



Australian Government response to Royal Commission: CHSP and community care

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**Let's remind ourselves about the Royal
Commission!**

The Royal Commission and the Report

- The Final Report is long and complex, over five volumes, with many findings and **148 recommendations**
- While the Report makes recommendations to Government and the sector, **it is up to Government and industry to respond**
- Australian Government announced an initial response of \$452m
- Australian Government provided its full response at the same time as announcements on funding in the **May 2021 Federal budget**
- Full response available on Department of Health website [here](#)

Key proposals within the report

- The older person must be at the **centre of reform** – with reform viewed through a ‘human rights’ lens
- **System governance** – structural reform is required
- Access based on **assessed need**, not rationed
- Significant **additional funding** is required
- **Workforce** challenges must be addressed, including training and remuneration

Key proposals within the report

- The National Prioritisation wait list for **home care packages** must be cleared
- **Transparency, comparability** and **disclosure** matters need to be addressed
- The **interface** between **aged care** and **health care** systems requires attention

ACSA's position going into the Budget

ACSA going into the Budget – our priorities

ACSA as part of the Aged Care Collaboration identified **six priorities**:

1. Rights and accountability

- * a human **rights based Act**
- * access based on need, supported by regionally based **care finders**
- * improved transparency and reporting

2. Transparent and independent funding

- * creation of **independent pricing** authority to determine pricing

ACSA going into the Budget – our priorities

ACSA as part of the Aged Care Collaboration identified **six priorities**:

3. Workforce priorities

- * pay according to the **value of the work**
- * pay to be **sufficient to attract and retain** skilled, empathic workers
- * **wage equity** with other sectors including health

ACSA going into the Budget – our priorities

ACSA as part of the Aged Care Collaboration identified **six priorities**:

4. Home Care priorities

- * clear the national prioritisation queue
- * individuals then able to be offered care and support that meets their assessed needs **within 30 days** of their assessment
- * workforce will need to be **grown and skilled** to respond
- * ability for people to be able to **easily flex in and out of** different categories of support

ACSA going into the Budget – our priorities

ACSA as part of the Aged Care Collaboration identified **six priorities**:

5. Residential Care priorities – not outlined for this presentation

6. Financing quality aged care

- * Increase spending on aged care as a percentage of our GDP

- * need a balanced funding mix involving tax payer funding and means testing for those that can afford to contribute – with protections in place for those who cannot afford to contribute

Government's response to the Royal Commission

Australian Government response and budget

Government's response of \$17.7 billion over five years driven by five pillars:

1. Home care - \$7.5 billion
2. Residential aged care services and sustainability - \$7.8 billion
3. Residential aged care quality and safety - \$942 million
4. Workforce - \$652.1 million
5. Governance - \$698.3 million

\$17.7 billion 5 pillars over 5 years

Pillar 1:

Home care

2021

- 40,000 more home care packages.
- Senior Australians able to access assistance and information about aged care through 325 Services Australia Service Centres, and aged care specialists in 70 Service Australia centres.
- Extra support for informal carers.

2022

- 40,000 more home care packages.
- Respite services for 8,400 additional clients every year.

2023

- 500 local Community Care Finders provide targeted, specialist face-to-face support to vulnerable senior Australians to help them access aged care and connect with other health and social supports.
- Senior Australians can access a new support at home program.
- Single assessment workforce will expand to the new support at home program.

2024

- New support at home program supports senior Australians to stay in their homes and keep connected to their communities.
- Single assessment workforce will continue assessments for the new support at home program.

Pillar 2:

Residential aged care services and sustainability

2021

- Supplement of \$10 per resident per day.
- Continuation of the increases to the homeless and viability supplements.
- New prudential monitoring, compliance and intervention to help providers build financial sustainability, capability and resilience.
- Independent Hospital and Aged Care Pricing Authority established, extending role of existing hospitals pricing authority to include aged care advisory function.

