



Australian Government
Department of Finance

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THE FREEDOM OF INFORMATION ACT 1982 (CTH)
BY THE DEPARTMENT OF HEALTH AND AGED CARE

Gateway Review Report First Stage Review

For: Support at Home Program

To: Nick Hartland, FAS Home and Residential

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Entity name:	Department of Health and Ageing	
Program/Project name:	Support at Home Program	
Review type:	First Stage Review	
Senior Responsible Official (SRO):	Nick Hartland	
Planning Meeting date:	25 May 2022	
Onsite Review dates:	6 June – 10 June 2022	
Date report provided to SRO:	10 June 2022	
Date report provided to Assurance Reviews Unit:	10 June 2022	
Review Team Leader:	Name	Signature
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Review Team Member:	Name	Signature
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Template version control:	Draft November 2021	

This report has been prepared in accordance with the Australian Government's Gateway Review Process (Gateway) methodology as set out in *Resource Management Guide 106: Australian Government Assurance Reviews*.

The report summarises the findings and recommendations of the review team, which are based on information provided to the review team during the review process.

A copy of the report is provided to the Assurance Reviews Unit (ARU), Department of Finance at the conclusion of the review to identify lessons learned and evidence of best practice. Where a project or program includes an ICT component the report is shared with the Digital Transformation Agency (DTA). The report is not shared more broadly without agreement from the SRO. A copy may be provided to subsequent review teams as pre-reading material for future reviews.

Enquiries regarding the Gateway methodology should be directed to:

Assurance Reviews Unit

Department of Finance

One Canberra Avenue

FORREST ACT 2603

Email: assurancereviews@finance.gov.au

Introduction

Program Description and Background

The Support at Home Program (the Program) – supporting senior Australians who choose to remain in their own homes – is one of five key pillars of the \$17.7 billion package of aged care reforms approved by the government in response to the recommendations of the Royal Commission into Aged Care Quality and Safety (the Royal Commission).

The Program aims to provide consumers with a single system for support at home that puts them at the centre of their care. It seeks to ensure that consumers receive funding and services that match their needs and supports them to remain independent at home. It also provides improved support for dementia patients and facilitates a smoother transition between care types.

Support at Home is currently scheduled to start in July 2023 and will replace the Commonwealth Home Support Program, the Home Care Packages Program and the Short-Term Restorative Care Program.

The Program will incorporate:

- a Single Assessment Workforce and new Integrated Assessment Tool (IAT) to better match services to a person's aged care needs and enable individualised assessment outcomes;
- a Service List to better identify services available under the new Program;
- a fee-for-service funding model, access to equipment and modifications;
- a Point of Delivery Payment Platform (PoDPP) which would allow senior Australians and providers to view the person's entitlements, search, book and pay for services at the point of delivery; and
- all underpinned by a transition to a modern Customer Relationship Management System (CRM).

The first tranche of funding was approved to enable work to start on the on the necessary ICT capability to support the introduction of the new Program.

The policy context or need for the program:

The Program responds to the recommendations of the Royal Commission and will provide a once in a generation reform of aged care, providing respect, care and dignity to senior Australians.

The outcomes and benefits of the program:

The reform goals and benefits of the Program include:

- Supporting a wider range of vulnerable people;
- More pathways to support;
- Better match needs with support;
- Services are easy to access;
- Smoother transition between supports, and
- A more competitive market.

The specific objective of the current tranche of work is provide the necessary support to enable the Support at Home Program to commence from 1 July 2023.

Significant sub-programs and projects:

The approved elements of the Support at Home Program comprise the ICT support for the Program including a new online assessment system, the ability to generate detailed support plans for clients and a new point of delivery payment system. These components will be underpinned by a modern client CRM.

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**Acknowledgements**

The review team would like to thank Nick Hartland as the Senior Responsible Official and all those interviewed for their participation in the review. The support and openness from all parties contributed to the broader understanding of the program and the successful completion of the review. Additionally, the review team would like to thank s22 and s22 for their excellent administrative support.

Appendix A: Gateway Assurance Plan

Gateway reviews complement other external and internal assurance activities and form part of the entity's overall assurance framework. Better practice indicates that developing an assurance plan for the program/project early in its life cycle is a key factor in delivering successful programs/projects. Such a plan would indicate the need for both milestone-based and time-based assurance reviews and would help ensure the program/project received the appropriate level of independent assurance.

The Gateway Assurance Plan is tabled below:

Date	Type of Review	Comments
10 June 2022	First stage review	s47C
March 2023	Mid-stage review	

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Appendix B: Previous Recommendations

Not relevant. This is the first review for this Program.

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Australian Government
Department of Finance

Gateway Review Report Blended Mid-Stage Gate 2 Review

For: Support at Home Program

To: Nick Hartland

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Entity name:	Department of Health & Aged Care	
Program/Project name:	Support at Home Program	
Review type:	Mid-Stage Review	
Senior Responsible Official (SRO):	Nick Hartland	
Planning Meeting date:	9:30am to 12:30pm on Thursday, 18 May 2023	
Onsite Review dates:	Monday, 5 June to Friday, 9 June 2023	
Date report provided to SRO:	Friday, 9 June 2023	
Date report provided to Assurance Reviews Unit:	Friday, 9 June 2023	
Review Team Leader:	Name	Signature
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Review Team Member:	Name	Signature
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Template version control:	Draft November 2021	

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Introduction

Program Description and Background

The outcomes and benefits of the program:

The July 2024 single assessment reform program involves establishing a single assessment system, including:

- A single assessment workforce to improve the quality and consistency of assessments
- A new Integrated Assessment Tool (IAT) with improved assessment and classification arrangements that generate support plans for older people that align to older people's needs and preferences and are based on evidence about how to best support independence at home.

The single assessment workforce will provide a better experience for older people as they enter or progress within the aged care system, with one single workforce empowered and trained to do assessments for both home care and residential care. It will also achieve better client outcomes with the new Integrated Assessment Tool (IAT) to better align program resources to consumer needs. This will also include exploring the option to upload key aged care information such as support plan and assessment summary to clients' My Health Record to streamline access for their health care professionals.

The policy context or need for the program:

In response to the Final Report of the Royal Commission into Aged Care Quality and Safety, the Australian Government committed to deliver an aged care reform package. The single assessment reform is a key part of the reform agenda, addressing the following recommendation by the Royal Commission:

Rec. 28: A single comprehensive assessment process.

Significant sub-programs and projects:

ICT Enablement Project – responsible for implementing the ICT changes required to support single assessments reform. The ICT Enablement project is subject to the Gateway Review and the Implementation Readiness Assessment.

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The Gateway Assurance Plan is tabled below:

Date	Type of Review	Comments
January/February 2024	Blended Mid-Stage / Gate 1 Review	s47C
February 2025	Mid-Stage Review	

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