



Australian Government
Department of Health and Aged Care



OCTOBER 2024

Aged care reforms:

**A guide for providers
and the sector**

Aged care reforms

The Australian Government is making positive changes to aged care.

These reforms will improve aged care in Australia now and into the future.

Many of these changes are in response to the recommendations of the Royal Commission into Aged Care Quality and Safety.

Our vision is to deliver the highest quality person-centred care for older people, where and when they need it.

Together we can make positive, lasting changes to aged care that deliver:

- high-quality care for older people
- better conditions for workers
- a sustainable, innovative sector.

The changes to aged care in Australia aim to achieve six key outcomes:

- respect, care and dignity
- real choice and control
- safe and high-quality care
- independence through care at home
- easy, consistent and equitable access
- appropriately skilled care.





Together, we've made big changes



There has been a **58% increase** in the care component of residential aged care **funding** since October 2022



Around 85% of aged care residents said they would **recommend their home to someone** they know

Almost all **aged care homes** now have a **registered nurse on duty at least 24 hours a day**



Aged care residents are receiving **3.9 million minutes more direct care time** every day

19% more aged care homes are receiving overall **Star Ratings** of 4 and 5

58% of aged care homes are now rated **'good' or 'excellent'**

66% reduction in the residential aged care workforce gap since **2022**

\$15.1 billion in funding to deliver **wage increases** for aged care workers



13,000 more people to work in the **home care sector** Australia-wide



12,179 volunteers visited **17,615 Aged Care Volunteer Visitors Scheme recipients** in 2023/24

To see all the reforms we have delivered together, visit:



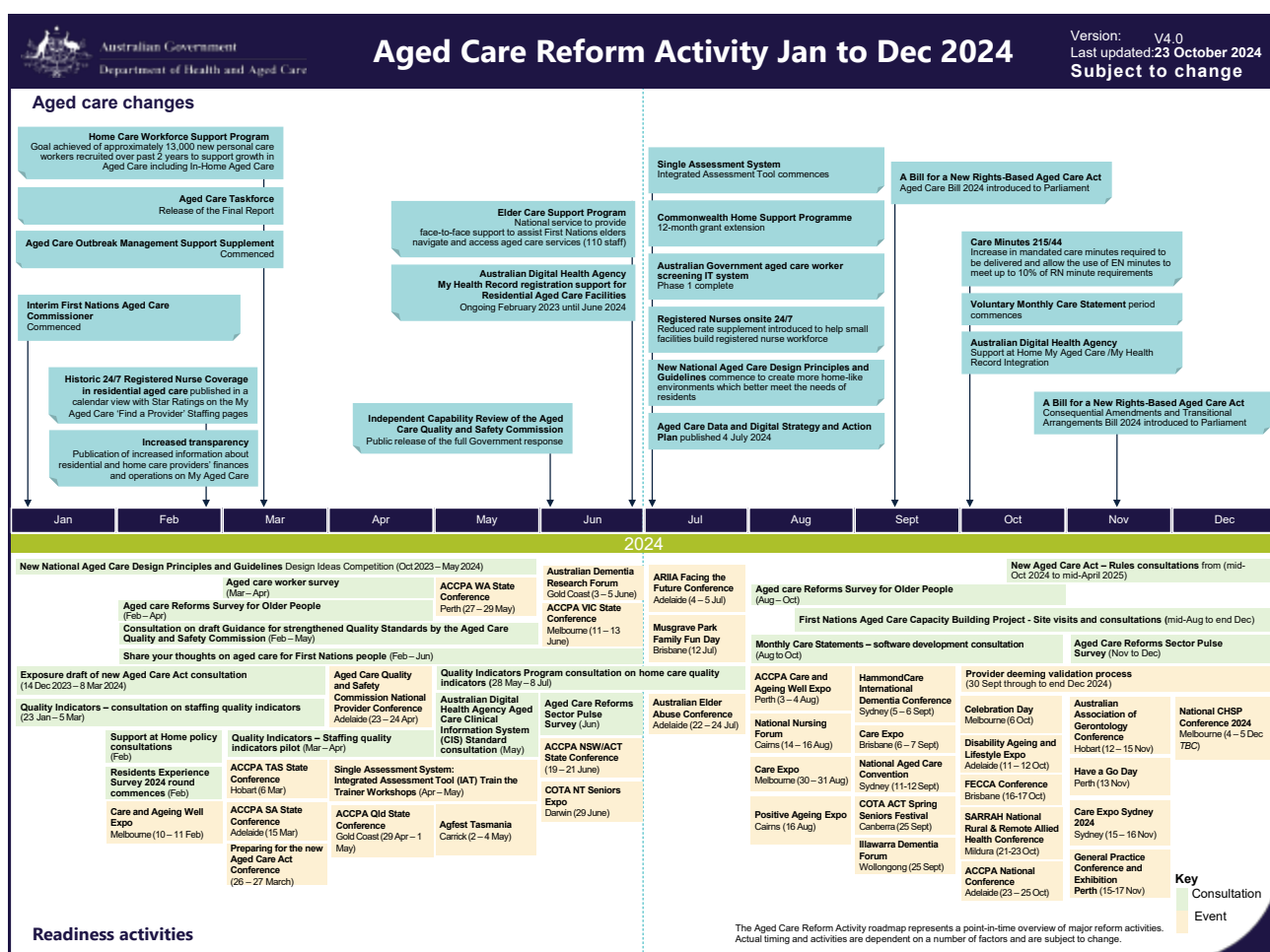
health.gov.au/our-work/aged-care-reforms/delivered

