

# National Report



## ACSA updates

### **Aged care funding announcement recognises sector's concerns**

ACSA) has acknowledged the Federal Government's consultation on the 2016/17 Budget changes to aged care funding and appreciates that members' concerns have been heard with amendments to the changes.

The changes to the 2016/167 Budget measures were announced on 6 December [announced by the Hon Ken Wyatt Assistant Minister for Health and Aged Care](#) in Sydney.

### [FACT SHEET](#)

The measures announced include:

- The scoring 12a and 12b will now be unchanged;
- 12 month full indexation pause, half indexation pause of CHC second year;
- Increase to viability supplement and grandfathering maintained; and
- The planned 120 minutes of delivery criterion for 12.4b programs would be reduced to 80 minutes.

ACSA has made significant representations to Parliament after independent financial modelling found the Budget Aged Care Funding Instrument (ACFI) changes could deliver a funding reduction of about 11 percent once all residents were on the new measures, far overreaching the proposed \$1.2 billion save.

ACSA has also consistently said it does not support any changes to outlays on aged care because of the impact on quality of care for those with complex care needs.

However, as the Opposition were supporting the Government's changes ACSA advocated for the 'least worst' outcome for aged care providers and consumers. This was an indexation pause and amended changes to the ACFI tool – as was announced.

ACSA met with as many remote, rural and regional Federal MPs as possible due to concerns they had raised with ACSA in relation to the effects of Budget changes on aged care providers and consumers in their electorates.

ACSA has long been a vocal advocate for rural and remote service providers and is pleased that the Government has increased the rural and remote viability supplement.”

It will be prudent for the impacts to be closely monitored and reviewed at the 12 month mark, to allow for any adjustments to ensure a high quality of care continues to be provided.

ACSA is now also focussed on the examination of a new aged care funding and assessment model that will ensure quality of services and provider viability.

*This article: [Coalition regional MPs in revolt over nursing care funding cuts](#) appeared in The Weekend Australian, December 3*

*By Rick Morton, Social Affairs Reporter*

### **Our initial analysis highlights the following key outcomes:**

- A full 12 month full indexation pause for the first year and a half indexation pause of CHC for the second year;
- An announcement that the viability supplement is to be increased for eligible rural and remote services.

### **What comes into effect on 1 January 2017:**

- CHC 11 *Medication* – as indicated in the 2016/17 Budget the new ratings matrix reduces the ratings from four ratings points to three. Medication timing is no longer a component of the matrix;
- CHC Item 12.4b *Complex Pain Management* – The proposed 120 minutes for the delivery of 12.4b programs will now be 80 minutes;
- CHC Item 12.1 *Blood Pressure Measurement* – the score will be reduced from 3 points to 1;
- CHC Item 12.12 *Management of oedema, deep vein thrombosis, arthritic joints or chronic skin conditions by fitting of certain garments, bandages and dressings* – the score is to be reduced from 3 points to 1 where the treatment is for the management of arthritic joints and oedema related to arthritis by the application of tubular and/or elasticised support bandages.

### **2016/17 Budget measures that are not going to proceed:**

- CHC Item 12.4a *Complex Pain Management* – programs will NOT be reduced from 3 points to 2;
- CHC Item 12.4b *Complex Pain Management* – programs will NOT be reduced from 6 points to 4. And as noted above the proposed 120 minutes for the delivery of 12.4b programs will now be 80 minutes.

## Aged Care Workforce Strategy Framework released by aged care peak bodies

ACSA along with other key aged care peak bodies (Leading Age Services Australia, the Aged Care Guild, UnitingCare Australia, and Catholic Health Australia) have prepared a Workforce Strategy Framework to support the Government's commitment to the development of an industry-led aged care workforce strategy, and to propose a Framework to guide the development of such a strategy.

The proposed Framework is [available here](#). It focuses on policy responses and initiatives to address the balance between supply of and demand for workers, including through increased productivity.