2022

- New funding model to improve quality of care for 240,000 people using residential care and 67,000 people using residential respite care each year.
- Average care minutes for each resident increased to 200 minutes per day, including 40 minutes of registered nurse time.
- Registered nurse on site for a minimum of 16 hours per day.
- Structural Adjustment Program delivers increased provider viability and a strengthened aged care market.
- Single assessment workforce introduced to improve the experience of senior Australians in residential care.
- Better reporting, including through Star Ratings, to help senior Australians make easier comparisons and improve choice of care.

2023

- Minimum care time becomes mandatory.
- Annual funding increases and price setting take into account advice from the new Independent Hospital and Aged Care Pricing Authority.

2024

- Increased choice for senior Australians receiving residential care with care packages assigned to consumers, not providers.
- New residential aged care accommodation framework gives senior Australians more choice and improves accessibility and dementia-friendly accommodation.
- Aged Care Approval Round discontinued.

2025

- Improved service suitability that ensures the care needs and preferences of senior Australians in residential aged care are met.

Pillar 3:

Residential aged care quality and safety

2021

- Immediate improvements to the quality of care in dementia, diversity, food and nutrition services.
- Stronger clinical care standards developed by the Australian Commission on Safety and Quality in Health Care.
- Up to 120,000 additional GP services through boosted Aged Care Access Incentive.
- Increasing dementia care capability delivers better outcomes for people living with dementia.
- Palliative care services expanded to support end-of-life care at home.

2022

- Residents access improved care through Primary Health Networks facilitating telehealth and out-of-hours triage services.
- Expansion of the Serious Incident Response Scheme gives 1 million senior Australians receiving home and community care greater protection.
- Stronger presence of Aged Care Quality and Safety Commission in facilities with an extra 1,500 site audits.
- Providers to report regularly to residents and families on care and commencement of Star Rating system.

2023

- Improved support and training in dementia care and minimising restraint (restrictive practices).

2024

- National Aged Care Data Strategy improves the information that is available to senior Australians about the quality in aged care.
- New independent regulatory authority established following review of the Aged Care Quality and Safety Commission.

2025

- Senior Australians receive high quality, compassionate care.
- Confidence in aged care is rebuilt.

Pillar 4:

Workforce

2021

- Up to 6,000 new personal care workers in workplaces.
- Surge locum workforce capacity in regional and rural locations.
- Improved training in dementia care and minimising restraint (restrictive practices).

2022

- Up to 7,000 new personal care workers in workplaces.
- 33,800 additional training places rolled out over two years for personal care workers to attain a Certificate III in Individual Support (Ageing).
- More registered nurses in workplaces due to nurse incentive and financial support schemes.
- Single assessment workforce in place to conduct assessments across residential and home care.

2023

- Additional training places for personal care workers to attain a Certificate III in Individual Support (Ageing).

2024

- Continued growth of the aged care workforce and a demonstrable increase in registered nurses choosing aged care as their career.

2025

- Tangible improvements seen in staffing levels, skill mix and training of the care workforce.
- Workforce continues to meet the demand for aged care services, particularly in home care.

Pillar 5:

Governance

2021

- Initial rollout of expanded regional network to improve local planning and understanding of needs.
- Council of Elders established to provide a direct voice to Government.
- National Aged Care Advisory Council established to provide expert advice to Government.
- Expanded capital infrastructure grants available to improve access to better quality aged care services for First Nations people and those in rural and remote locations, or who are homeless or at risk of homelessness.
- Improved services and health outcomes for people in remote and Indigenous communities as a result of additional aged care funding.

2022

- New workforce of trusted First Nations people to assist Older First Nations people navigate and access aged and disability care.

2023

- Introduction of a new, values based Aged Care Act.

2025

- Strong and effective governance of aged care is in place with senior Australians at the centre and improved care outcomes consistently delivered.