Aged care reform roadmap

We have released the aged care reform roadmap to provide an indicative timeline for key reform elements. The dates on the roadmap are subject to change. We will update them regularly to keep the sector informed.

Download the aged care reform roadmap:

 health.gov.au/aged-care-reform-roadmap



The new Aged Care Act

The Australian Government introduced the Aged Care Bill 2024 to Parliament on 12 September 2024. Once passed, the Bill will become the main law that sets out how the aged care system operates. This new law will deliver major changes to aged care.

The Act will have a rights-based focus. It will change how aged care services are delivered to older people in their homes, community settings and aged care homes, and ensure that older people get the care and dignity they deserve.

What the new Act will mean for aged care providers

Under the new Act, you will work in a better-regulated system that is transparent and accountable.

The new Act will feature a risk-based regulatory model. This will support the Aged Care Quality and Safety Commission to use its resources in the areas of higher risk, and recognise innovation and excellence in aged care services.

Your registration and re-registration processes will be simpler.

You will need to meet your obligations under the new Act. Depending on your registration category, this will include:

- strengthened Aged Care Quality Standards
- conditions of registration, for example, worker screening requirements
- supporting older people to resolve their concerns when needed.

Your actions will also need to be consistent with the new Statement of Rights.

We, and associated government agencies, will update our systems and introduce new digital solutions to support the changes and create better technology connections between providers and government.



health.gov.au/aged-care-act

What's included in the new Act?

A new aged care regulatory model

We are introducing a new aged care regulatory model in the new Aged Care Act. It will emphasise stronger working relationships, transparency and collaboration.

The new regulatory model sets out how the sector will work under the new Act. It will introduce:

- universal registration – a single registration for each provider across all aged care programs
- obligations that reflect the types of services you deliver
- more protections that place the rights and needs of older people at the centre of aged care
- ways for providers to demonstrate and be recognised for service delivery excellence.

We're introducing categories for provider registration that reflect the different types of care older people access. The categories group services of a similar nature and risk together. Each category has clearly defined obligations you must meet to provide care in that category. You can apply to be registered in more than one category and your obligations will be linked to the category your registered in.

If you are a new provider, you will apply for registration with the Aged Care Quality and Safety Commission. If you are already a provider, you'll be recognised as a registered provider from the start of the new Act, based on the services you currently deliver. We are doing this to minimise the administrative impact on providers and make sure services are uninterrupted.



health.gov.au/regulating-aged-care



Strengthened Aged Care Quality Standards

The Aged Care Quality Standards define what good care looks like and reflect the quality of care older people should expect.

We have strengthened the Quality Standards to:

- include new focus areas such as food and nutrition, and dementia care
- be clearer and measurable
- simplify the language and minimise duplication
- reference the new Statement of Rights.

We worked with the aged care sector, older people, their families and carers, advocates and experts to strengthen the Quality Standards. The Aged Care Quality and Safety Commission also tested the new audit process with providers.

Under the new Act, we will apply the strengthened Quality Standards under the new aged care regulatory model.

Under the strengthened Quality Standards, you will receive a graded assessment against each standard to encourage excellence in aged care service delivery. For residential providers your graded assessment will also impact your Star Rating.

You can read the Aged Care Quality and Safety Commission's guidance material for more information.



health.gov.au/quality-standards



AgedCareQuality.gov.au/get-involved/consultation-and-engagement-hub/standards-guidance-consultation



Worker screening

Worker screening is part of a national worker registration scheme that we are rolling out for the sector.

The new worker screening model will expand the National Disability Insurance Scheme's (NDIS) screening system and introduce nationally consistent pre-employment screening and ongoing monitoring of aged care workers and volunteers in risk-assessed roles.

Risk-assessed roles include:

- responsible persons – for example a CEO or Board Member
- workers in direct and frequent contact with older people using aged care services.

The new model will assess a person's:

- national criminal history
- misconduct and disciplinary action taken behaviours and actions in previous jobs
- results of previous NDIS worker screening applications.

Workers in non-risk assessed roles will continue to require a police check to work in aged care.

