



Australian Government

Information kit for primary care professional peak organisations

Understanding, communicating, and supporting the General Practice in Aged Care Incentive

Effective – August 2024



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About this resource

This information kit provides a range of resources for primary care peak professional organisations to help you to **understand**, **communicate** and **support** the General Practice in Aged Care Incentive with primary care professionals.

It has 3 parts:

- Part 1 – information to help you **understand** the design, eligibility requirements and benefits of the incentive
- Part 2 – information, a presentation and speaker notes to help you **communicate** about the incentive
- Part 3 – suggested wording to promote and **support** the incentive's implementation.

This information kit should be used with other supporting resources about the incentive available on the Department of Health and Aged Care website at health.gov.au/our-work/gpaci.

Disclaimer

These resources and tools are for information purposes to support the introduction of the General Practice in Aged Care Incentive.

The Australian Government may alter arrangements for the General Practice in Aged Care Incentive at any time and without notice. The Australian Government does not accept any legal liability or responsibility for any injury, loss or damage incurred by the use of, reliance on, or interpretation of the information provided in these guidance or associated tools.



Background

Health care for all people matters

People living in residential aged care homes have higher rates of multiple complex conditions, including frailty and cognitive impairment and higher rates of emergency department presentations.

These complex needs require a proactive response that involves various people across both the health and aged care systems. While some General Practitioners (GPs) do attend residential aged care homes and provide exceptional care, overall, this is a need that has been inadequately met by the current health system.

Supporting better care

The General Practice in Aged Care Incentive is a new incentive payment for GPs and their practice, which commenced on 1 July 2024. Eligible providers and practices registered in MyMedicare can receive incentive payments for providing their registered patients living in a residential aged care home with care planning and regular visits.

The incentive supports GPs and practices to deliver more proactive, planned, and continuous care for people living in residential aged care homes. The incentive is an important part of the Australian Government's response to the [Royal Commission into Aged Care Quality and Safety](#) and [Strengthening Medicare](#).

More information about the incentive, including eligibility and service requirements, is available at health.gov.au/our-work/gpaci.

Benefits for GPs and practices

By registering for MyMedicare, GPs and practices may benefit from the incentive through:

- payments for visiting their patients in a residential aged care home, rather than at their practice
- establishment of formal relationships between patient, GP, practice, and other members of a patient's care team.



Part 1: Understand the General Practice in Aged Care Incentive

MyMedicare

People living in a residential aged care home, their preferred GP, and the practice they work in must register in MyMedicare to participate in the General Practice in Aged Care Incentive.

More detailed information about MyMedicare, what it is, its benefits and how to participate are available here: health.gov.au/our-work/mymedicare/about.

If a person is incapable of providing consent to register in MyMedicare, a responsible person can provide consent and register on their behalf. A 'responsible person' means an adult person accompanying the patient or in whose care the patient has been placed. This could include a parent or guardian, a person who holds power of attorney or a guardianship order, or the next of kin.

General Practice in Aged Care Incentive fact sheets

The following fact sheets have been developed to help stakeholders understand everything they need to know about the incentive:

- General Practice in Aged Care Incentive fact sheet
- Facts and benefits fact sheet
- Roles and contributions fact sheet
- Person-centred care fact sheet

These are available on the Department of Health and Aged Care website here: health.gov.au/our-work/gpaci.

Patient journeys

Mavis' and Bernie's stories illustrate how the General Practice in Aged Care Incentive can be applied to deliver high quality primary health care. Their stories demonstrate how, across the course of a year, proactive, planned, and continuous team-based care makes a difference.

Please use these as discussion starters and case studies with your members.

These are available on the Department of Health and Aged Care website here: health.gov.au/our-work/gpaci.



Part 2: Communicating about the General Practice in Aged Care Incentive

Professional peak organisations are a trusted source of information and advice for members and partners.

It is critical for your health professional members and partners to understand the intent and requirements of the incentive as they are often a trusted source of information for people living in a residential aged care home, their family, and carers. People typically turn to organisations and people they trust when they want to learn about a new health service or program to weigh up whether to get involved.

Professional peak organisations, their members and partners have an important role in influencing change in the health sector.

Information sessions

Supporting members and partners to understand something new like the General Practice in Aged Care Incentive requires time and effort. It is important that professional peak organisations retain fidelity to the intent and requirements of the incentive when communicating with members and partners. This is to ensure they receive correct information to make an informed decision about participation and implementation.

Professional peak organisations are experienced communicators and regularly hold information sessions for members. These information sessions are an easy, personalised way for your members and partners to learn about the incentive. Other forms of communication may also be used, such as recordings, podcasts and vodcasts, to allow members and partners to engage with these learnings when they are free to do so.