ACSA and the other peaks have undertaken this step to progress the workforce domain of the Aged Care Sector Committee's (ACSC) Aged Care Roadmap:<sup>[1]</sup> ***"A well-led, well-trained workforce that is adept at adjusting care to meet the needs of older Australians"***

The Government also committed to *supporting* industry develop its own *workforce strategy* and this Framework provides the basis for its development.<sup>[2]</sup>

To provide care for the rapidly growing ageing population, the 2016 annual report of the Aged Care Financing Authority (ACFA): *The Funding and Financing of the Aged Care Industry*<sup>[3]</sup> states that, based on the Government's current provision targets, the number of residential aged care beds in the next decade will need to increase by about 76,000. In the previous decade this increase was only about 35,000.<sup>[4]</sup> This will obviously impact on the number of workers required to provide care and services to residents. The number of workers required is also impacted by the number of aged care places to be released under the provision ratio, complemented by the projected increase in the population aged 85 years and over, and, growth under the Commonwealth Home Support Programme (CHSP). For this growth to support effective provision of care to older Australians, a number of considerations need to be addressed; not all of these considerations are being effectively addressed at present. Fundamentally, aged care providers require an environment that provides funding certainty and confidence in their ongoing viability to invest in service expansion and staff recruitment and development.

The aged care workforce of the future will not only need more workers than today, but also the skill needs of these workers are likely to differ from the current skill mix. This reflects changes in the needs and expectations of older Australians, increasing reliance on assistive technology, and practice changes including the drive towards in-home care and reablement models. Finally, these workers will need to be in the right places to provide care and support services.

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<sup>[1]</sup> <https://agedcare.health.gov.au/aged-care-reform/aged-care-roadmap>

<sup>[2]</sup> <http://sussanley.com/speech-to-the-national-aged-care-alliance/>

<sup>[3]</sup> <https://agedcare.health.gov.au/2016-report-on-the-funding-and-financing-of-the-aged-care-industry>

<sup>[4]</sup> Fourth report on the Funding and Financing of the Aged Care Sector, July 2016, pp. xxxi & pp 167.

## **ACSA submission to the Department of Health on the Aged Care Legislated Review**

Please [click here](#) to view the full submission. As noted in the introduction:

- *Living Longer Living Better* has been a significant reform of the aged care system. Much has been achieved or is in progress, particularly more home care packages and increased consumer choice and control. However, other aspects such as that of sustainable funding and expanded workforce capacity have not been met.
- While the primary focus of the legislated review is on what has been achieved as a result of the *Living Longer Living Better* reforms it will be important for the review to make recommendations for future action that will ensure sustainability and quality of aged care well into the future. ACSA considers it is essential that momentum be maintained for a better, fairer, more sustainable and nationally consistent aged care system.

## **ACSA submission to the review of the Community Visitors Scheme**

The Australian Dept. of Health is reviewing the Community Visitors Scheme (CVS) to determine how it can continue to effectively provide appropriate support to consumers of residential and home care services who are socially isolated or at risk of social isolation. To assist with this review ACSA convened a consultation group of CVS auspices in Western Australia to obtain their feedback on the CVS program. ACSA wishes to express appreciation to those WA CVS auspices that participated in the consultation forum, for the valuable information shared to assist us in completing the ACSA submission.

To read the full submission [click here](#)

## **Aged Care Data Advisory Group meeting at the Australian Institute of Health and Welfare (AIHW)**

ACSA recently attended this meeting; key points were:

1. National Aged Care Data Clearinghouse annual activity report – note the stocktake reporting tool was released in March 2016; regional aged care profiles released in August 2016; 80 formal requests received for data/information.
2. 2016-17 research program projects are: Older Australia at a glance; pathways in aged care – home care expansion; pathways in aged care – cause of death report; pathways in aged care – exploring use of other aged care services before first entry to permanent residential aged care.
3. The Clearinghouse now has access to information from the 2003, 2007 and 2012 National Aged Care Workforce Census and Survey conducted by the National Institute for Labour Studies at Flinders University. They expect to release in June 2017 analyses from these surveys along with the results from the 2016 census and survey. Note – the report on the 2016 National Aged Care Workforce Census and Survey is expected to be released in January 2017.
4. There was interest in more information about bottle-necks in assessments. In this discussion, the Department of Health noted My Aged Care operational information is not currently provided to the Clearinghouse.
5. Also more information about the characteristics of home care clients – for example how many people with dementia are accessing home care; how effective is home care in keeping people at home for longer.