We need new legislation at the Australian Government and state or territory levels before we can make this change. We will give the sector time to prepare before we introduce the new model in a phased approach.

Aged care providers and workers do not need to do anything to prepare for the new screening model yet.



health.gov.au/worker-screening



Overarching reforms

Aged Care Taskforce

The Aged Care Taskforce reviewed funding arrangements for aged care and developed options for a system that is fair and equitable for everyone in Australia.

The \$5.6 billion investment and reform package in response to the recommendations of the Aged Care Taskforce will:

- ensure the viability and quality of aged care
- support older people to remain independent at home as they age.

 health.gov.au/committees-and-groups/aged-care-taskforce

Single Assessment System

We are establishing a new Single Assessment System to simplify and improve access to aged care services. The new system will provide a single assessment pathway that can quickly adapt to the changing needs of older people, without them having to change assessment providers. As the first stage of implementing the Single Assessment System, the new Integrated Assessment Tool commenced on 1 July 2024.

 health.gov.au/single-assessment-system

Government Provider Management System

The Government Provider Management System (GPMS) will make it easier for aged care providers to view and manage information held by government about their organisation and services, and will streamline government reporting requirements.

 health.gov.au/gpms

Business to Government

We have established a Business to Government (B2G) Gateway to allow aged care providers to share information directly with us. This will support aged care reforms and enable providers to spend less time on administration and more time on delivering quality aged care.

 health.gov.au/business-to-government

Aged Care Reform Sector Pulse Survey

The Aged Care Reform Sector Pulse Survey runs twice a year. It provides us with valuable insights into your awareness of upcoming aged care changes and the level of support you may need. It also shows us how things are going with recently implemented reforms.

We use the results of these surveys to inform our communication, engagement, education and training activities to better support you to implement the required changes.

To see the results of past surveys, visit:

 AgedCareEngagement.health.gov.au/posts/topics/heard

Verification for providing specialised aged care services

As an aged care provider, you can be recognised on My Aged Care for the specialist care you offer to people with diverse backgrounds.

If you deliver specialised care for one or more of the following groups, you can apply to have this verified and displayed on My Aged Care:

- Aboriginal and/or Torres Strait Islander peoples and communities
- people from culturally and linguistically diverse backgrounds
- people who are financially or socially disadvantaged
- veterans
- people who are homeless or at risk of becoming homeless
- care leavers
- parents separated from their children by forced adoption or removal
- lesbian, gay, bisexual, transgender and/or intersex people
- people who live in rural or remote areas.

This helps older people with diverse backgrounds, and their families and carers, find the right aged care service best suited to their needs. They can search for specialised care on My Aged Care's 'find a provider' tool, helping them find specialised service options in their local area.



health.gov.au/specialisation-verification

Aged Care Volunteer Visitors Scheme

The Aged Care Volunteer Visitors Scheme is a program where volunteers visit older people in aged care who are lonely or isolated. Visits are available to anyone receiving government-subsidised residential aged care or a Home Care Package (HCP). This includes care recipients approved or on the National Priority System.

Older people can refer themselves. The scheme also accepts referrals from aged care service providers, health professionals, family members and friends. Having an ACVVS volunteer able to visit a recipient in a residential aged care home is essential in reducing the impacts of social isolation on older people. The ACVVS is also an activity which supports aged care home providers meet their requirements under the Aged Care Quality Standards for the provision of person-centred care.



health.gov.au/ACVVS

'I look forward to seeing this fellow every week or two. He's one young fellow who's really up with it. It [ACVVS] gives me an aspect of young people these days and how they think.'

Ron, who is visited by Fergus as part of the ACVVS.



In-home aged care reforms

Support at Home

The new Support at Home program will replace the Home Care Packages Program and Short-Term Restorative Care Programme. The Commonwealth Home Support Programme will transition to the new program no earlier than 1 July 2027.

Support at Home will ensure improved access to services, equipment and home modifications to help older people to remain healthy, active and socially connected to their community.

Current in-home aged care programs will continue operating as normal until they transition into the new program.

 health.gov.au/our-work/support-at-home

Commonwealth Home Support Programme (CHSP)

The CHSP has been extended until 30 June 2027. This means CHSP providers will transition to the new Support at Home program no earlier than July 2027. This allows CHSP providers more time to prepare for the reforms and ensure a smooth transition for their clients.

This year we ran 2 CHSP growth funding grant opportunities to ensure more services are available when and where older people need them most. Both growth rounds closed on 31 May 2024 and applications are currently being assessed. We anticipate the outcomes of these growth rounds will result in a significant increase in CHSP service availability, with more funded CHSP providers from late 2024.

 health.gov.au/chsp

CHSP Community Transport Pricing Pilot

We are partnering with the Australian Community Transport Association and 32 selected CHSP transport providers on the Community Transport Pricing Pilot.