Pillar 1. Home care – funding summary

- **\$6.5 billion for an additional 80,000 Home Care Packages** – 40,000 released in 2021–22 and 40,000 in 2022–23, which we are told will make a total of 275,598 packages available to senior Australians by June 2023
- **\$10.8 million to design and plan a new support in home care program** – which better meets the needs of senior Australians
- **\$798.3 million to support the 1.6 million informal carers** – including additional respite services for 8,400 senior Australians each year, and
- **\$272.5 million for enhanced support and face-to-face services** – to assist senior Australians accessing and navigating the aged care system

Pillar 1. Home care cont.

2021

- 40,000 more home care packages (for 2021-2022 year)
 - * Level 1 – minus 5,000
 - * L2 – 19,000
 - * L3 – 20,000
 - * L4 – 6,000
- Senior Australians to access assistance and information through Services Australia Service Centres and aged care specialists in 70 of these centres

Pillar 1. Home care cont.

2022

- 40,000 more home care packages (for 2022-2023 year)
 - * Level 1 – 0
 - * L2 – 17,000
 - * L3 – 17,000
 - * L4 – 6,000
- Respite services for 8,400 additional clients

Pillar 1. Home care cont.

2023

- 500 local community Care Finders – providing support to older Australians to help **access** aged care and **connect** with supports

Single assessment workforce will expand to the new support at home program

Pillar 1. Home care cont.

2023 cont: Senior Australians can access a new **support at home** program

- Extension of CHSP funding to 30 Jun 2023 – CHSP transitioning to **payment in arrears**
- Will **replace** CHSP, HCPs, STRC and residential respite programs
- Will address ‘improved’ assessment arrangements
- Will include a **classification and funding** system in home care
- A focus on **care management** in assessment and funding arrangements
- ‘more support’ for **early interventions** to help maintain independence

Pillar 1. Home care cont.

2024

- New support at home program supports senior Australians to stay in their homes
- Single assessment workforce will continue assessments for the new support at home program

Pillar 4. Workforce summary

\$652 million to grow a skilled, professional and compassionate workforce

- Upskilling the existing workforce and providing training for thousands of new aged care workers, including **33,800 subsidised Vocational Education and Training places** through JobTrainer.
- **\$228.2 million** to create a single assessment workforce to undertake all assessments

Pillar 4. Workforce summary

- **\$135.6 million** to provide eligible Registered Nurses with financial support of \$3,700 for full time workers, and \$2,700 for part time workers; and
- **\$9.8 million** to extend the national recruitment campaign, to help increase the skilled and dedicated aged care workforce.

Pillar 4. Workforce and wages

The Government response

- In response to Royal Commission *Recommendation 84: Increases in award wages*, the Government notes this matter is currently being considered by the Fair Work Commission (FWC).

‘Decisions made by the FWC are independent of Government. The Government will provide information and data to the FWC as required.’

Pillar 4. Workforce

2021

- Up to 6,000 new personal care workers in workplaces
- Surge local workforce capacity in regional and rural locations
- Improved training in dementia care and restrictive practices

Pillar 4. Workforce

2022

- Up to 7,000 new personal care workers in workplaces
- 33,800 additional training places rolled out over 2 years for PCWs to achieve a Cert III in Individual Support (ageing)
- More RNs in workplaces due to incentive schemes
- Single assessment workforce in place across HC and Resi Care

Pillar 4. Workforce

2023

- Additional training places for PCWs to attain a Cert III in Individual Support (Ageing)

2024

- Continued growth of the aged care workforce

2025

- ‘tangible’ improvements seen in staffing levels, skills mix and training of the workforce

Pillar 5. Governance - summary

\$698.3 million to improve governance across the aged care system

- **\$21.1 million** to establish new governance and advisory structures, including a **National Aged Care Advisory Council**, and a **Council of Elders**, and establishment of an office of the **Inspector-General of Aged Care**
- **\$630.2 million** to **improve access** to quality aged care services for consumer in **regional, rural and remote** areas including those with First Nations backgrounds and special needs groups

Pillar 5. Governance - summary

- **\$13.4 million** to improve rural and regional stewardship of aged care, with Department of Health aged care officers embedded within eight of the 31 Primary Health Network regions, and
- The drafting of a [new Aged Care Act](#) by mid-2023.

