

NACA AGED CARE REFORM MONTHLY UPDATE

June 2016

This update provides the latest information on Aged Care Reform activities for the month of June 2016. Due to the Australian Government being in Caretaker mode during the election activities of the groups have been limited. We have continued our themed approach with some non-NACA Department run groups included in the relevant section of this report.

Note: During the final two weeks of June 2016, information about aged care contained formerly on www.dss.gov.au/agedcare was being migrated to <https://agedcare.health.gov.au/>. In the initial weeks existing links will redirect, however if you currently have old links to old DSS.gov.au websites you'll need to consider updating them to the new URL before these redirects expire.

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 June.

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

Chair: Judy Gregurke

This group did not meet in June.

ACSC Roadmap Advisory Group (Non-NACA Advisory Group)

This group did not meet in June.

NACA COMMITTEES AND ADVISORY GROUPS

HOME CARE REFORMS ADVISORY GROUP

Chair: Paul Sadler

Progress

This group did not meet in June. Consultation on the subordinate legislation relating to stage 1 of the Home Care Reforms for February 2017 concluded during June. The group will meet in August to discuss the results of the consultations.

COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) ADVISORY GROUP

Chair: Paul Sadler

This group did not meet in June.

On 3 June 2016 the Government did however release a reminder that all consumers of the CHSP program should receive a holistic assessment by the Regional Assessment Services (RAS). Providers should only commence services without an RAS assessment in very exceptional circumstances where there is an immediate need for the services to start to assure the safety of the client. It is generally expected the urgent need where the client would be at risk only occurs for service types like Nursing, Personal Care, Meals and Transport. Other services like home maintenance, home modifications, allied health and domestic assistance may be requested urgently, but it is less likely that a client's safety would be at risk if these services are not provided immediately, in advance of a holistic assessment by the RAS.

In the very exception circumstances where a provider commences services without a RAS assessment, these services may only be time limited until a RAS assessment is complete. In addition, the Department has requested stated there is a strong preference that the CHSP provider refer clients to My Aged Care by phone (either directly with the client or asking the client to ring on their own behalf) to facilitate a RAS assessment occurring within 2 weeks of this referral occurring.

More information including factsheet can be found in the advice to aged care sector here:

<http://us10.campaign-archive2.com/?u=1108de8332cef333bc1956686&id=fb343050d4>

A webinar on the CHSP Data Exchange was run on 20 June 2016, which was recorded and is available for replay here: <http://livestream.ssc.gov.au/health/20june2016/>

THE AGED CARE GATEWAY ADVISORY GROUP

Chair: Ian Yates

Progress

This group did not meet in June.

On 27 June a new release of My Aged Care went live. In this most recent release, the key changes to the system focused on:

- enhancements to the website, including:
 - web referral form and process*
 - ability to view and compare additional information in the Aged Care Home Finder
 - changes to how Multi-Purpose Services are displayed in the finders
 - changes to the display of Notices of Non-Compliance and Sanctions in the finders
- enhancements to the assessor and provider portals, including:
 - ability to view and request changes to the ACAT Delegate positions
 - improved support plan review functions

- ability to sort and complete tasks
- ability to search, match and refer for multiple service types
- enhancements to accessing information, including:
 - ability to view PDF of client record
 - ability to view Delegate decision history
 - improvements to the client registration process in the assessor portal

You can access more details about the changes to My Aged Care here:

<https://agedcare.health.gov.au/programs/my-aged-care/summary-of-my-aged-care-system-changes-june-2016>

QUALITY ADVISORY GROUP

Chair: Kay Richards

This group did not meet in June.

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

The Quality Standards Technical Advisory Group (TAG) is reviewing the existing aged care standards with the aim of:

- Forming one set of standards that support an end to end aged care system
- Increasing the focus on outcomes for consumers
- Reducing unnecessary regulatory burden by minimising duplication between the standards and with other legislated obligations
- Improving the clarity of the standards and addressing any deficiencies within the existing standards

The draft standards are being prepared in a way that places the focus on the consumer and the outcomes that the consumer experiences – rather than expressing them in terms of outputs or systems required by the provider. The development of the standards involves close examination of quality standards in similar sectors, particularly health and disability.

Representatives of NACA (as a whole rather than constituencies) are Anne Maddock (Anglicare Australia), Samantha Edmonds (National LGBTI Health Alliance), Dr Ronelle Hutchinson (Speech Pathology Australia) and Kay Richards (Leading Age Services Australia).

No report has been provided on the meeting held at the end of June.

QUALITY INDICATORS REFERENCE GROUP

Chair: Adrian Morgan

The group met on 30 June 2016 via videoconference. An update by KPMG was provided to the group on the consumer experience and quality of life in residential care road-test and the Goal Attainment Score and consumer experience and quality of life in home care pilot. The full report will be provided to the next meeting for further discussion. The group noted their appreciation for KPMG providing the top line information in time for its meeting.

The group reviewed and discussed the options for My Aged Care to display participation in the quality indicators program. The group noted the current cross indicating non-participation was not satisfactory to many providers due to the potential for misinterpreting non-participation as failure in the area of quality due the many interpretations of what a cross means.

The group received feedback from the Department on the work of the newly established Quality Indicators Technical Advisory Panel and also reviewed its workplan for the final half of 2016.

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

The role of the Technical Advisory Panel is to provide the Department with technical advice for the future governance of the National Quality Indicator Program. Its membership and terms of reference were provided to the Quality Indicators Reference Group at the end of April.

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 June.

AGEING AND DISABILITY INTERFACE WORKING GROUP

Chair: Julie Heraghty / Deputy Chair: Sue Elderton

The third (and final) consultation draft of the Ageing & Disability Interface paper was circulated to the full Alliance for member feedback. In mid-July a final draft followed by an endorsement draft will be circulated for member review and approval.

WORKFORCE DEVELOPMENT WORKING GROUP

Chair: Melissa Coad

This group did not meet in June.

HOME CARE REFORMS INTERNAL WORKING GROUP

Chair: Heather Witham

This group did not meet in June.

BLUE PRINT IMPLEMENTATION WORKING GROUP

Co-Chairs: Nick Mersiades & Ian Yates

This group did not meet in June.

QUALITY ACCREDITATION MARKEPLACE INTERNAL WORKING GROUP

Chair: Kay Richards

The group has been established to develop a proposal to the Alliance for its preferred way forward on an accreditation market place for aged care, having regard to the various other accreditation programs that many aged care providers may have to comply with including health, disability and community care sectors.

The group has appointed a sub-group to finalise a short scoping document for the internal working group to review before sending back to the August Alliance meeting. The ACR Secretariat and Working Group Chair will seek to meeting the Department to further discuss the group's general issues before the Alliance meeting in August.

ACCESS AND EQUITY OF OUTCOMES INTERNAL WORKING GROUP

Chair: TBA

This is a newly formed group from the May Alliance meeting with its terms of reference approved to develop an access and equity of outcome position statement for the Alliance and consider Alliance business from an access and equity perspective. The group has yet to meet to elect a chair, but has been reviewing the disability and ageing interface paper from an internal perspective.

Judy Gregurke, Corey Irlam and Jane Fewings

National Aged Care Alliance Aged Care Reform Secretariat