The pricing pilot will help us better understand running costs and test alternative funding models and policy for CHSP transport services.

 health.gov.au/chsp-pricing-pilot

Home Care Packages (HCP) Program

The HCP Program will continue operating as normal until it transitions into the new Support at Home program.

 health.gov.au/home-care-packages

Residential aged care reforms

Changes to how residential aged care places are allocated

When the new Aged Care Act commences, residential aged care places will be allocated to people instead of providers. This change will give older people more control to select an aged care home of their choice.

The government will no longer decide where or when residential care places are allocated (except in the case of specialist aged care providers). Government funding will follow the older person to their chosen provider.

What will stay the same:

- Older people will still need to be assessed and approved before they can access government-subsidised residential aged care.
- You must still be approved to deliver government-subsidised residential care, which will be through a new regulatory model, with registration required.
- Government funding will still be determined by the Australian National Aged Care Classification (AN-ACC) and paid directly to you, not to your residents. To support you to meet increased costs, including to increase care minutes to 215 minutes, the AN-ACC price increased to \$280.01 from 1 October 2024.
- You will continue to manage your own waitlists and admission processes.

Places allocation transitional arrangements

Transitional arrangements are in place for approved residential aged care providers until the new Aged Care Act commences. Providers who can immediately provide care (are 'bed-ready') but do not hold an allocation of places, can apply through a non-competitive process. You can also let us know about your intention to undertake a residential development. We will advise in writing that places will be available to support the development at the time it is 'bed-ready'.



health.gov.au/PlacesToPeople

Increase in direct care minutes

From 1 October 2024, the care minutes responsibility increased to a sector-wide average of 215 care minutes per resident per day, including 44 minutes of direct care by a registered nurse (RN).

Also from 1 October 2024, providers will have the flexibility to meet up to 10% of their RN care minutes with care time provided by enrolled nurses (ENs). For example, for a service with a target of 44 RN minutes, up to 4.4 of those minutes will be able to be provided by an EN.



health.gov.au/mandatory-care

Training with the Maggie Beer Foundation

We have partnered with the Maggie Beer Foundation to deliver the free Improving Food in Aged Care through Education and Training program until early 2026.

The program provides training and education to aged care chefs and cooks to source, prepare and serve nutritious and delicious food.



MaggieBeerFoundation.org.au/news/registrations-open-for-the-maggie-beer-foundation-aged-care-cook-chef-support-program

National Aged Care Mandatory Quality Indicator Program

The National Aged Care Mandatory Quality Indicator Program (QI Program) collects quality indicator data from residential aged care services quarterly. This data provides an evidence base that can be used to improve the quality of services provided to aged care home residents.

We're expanding the QI Program to include 3 new staffing quality indicators for residential aged care. The staffing quality indicators will focus on:

- enrolled nurses
- allied health
- lifestyle services.



health.gov.au/quality-indicators



National Aged Care Design Principles and Guidelines

We have been working with older people, their families and carers, the aged care sector and design and technical experts to improve the design of residential aged care accommodation.

In July 2024, the National Aged Care Design Principles and Guidelines were introduced. The Principles and Guidelines outline practical changes that residential aged care providers can make to improve residents' quality of life and support safe workplaces for staff. They include improvements that can be made to the design of both new and existing aged care homes.



health.gov.au/designing-residential-aged-care

Support for your business

Local networks across Australia

The Local Network of the Commonwealth Department of Health and Aged Care use their local knowledge to engage, collaborate, build and leverage relationships to support provider capability, and get better outcomes for our communities when accessing health and aged care services. We collaborate with our system partners and community with openness and transparency.

With our focus primarily on the aged care system, we address local challenges and gaps from a service and systems perspective and inform government policy and programs that impact the health and wellbeing of all Australians.

With offices in every Australian capital city, and nine regional sites nationally, we're here to help.

- New South Wales: Engagement.NSWACT@health.gov.au
- Australian Capital Territory: Engagement.NSWACT@health.gov.au
- Queensland: Engagement.QLD@health.gov.au
- Northern Territory: NTPlaces@health.gov.au
- Victoria: VIC.office@health.gov.au
- Tasmania: TAS.office@health.gov.au
- Western Australia: Engagement.WA@health.gov.au
- South Australia: Engagement.SA@health.gov.au

 health.gov.au/our-work/our-local-network

Aged Care Business and Workforce Advisory Service

The Business and Workforce Advisory Service will allow eligible aged care providers, including those in regional, rural and remote areas, to apply for free, independent, and confidential advice to improve their operations. We engaged consulting firm EY to help providers review their operations and give advice on business management, financial strategies and workforce challenges.

