elect a chair.

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

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