6. The Clearinghouse website is being upgraded and is due for release in June 2017 (see papers for agenda item 5). AIHW will be seeking views of stakeholders including this group at various times during the upgrade process.
7. Item 3 of the minutes of the 2 October 2015 meeting will note that AIHW has not received any requests from providers so that at this stage they will not progress further work about the possible formats and processes that could be used to return data to providers.
8. It was agreed that the Aged Care Data Advisory Group would continue to meet; ideally twice a year.

## Productivity Commission study report – human services inquiry

On Monday 5 December 2016, the Productivity Commission released [its study report](#) identifying six human services it considers are best suited to increased competition, contestability and informed user choice.

The Productivity Commission states increased competition, contestability and informed user choice could improve outcomes in many – but not all – human services. The Commission has prioritised six services where it considers outcomes can be improved.

The six services are:

1. Social housing
2. Public hospitals
3. End-of-life care services
4. Public dental services
5. Services in remote indigenous communities
6. Government-commissioned family and community services

The Commission has developed a three-stage framework to assess the suitability of each service for competition, contestability and user choice reform. The framework involves three steps:

1. Assessing whether there is scope for changes in policy settings to increase the wellbeing of the community as a whole by improving the provision of human services.
2. Examining whether the characteristics of the service user, the service itself and the supply environment mean that improvements in service provision could be achieved by introducing greater competition, contestability and user choice.
3. Identifying potential costs associated with introducing greater competition, contestability and user choice, including costs to users and providers, and the costs of government stewardship.

While not identified as a priority area, the Commission notes there is considerable scope to improve outcomes in the provision of residential aged care services and refers to its 2011 *Caring for Older Australians* inquiry in particular its recommendation

to introduce a single integrated and flexible system of care entitlements. The Commission also refers to the reforms underway in home-based aged care and other human services and notes these areas warrant continued scrutiny and evaluation to ensure benefits are realised.

**Next steps:**

- The Productivity Commission has advised they will be releasing another paper in the next few days with submissions due in early February 2017.
- The second stage of the inquiry will make reform recommendations for the six services identified 'to ensure all Australians have timely and affordable access to high-quality services that are appropriate to their needs, and delivered in a cost-effective manner'.
- The final report is due to the Government in October 2017.

## **ATO seeking feedback on GST guidance on home care and residential care**

The ATO has developed two draft guidance documents on the GST treatment of home care and residential care, which aim to help suppliers understand and comply with their GST obligations.

They encourage you to have a look to see if the draft guidance works for you and, if you are interested, provide your feedback.

More details, including their focussing questions and how you can send them your feedback, are available within the links below. Please lodge submissions by **5 pm Friday 17 February 2017** to meet the closing date.

View the draft guidance documents at the links below:

- [GST and home care - consultation](#)
- [GST and residential care - consultation](#)

## **Government updates**

## **New Funding Arrangements for Residential Aged Care**

The Assistant Minister for Health and Aged Care, Ken Wyatt, has outlined a revised package of aged-care funding measures to ensure the sector is funded and sustainable into the future.

[FACT SHEET: PDF printable version of New Funding Arrangements for Residential Aged Care - PDF 188 KB](#)

## **Information for Aged Care Providers – [Issue 2016/23](#)**

**End of the year [reminders for all providers](#)**

## **Mercy Health Group CEO honoured among country's best**

ACSA warmly congratulates Board Director and Mercy Health Group CEO Stephen Cornelissen. Stephen has been named CEO of the Year and Health & Pharmaceuticals Executive of the Year at the 2016 CEO Magazine *Executive of the Year Awards*.

*CEO Magazine's Executive of the Year Awards* is Australia's most prestigious business awards event, recognising the individual excellence of senior executives.

Adjunct Professor Cornelissen was presented with the esteemed awards in front of some of the country's most successful business people in Sydney. Read the full media release [here](#).