 restructuring.ey.com/campaign.details.html?path=aged-care-advisory



Aged Care Capital Assistance Program

The program provides grants to build, extend or upgrade aged care services or to build staff accommodation where older people have limited or no access. The program aims to increase access to quality aged care services in thin market settings for people from First Nations communities, living in regional, rural, and remote areas, who are homeless, or at risk of becoming homeless, or with other complex and diverse needs, including dementia. Eligibility for grant funding will be determined on a round-by-round basis and clarified through grant opportunity guidelines. These guidelines will be published on GrantConnect at the beginning of each grant round.



health.gov.au/accap



grants.gov.au

Star Ratings Provider Manual and Improvement Manual

We encourage providers to download both the Star Ratings Provider Manual which provides detailed information about Star Ratings design, calculation and reporting requirements, as well as the Star Ratings Improvement Manual to access practical examples to help plan, implement and assess quality improvement, to achieve better care outcomes and improved Star Ratings.



health.gov.au/star-ratings

Infection prevention and control

We provide guidelines and support for residential aged care providers to prepare for, prevent and manage outbreaks, including COVID-19 and other infectious diseases.

Our guidelines aim to help you with best practice information for the prevention and management of outbreaks of acute respiratory infection (including COVID-19, influenza and RSV).

Providers are responsible for making sure their residents have easy access to vaccinations and antiviral treatments. Aged care providers should work with primary health networks and care providers, including GPs and pharmacists, to ensure residents are up to date with the latest vaccine recommendations. Vaccination remains the most effective protection against severe illness and hospitalisation.

Where providers are not meeting the requirements of the Aged Care Quality Standards and are placing the health and safety of residents at risk, the Aged Care Quality and Safety Commission will take action.



health.gov.au/topics/aged-care/managing-covid-19/prevent-and-prepare-in-residential-aged-care

Supporting your workforce

Helping you build your workforce

We are helping you build a supported, valued and productive workforce. This will help relieve workforce pressures and make aged care a workplace of choice. Assistance includes the Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel (SDAP) and the Aged Care Business and Workforce Advisory Service (BWAS) mentioned above, as well as the Rural Locum Assistance Program.

 health.gov.au/building-the-workforce

Sponsoring overseas workers

Migration can also help with workforce shortages. You can use government supports to sponsor overseas direct care workers. This includes the Pacific Australia Labour Mobility (PALM) scheme and the Aged Care Industry Labour Agreement, where there is evidence of genuine local labour shortages.

 health.gov.au/building-the-workforce

Aged Care Research and Industry Innovation Australia (ARIIA)

Aged Care Research and Industry Innovation Australia (ARIIA) is an independent, not-for-profit organisation established to lead the advancement of aged care workforce capability through innovation, including use of technology and by translating evidence into broad practice in the aged care sector. ARIIA have several initiatives to assist the take-up of innovation. These include the Innovator Training Program for the aged care workforce and the Aged Care Partnering Program. In these programs, workers and providers are connected with researchers to develop and implement research solutions to workforce issues.

 ariia.org.au



Training opportunities

More skilled workers providing appropriate care

The government is providing training opportunities for Bachelor of Nursing students and new and existing aged care workers. There are more opportunities for free or subsidised training through Fee-Free TAFE – such as the Certificate III in Individual Support – as well as university places and scholarships. Bachelor of Nursing students participating in the Aged Care Nursing Clinical Placements program will undertake specialist clinical facilitation and high-quality placements in the care and support sector. All student nurses and existing workers can access free tools and resources on the Aged Care Knowledge Hub.

 health.gov.au/aged-care-learning-and-development

Training opportunities for aged care nurses

The Australian Government is delivering a range of initiatives to train the aged care workforce. This includes a significant investment in additional Fee-Free TAFE places and the Aged Care Transition to Practice Program.

The Aged Care Transition to Practice Program supports new aged care nurses with gerontological training, mentoring and professional development opportunities. The program is open to aged care nurses who are newly graduated registered nurses,

newly graduated enrolled nurses and experienced registered nurses who have recently transitioned to the aged care sector.

 health.gov.au/transition-to-practice

Free short courses for you and your workforce

The Equip Aged Care Learning modules, developed by the University of Tasmania, are an excellent resource for people working in aged care or seeking employment in the sector. The modules cover aged care related topics, including dementia care, palliative and end-of-life care, trauma-informed care and more.

 EquipLearning.utas.edu.au



Meeting the needs of diverse groups

Language translation: Free aged care translation service

The Australian Government funds a translation service to help aged care providers communicate with older people from culturally and linguistically diverse backgrounds.

Use this service to produce translated versions of print and digital materials in different migrant languages, as well as 'Easy Read' or 'Easy English' translation.

To request a translation call 1800 271 034 or complete an online request form here:



DiversityAgedCare.health.gov.au/request-translation



DiversityAgedCare.health.gov.au

Language interpreting: TIS National for aged care

The Australian Government funds aged care providers' access to Translating and Interpreting Service (TIS) National, including:

- immediate phone interpreting 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site (in person) interpreting
- Automated Telephone Interpreting Service (ATIS)
- video remote interpreting.