Pillar 5. Governance

2021

- Initial rollout of an expanded regional network of Dept. of Health aged care staff – with a focus on improving the older person’s experience and **addressing local planning** of services
- **Council of Elders** to be established to provide a direct voice to Government
- **National Advisory Council** to be established to provide expert advice to Government
- Funding to address service provision in **remote and indigenous** communities

Pillar 5. Governance

2022

- New workforce of **First Nations people** to help First Nations people navigate and access aged care
- New governance obligations to lift leadership capability and accountability of Boards

2023

Introduction of a new, values based **Aged Care Act**

- * legislate the ‘five pillars’
- * provide for greater choice and control for older Australians

Pillar 5. Governance - General

- **Independent pricing** – an **expanded pricing authority** will address pricing in the new Support at Home program from July 2023

ACSA RESPONSE TO GOVERNMENT MEASURES

Sector response – Australian Aged Care Collaboration

Following Government's response (Budget measures and response report) the Collaboration developed 15 point plan and response:

1. New rights based Act – potentially achieved by 2023
2. Home Care package waiting list – will additional packages be enough?
3. New home-based care and support program – no detail at this stage
4. Removal of ACAR – (residential care)
5. Regulatory changes for restrictive practices – (residential care)

Sector response – Australian Aged Care Collaboration

Following Government's response (Budget measures and Response report) the Collaboration developed 15 point plan and response:

6. Regional network of care finders and scalable assessment services – more detail needed
7. Inspector General of Aged Care – agreed to by Government
8. Minimum wages increase – yet to be achieved
9. Workforce development program and 10 year program – non-specific commitments at present
10. Improved health interface – some gains but NOT with dental or allied health

Sector response – Australian Aged Care Collaboration

Following Government's response (Budget measures and Response report) the Collaboration developed 15 point plan and response:

11. Blended payment stream for allied health – in residential aged care
12. Registration scheme for personal care workers – Govt has committed to enhanced worker screening and registration
13. Clinical indicators, star ratings, reporting of staffing hours, transparency, reporting and prudential – to be addressed by Government
14. Sustainability funding arrangements, indexation linked to award wages, viability supplements – will contribute to sustainability
15. Independent pricing authority – agreed to by Government

OVERALL COMMENTS

Where to from here?

- What are the opportunities and risks for home care and community providers – this is where ACSA's advocacy and policy work will be done
- What are the benefits to society of CHSP and HC programs that need to be preserved – what is the 'social capital' of these programs that needs to be preserved?
- What are the risks to these programs in relation to funding approaches taken in a reformed program?

Where to from here?

- Where will core programs like *Delivered Meals, Transport services, Home modifications programs* etcetera fit in a single care at home program?
 - * Royal Commission recommended three lower level programs
 - * social supports – delivered meals, transport, social activities – grant funded
 - * respite supports – with direct grant agreements
 - * home mods and assistive technology
- The workshop session this afternoon will be important to identify key issues for you as providers – to help inform our advocacy over coming months

Where to from here?

- Where will core programs like *Delivered Meals, Transport services, Home modifications programs* etcetera fit in a single care at home program?
 - * Royal Commission recommended three lower level programs
 - * social supports – delivered meals, transport, social activities – grant funded
 - * respite supports – with direct grant agreements
 - * home mods and assistive technology, and then a
 - * **Care at Home program** through combining CHSP, HCPs, STRC – care management, living supports, personal care etc.

The best of what has made CHSP great over many years must not be lost!

ACSA Membership

Interested in finding more about ACSA membership?

Contact membership@acsa.asn.au for an info kit

THANK YOU

Questions