## Factors that influence how GPs and Practice Nurses use Smartphone applications (Apps)

### Have your say

CareSearch is conducting research into the attitudes and experiences of general practitioners (GPs) and nurses, with an interest in palliative care, in using Smartphone Applications (Apps) within a work context. This project is supported by Flinders University, Discipline of Palliative and Supportive Services, and has been approved by the Flinders University Social and Behavioural Research Ethics Committee.

The research stems from the release of the Decision Assist palliAGEDgp app in 2015 and the palliAGEDnurse app in 2016. Decision Assist, through its partnership with CareSearch, is committed to evaluating these tools, within a context of how doctors and practice nurses use apps in practice and now you have the opportunity to have your say via an online survey. Surveys will take approximately 10 to 15 minutes to complete.

The survey presents a convenient and structured way for both GPs and practice nurses to respond to issues that relate to their use of smartphone apps, in the workplace. Researchers will use this information to improve the functionality of the palliAGEDgp and palliAGEDnurse smartphone apps.

You do not need to have downloaded either app to complete this survey.

The survey will be open for response until 31 January 2017.

- GPs can access the survey [here](#)
- Nurses can access the survey [here](#)

## Decision Assist Aged Care Webinars

Decision Assist presents a series of webinars to guide you through the fundamentals of advance care planning. Topics include communication, diversity, grief and loss, recognising when a person's condition is changing, and how to assist people with planning for their current and future care.

**Details of the Decision Assist Aged Care Webinars can be found at [decisionassist.org.au](http://decisionassist.org.au)**  
<https://www.caresearch.com.au/caresearch/tabid/3207/Default.aspx>

The first webinar **What is advance care planning?** is now available as a recording. [Register here](#) to view.

- **We're all different** Thursday 19 January 2017 1.30 pm–2.15 pm AEDT
- **George wants resuscitation** Thursday 23 February 2017 1.30 pm–2.15 pm AEDT

- **Jane does not want to go to hospital** Thursday 30 March 2017 1.30 pm–2.15 pm AEDT
- **Marjorie is breathless** Thursday 27 April 2017 1.30 pm–2.15 pm AEST
- **Do you think dad is dying?** Thursday 25 May 2017 1.30 pm–2.15 pm AEST

Decision Assist provides Palliative Care and Advance Care Planning support for Aged Care. You can contact our advisory line 24/7 on 1300 668 908.

If you have questions about the webinars, contact Decision Assist [agedcaretraining@austin.org.au](mailto:agedcaretraining@austin.org.au) or call (03) 9088 1252 during business hours.

## ITAC 2016 winners

Congratulations to all finalists and winners in the recent [ITAC 2016 Awards](#). Six awards were available for submission from providers and software companies across the residential, aged care, home/community care and retirement living sectors.



### Award Categories and winners

Best solution that provides ongoing consumer independence

**Better Caring**

Best consumer friendly product or system deployment

**BaptistCare**

Best initiative as voted for by consumers

**Global Community Resourcing**

Best aged care software development and/or deployment

**Care Connect Limited**

Best workforce efficiency or quality improvement solution

**IT Integrity Pty Ltd and Telstra Health – Aged, Disability & Community Care**

ITAC 2016 Awards Best Award Winner

**YouChoose.org.au – BaptistCare**

ITAC 2016 Awards Hall of Fame

## **PUBLICATIONS, REPORTS and RESOURCES**

### **2015-16 Report on the Operation of the Aged Care Act 1997**

This report was tabled recently – [click here](#) to access.

### **Australia's 2016 Gender Equality Scorecard from the Workplace Gender Equality Agency**

The Workplace Gender Equality Agency (WGEA) has released Australia's 2016 Gender Equality Scorecard. This report outlines key findings of WGEA's world-leading dataset.

The new data shows some encouraging signs – a continued downward trajectory of the gender pay gap, increased women's representation in leadership and that more employers are taking action to address gender inequality.

But progress is modest at best. The data shows that women are still undervalued in the workplace. The average full-time female employee took home \$26,853 less than the average male employee in 2015-16, with the salary difference rising to \$93,884 at the top level of management. Women are also under-represented in leadership roles: holding just 16.3 per cent of CEO and 37.4 per cent of all manager roles.