Use TIS National free of charge to communicate with people from culturally and linguistically diverse backgrounds.

Register now for a TIS National client code:



TisOnline.tisnational.gov.au/RegisterAgency



health.gov.au/tis-aged-care-providers

Sign language and captioning: National Sign Language Program (NSLP)

The NSLP supports the communication needs of Deaf, Deafblind and hard of hearing older people to engage with aged care services, take part in professional and social activities, and from 1 July 2024, health and medical appointments that attract a Medicare rebate.

NSLP is provided through Deaf Connect and includes:

- face-to-face and video interpreting
- Auslan, First Nations languages, American Sign Language, International Sign Language, and Signed English
- tactile signing and hand-over-hand signing for Deafblind people
- live captioning.

Providers can use these services by registering on the booking platform and then contacting Deaf Connect.



health.gov.au/our-work/nslp

Diversity training for your workforce

Planning for Diversity workshop series

This workshop series can help you make your services more inclusive of older people from diverse and marginalised groups. Planning for Diversity is especially beneficial for aged care staff responsible for quality improvement, service planning and compliance.



opan.org.au/education/education-for-professionals/diversity-education

Silver Rainbow training

This awareness training offers information and support to help you deliver inclusive and respectful care to older people who are LGBTI. Silver Rainbow is beneficial for aged care services, assessment teams, allied health services and others in the aged care sector.



LgbtiqHealth.org.au/silver-rainbow-training

Partners in Culturally Appropriate Care (PICACs)

PICACs are organisations that can support you to provide aged care that meets the needs of culturally and linguistically diverse (CALD) people. They provide face-to-face and online workshops, training and information sessions, and resources such as fact sheets and guides. They help ensure aged care staff have the skills and knowledge to meet the needs of CALD older people in their care.



health.gov.au/picac

Resources for trauma-informed care

Aged care providers can access free information and tools to better support older people who have experienced trauma, grief and loss. Many older people in Australia have experienced trauma, grief and loss of some kind. This could include a serious accident, natural disaster, war or civil unrest, severe illness, sudden loss of someone close to them, assault or abuse.

 hssso.org.au/resources/view/care-and-support-mental-health-resources

Through the government-funded Real Care the Second Time Around project, aged care providers can access free online training and resources to support older people who experienced childhood trauma in institutional and out-of-home care.

 HelpingHand.org.au/about-us/diversity-inclusion/forgotten-australians



Dementia support

National Dementia Action Plan

The National Dementia Action Plan is a joint 10-year initiative between the Australian Government and state and territory governments. It will include actions to improve awareness, reduce the population's risk of dementia, and drive better coordinated services for people living with dementia, their carers and families throughout Australia.

We are working to finalise the Plan with states and territories, following extensive consideration of feedback from a public consultation and engagement with stakeholders.

 health.gov.au/our-work/national-dementia-action-plan

National Dementia Support Program

The National Dementia Support Program aims to help people living with dementia or experiencing cognitive decline, and their carers and support networks, to understand more about dementia. It also connects people with appropriate dementia services and support so they can self-manage and live well with dementia for as long as possible. The program offers support through counselling, education, webinars, special assistance for vulnerable communities, and an online library service.

 health.gov.au/ndsp

Dementia Training Program

The Dementia Training Program provides training and resources for the aged and health care sectors to improve the quality of care to people living with dementia.

The program offers a national approach to education, upskilling and professional development in dementia care. It also includes free accredited vocational or foundation training for aged care workers. The aged care workforce can access free dementia training face-to-face or online, as well as training needs assessments and tailored training packages specific to provider needs. Specific training programs focused on de-escalating critical situations are also available.

 health.gov.au/dementia-training-program

Dementia Respite Education and Mentoring

Dementia Respite Education and Mentoring (DREAM) is a new and fully funded program that aims to improve dementia respite care. The program includes an online learning platform that supports integrated learning and professional development of the aged care workforce, a Community of Practice and face-to-face coaching through Dementia Support Australia.

 dream.utas.edu.au

Dementia Behaviour Management Advisory Service

The Dementia Behaviour Management Advisory Service provides support and advice when mild to moderate behavioural and psychological symptoms of dementia impact a person's care or quality of life. Trained consultants work in community, residential aged care and primary care settings to support service providers and individuals caring for people living with dementia. Consultants can help carers to understand the causes of behaviours and assist with developing strategies that optimise function, reduce pain, support other unmet needs and improve engagement for the person living with dementia.



health.gov.au/dbmas

Severe Behaviour Response Teams

Approved aged care providers can request assistance from Severe Behaviour Response Teams to address the needs of people living with severe behavioural and psychological symptoms of dementia.