Top Tip

A one hour online or face-to-face information session is recommended to allow for approximately 30 minutes presentation and a 30-minute Q & A.

Included Tool



A presentation with speaker's notes is available for download to help you communicate confidently during information sessions or one-on-one meetings with your members and partners. The presentation is an introduction and should be used alongside the General Practice in Aged Care Incentive Guidelines and supporting fact sheets available on the Department of Health and Aged Care website here: [health.gov.au/our-work/gpaci](https://www.health.gov.au/our-work/gpaci).



Consider a series of sessions

A series of short, sharp information sessions may be beneficial to provide the breadth and depth of information required by members and partners.

A series may include topics such as:

- an introduction to the General Practice in Aged Care Incentive
- understanding eligibility for the General Practice in Aged Care Incentive and considerations before participation
- understanding Provider Digital Access (PRODA) and how to register the practice, provider, and patients for the General Practice in Aged Care Incentive
- understanding service requirements and payment mechanisms of the General Practice in Aged Care Incentive and how to operationalise them
- understanding how to enable quality primary care in residential aged care homes.

Invite subject matter expert guest speakers

It may be helpful to have a panel with subject matter experts, chaired by a recognised health professional leader, which could include:

- a consumer, carer or advocate who understands the challenges of access to quality primary care in residential aged care homes and who benefits from proactive, planned and continuous care
- a health professional member who is familiar with, and ideally participates in, the incentive
- a representative from the Department of Health and Aged Care
- a Primary Health Network (PHN) representative, recognising the role they play in coordinating implementation of the incentive
- a Services Australia representative who may address queries regarding registration, payment, and appeals processes.

Use these sessions as an opportunity for discussion, question, and answers.

If holding a series of information sessions, align your subject matter experts and guest speakers to the topic.

Distribute links to resources

It is helpful to reinforce communications by providing links to useful information for your members and partners prior to and post information sessions.

Publicly accessible guidance and tools about the incentive are available on the Department of Health and Aged Care website here: health.gov.au/our-work/gpaci.



Part 3: Supporting implementation

Updating your website and/or circulating a newsletter article about the incentive and its benefits is a helpful way of supporting its uptake.



Included Tool

Suggested wording for your website and a newsletter article, and links to supporting guidance and tools, has been drafted in this information kit below.



Top Tip

You can adapt these to the various channels you regularly use to communicate important, topical information to your members, key stakeholders, and the wider community.

Draft words for your website

GENERAL PRACTICE IN AGED CARE INCENTIVE

On 1 July 2024, a new incentive, The General Practice in Aged Care Incentive, was introduced.

This incentive aims to encourage general practitioners (GPs) and members of their team to provide more proactive, planned, and continuous care to residents of aged care homes.

Under the program, GPs and practices registered with MyMedicare who participate in the incentive will receive additional payments for providing their MyMedicare-registered patients in residential aged care homes with:

- proactive face-to-face visits
- regular planned reviews
- coordinated care planning.

The General Practice in Aged Care Incentive is an important part of the Australian Government's response to the [Royal Commission into Aged Care Quality and Safety](#) and [Strengthening Medicare](#).

Additional guidance and tools, including fact sheets and the detailed General Practice in Aged Care Incentive Program Guidelines, are available on the Department of Health and Aged Care website health.gov.au/our-work/gpaci.



Draft newsletter article

BETTER HEALTH CARE FOR RESIDENTIAL AGED CARE RESIDENTS IS ON ITS WAY

The General Practice in Aged Care Incentive

In Australia, approximately 200,000 older people live in a residential aged care home. They typically have high rates of multiple complex conditions, including frailty and cognitive impairment and higher rates of emergency department presentations. They experience more hospital visits and hospital acquired complications.

These complex needs require a proactive response, and we know regular general practice care results in better health outcomes.

The General Practice in Aged Care Incentive aims to encourage the delivery of more proactive face-to-face visits, regular, planned reviews and coordinated care planning, to improve the quality of general practice care for residents in residential aged care homes.

This incentive is an important part of the Australian Government's response to the [Royal Commission into Aged Care Quality and Safety](#) and [Strengthening Medicare](#).

Participation in the incentive is voluntary.

Eligible GPs and practices registered in MyMedicare will receive incentive payments for providing their MyMedicare registered patients who live in residential aged care homes with care planning, health assessment services and regular visits.

We will help you understand the incentive.

We will be hosting information sessions on [provide details of dates/locations/times] where you will have the opportunity to ask questions.

In the meantime, more information about the incentive, including eligibility and service requirements, is available at health.gov.au/our-work/gpaci.



All information in this publication is correct as of August 2024.