Among the key findings included in the scorecard (with percentage point movement since 2013-14):

- Gender pay gap (full-time total remuneration): 23.1% (down 1.6 pp)
- Largest industry gender pay gap: Financial and Insurance Services: 33.5% (down 2.6 pp)
- Key Management Personnel who are women: 28.5% (up 2.4 pp)
- Employers with policies to support gender equality: 70.7% (up 4.5 pp)
- Employers who have conducted a gender pay gap analysis: 27.0% (up 3.0 pp)
- Appointments of women to manager roles: 42.6% (new data point)

The [Gender Equality Scorecard](#) can be downloaded from the WGEA website.

Organisations that report to WGEA now have access to Competitor Analysis Benchmark Reports. These confidential, customised reports compare an organisation's relative performance against a selected comparison peer group on a number of benchmarks, including pay gaps and management representation. On Monday 5 December, the Agency will be running a webinar to provide an overview of how to use and interpret the reports and discuss some key insights that can be taken from the benchmarks. Organisations can register at [CABR overview webinar registration](#)

### **2016 Retirement Living Census provides detailed industry snapshot**

The 2016 PwC/Property Council Retirement Census, the largest annual snapshot of data and

trends in the retirement living sector, has confirmed strong rates of occupancy and a continuing shift to an older resident.

This year's Census, which is comprised of data provided by operators of more than 53,000 retirement and independent living units across Australia, found the average age of new residents has risen to 75 (from 74 last year), while the average age of current residents is 80. Australian retirement villages now have a 92 per cent occupancy rate, showcasing the growing popularity of retirement living among Australia's senior population.

[Download the 2016 PwC/Property Council Retirement Census public report.](#)

### **Diagnosis, treatment and care for people with dementia – a consumer companion guide**

A consumer companion guide for the diagnosis, treatment and care for people with dementia, developed by the Flinders University in partnership with people living with dementia and carers and launched in March this year by the Health Minister, Sussan Ley, is [now available.](#)

The companion guide is designed to support consumers to be fully informed when being investigated or treated for possible or diagnosed dementia and includes '10 Principles of Dignity in Care'.

The companion guide is for members of the public and complements the Clinical Practice Guidelines ensuring that the information in the guidelines is more accessible to those who need it most, regardless of their varied levels of health literacy. The guidelines let people with dementia and their carers know what kind of care and treatment to expect and they let doctors and health providers know what sort of care to provide.

**The Dementia Guide**, a comprehensive, free handbook and online guide was also released recently by Alzheimer's Australia Vic and will offer invaluable information and support options for anyone who has been impacted by dementia. [Click here](#) for all details.

### **VHC Bulletin AA16-06: Veterans' Home Care Fees for 2017**

Please click here to download the VHC Bulletin A16-06: which provides an update to the Veterans' Home Care Fees for 2017.

**Reminder:** For Residential Respite and In-Home Respite that will cross over two financial years, please create two approvals – one Service Plan for the 2016/17 financial year and one Service Plan for the 2017/18 financial year. The first Service Plan should end on the last Sunday of June (25 June 2017) and the second Service Plan should start on the first Monday of July (3 July 2017). This will ensure that the respite hours are correctly calculated and apportioned to the appropriate financial year. VHC Service Providers will be able to claim any In-Home Respite services delivered during the gap week using tolerances against the Service Plan for the 2016/17 financial year.

### **Research finds links between consumer fraud and age**

Minister for Justice, Michael Keenan, released an Australian Institute of Criminology (AIC)

report that reveals age and the probability of falling victim to consumer fraud are clearly linked. The Relationship between age and consumer fraud victimisation report was developed using the results of the Australasian Consumer Fraud Taskforce online surveys, conducted by the AIC on behalf of the taskforce in 2011 and 2012. Findings indicate that people are at risk to different kinds of consumer fraud at various points in their life. Previous research has indicated those aged 60 years or more were predominantly vulnerable to consumer fraud, as they are seen as attractive targets with potential access to life savings, while the younger population are at greater risk due to their wide ranging use of technology.