Severe Behaviour Response Teams will partner with the person living with dementia and their support network to understand the causes that led to changes in behaviour and develop tailored care plans. As clinical experts they can also increase staff knowledge and provide ongoing guidance to implement recommendations. The service provides fast phone or in-person assessment of the person living with dementia and their environment and can increase staff knowledge through modelling strategies and recommendations, including behaviour support plans.



health.gov.au/sbrt

The Dementia Behaviour Management Advisory Service and Severe Behaviour Response Teams can be accessed on 1800 699 799 (24/7, 365 days a year).

Specialist Dementia Care

The Specialist Dementia Care Program (SDCP) supports people with very severe behavioural and psychological symptoms of dementia (BPSD) whose support needs cannot be met in a residential aged care home. Support is provided in a small cottage-like, dementia-friendly environment in which people living with dementia receive personalised, goal-focused care from staff with dementia training and support from specialist clinical services.



health.gov.au/initiatives-and-programs/specialist-dementia-care-program-sdcp

Palliative care support

Improving palliative care services

We are improving palliative care services by:

- growing a skilled and high-quality workforce to care for older people by expanding palliative care training and education activities
- supporting the aged care system to embed palliative care as core business
- improving outcomes for older people in aged care homes by helping staff assess symptoms and plan care that is appropriate and person-centred
- improving access for people to receive quality palliative care at home.



health.gov.au/palliative-care

Free palliative care education and training

To support the delivery of palliative care in Australia, we fund organisations to produce resources and provide education and training courses. Palliative care training can increase your workforce's knowledge and skills to communicate with and care for people who have a life-limiting illness.



health.gov.au/palliative-care-training



Rural and remote aged care

Multi-purpose services

We are working with state and territory governments to expand and improve the Multi-Purpose Services (MPS) program. Commonwealth funding enables 28 MPS providers to deliver flexible aged care across 182 MPS sites in rural and remote sites. This means that regional and remote communities can continue to offer integrated health and aged care services in areas that cannot support both a hospital and a separate aged care home. To operate an MPS, you must be an approved provider. You must understand and carry out the responsibilities set out in law for aged care service providers.

 health.gov.au/multi-purpose-services

Rural Locum Assistance Program

We are supporting rural and remote aged care providers by giving them access to a temporary locum workforce. This can support providers while staff take leave, continue professional development or while recruitment is undertaken.

 health.gov.au/rural-lap

Aged Care Workforce Remote Accord

The ACWRA is made up of employers and experts delivering aged care services in remote and very remote areas of Australia. It connects remote services and communities to better understand challenges facing the workforce, what more can be done and what works well for older people living in remote and very remote communities.

 acwra.org.au





First nations support

Helping you support First Nations communities

We fund a range of programs to ensure eligible First Nations people aged 50 years or over can access quality and culturally safe aged care services. We are also building the capacity of Aboriginal Community Controlled Organisations to support and develop the First Nations aged care sector and build a local workforce to deliver aged care for First Nations communities.



health.gov.au/first-nations-aged-care

National Aboriginal and Torres Strait Islander Flexible Aged Care Program

The National Aboriginal and Torres Strait Islander Flexible Aged Care Program funds 43 aged care services to meet the needs of older First Nations people, helping them to remain on Country and close to home and community. This program will continue to ensure older First Nations people have access to high-quality, culturally safe care.



health.gov.au/natsifac

Elder Care Support Program

The Elder Care Support program will recruit and train a skilled workforce. The workforce will help older First Nations people, their families and carers to access aged care services across urban, regional and remote Australia and meet their physical and cultural needs. The National Aboriginal Community Controlled Health Organisation (NACCHO) is delivering this program and has allocated over 250 positions to Aboriginal Community Controlled Organisations to deliver support services.

 naccho.org.au/elder-care-support-program

Service Development Assistance Panel (SDAP)

This program provides free professional support for providers located in remote areas or who provide care to Aboriginal and Torres Strait Islander peoples. It aims to help providers in 3 areas: provider capacity and support, sector development and infrastructure project management.

 health.gov.au/sdap

Language interpreting services for First Nations people

Interpreters are available for several First Nations languages to help older First Nations people, families and carers speak with My Aged Care. Phone My Aged Care on 1800 200 422 and ask for an interpreter.

 MyAgedCare.gov.au/support-aboriginal-and-torres-strait-islander-people

Interim First Nations Aged Care Commissioner

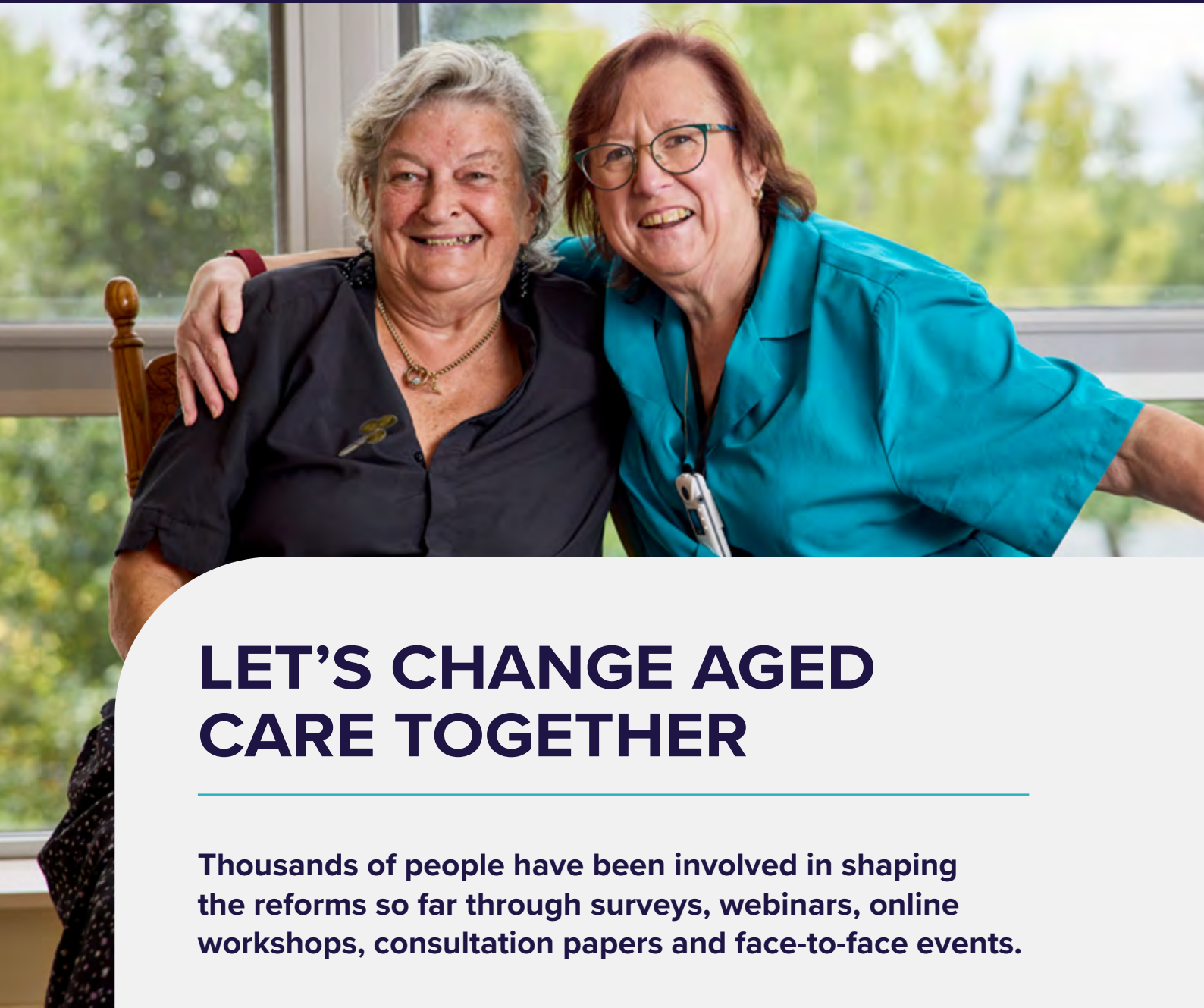
Ms Andrea Kelly has been named as the Interim First Nations Aged Care Commissioner. Ms Kelly is a much-respected First Nations leader and brings 32 years' experience engaging with First Nations communities and developing public policy. The Interim Commissioner is engaging with First Nations communities and stakeholders on the design and functions of a permanent Commissioner role, including where it is located. She is also seeking feedback from First Nations people and providers to ensure ongoing changes to aged care meet the needs of older First Nations people.

 health.gov.au/first-nations-aged-care-commissioner

'As Interim Commissioner, I want to hear your thoughts and ideas about how we can make sure older First Nations people can access culturally safe and high-quality aged care where and when they need it.'

Andrea Kelly, Interim First Nations Aged Care Commissioner





LET'S CHANGE AGED CARE TOGETHER

Thousands of people have been involved in shaping the reforms so far through surveys, webinars, online workshops, consultation papers and face-to-face events.

There are plenty of opportunities for you to have your say about the changes to aged care:

Join our newsletter mailing list and stay up to date with issues affecting the aged care sector – for both providers and workers – at

 health.gov.au/aged-care-newsletter-subscribe

Visit the Aged Care Engagement Hub to find out about the latest consultation opportunities and outcomes at

 AgedCareEngagement.health.gov.au/get-involved