### **Online program encourages carers to ReThink Respite**

A new online program to support carers of people living with dementia has been launched at the University of Wollongong (UOW). The [free, online program](#) builds on the face-to-face Rethink Respite program, which was launched earlier this year in the Illawarra and Shoalhaven region and provides carers of people living with dementia with tailored support and a wealth of educational resources. The new program includes educational support tools for carers, including a series of online goal setting and motivation building activities to help carers overcome personal and system barriers to using respite. The online program will be taken at a time and place convenient to the carer with one-hour sessions taking place weekly over a ten-week period. Some participants will also receive online coaching with a qualified health professional or peer support in an online forum.

### **ACSA training resources**

#### ***In Their Shoes***

This training resource for new and existing staff considers the individuality and diversity of older people in residential aged care facilities and what this means for the way in which care is provided. A wide range of issues are raised and illustrated with case studies to encourage discussion. It also includes a 'For You to Find Out' section, so that carers are aware of their organisation's policies and procedures on specific issues. In Their Shoes has been produced in close consultation with care staff, managers and trainers working in residential aged care facilities. Please [click here](#) for an order form.

#### ***In Their Homes***

This valuable training resource will help all paid home care workers and registered nurses who provide personal care, care around the home, nursing care or a combination of activities to people in their own homes. It will also be useful for volunteers such as Meals on Wheels workers. A wide range of issues are covered. It also includes a 'For You to Find Out' section, so that workers are aware of their organisation's policies and procedures on specific issues, such as organisation duties, money matters, confidentiality, OHS, reporting accidents and so on. Please [click here](#) for an order form.

# Australasian Journal on Ageing on the Go

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## CONFERENCES and EVENTS

### ACSA National Summit 2017

12–14 September 2017

Cairns, Queensland



WANTS YOU TO  
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2017 NATIONAL SUMMIT

12-14 SEPTEMBER 2017, CAIRNS, QLD



The new ACSA ELearning portal is now live

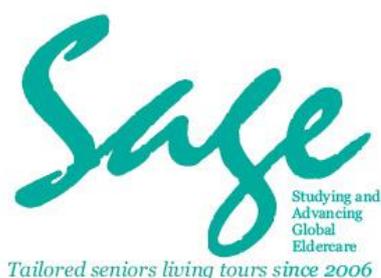
Please [click here](#) to access.

## See the latest innovation in IT and robotics in Japan 26 March – 2 April 2017

This unique tour will examine pioneering examples, sites, and conceptual approaches in the burgeoning field of elderly care in a nation known for its forward-thinking treatment of the elderly. Aimed at CEOs, senior executives and facility managers looking to gain fresh insights into care delivery for their organisations, participants will engage at an executive level with Japanese senior managers, local government representatives and top industry associations.

[Click here](#) to download the registration brochure

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## e-Tools: Helping providers meet CDC requirements

e-Tools has developed a very comprehensive package in relation to meeting the CDC requirements for home care. The electronic Home Care Package (eHCP) is a fully-integrated web-based application that facilitates the creation of consumer directed care plans, service plans, consumer budgets and service delivery schedules for suppliers.

The software creates its own home care package agreement and generates compliant consumer and provider statements. eHCP was formally released on 1 July but it is in a constant state of evolution with customer feedback informing regular updates that benefit all users.

A key feature of eHCP is the dynamically costed care plan. As you create the care plan it costs against the budget so you can see exactly where you stand with every service you put in there. Each time you change or update the budget it has a fully-dynamic budget entry payment and projected budget.

On getting sign-off on the home care agreement at the initial meeting the home care coordinator can take a hard copy of the signature page to the client to sign then scan the documents back into the eHCP.

Other features of eHCP include:

- automatic alert for the annual package review
- waitlist management
- CDC and non-CDC agreement templates auto-populated and embedded in the software
- automatic update of fees and charges
- ability to view and manage the financial position of all packages in a single report
- government claim report

For more information visit: [www.e-tools.com.au](http://www.e-tools.com.au)