



## Questions & Answers

# MPS webinar: Aged care reforms: impacts on the MPS program and providers – 9 October 2024

## Table of Contents

Introduction .....	1
Question and Answers .....	2
Document History .....	2
Acronym/ Abbreviation .....	3

## Introduction

On 9 October 2024, the Department of Health and Aged Care (the Department) hosted a webinar for MPS providers, to explain how aged care reforms will impact the MPS program and its providers. The Department thanks all attendees for their engagement.

The webinar was the fourth in a series of sharing information, answering questions, and seeking input for the design and implementation of reforms. These webinars build on the Department’s ongoing engagement on MPS reforms with state and territory health department officials, through the MPS Working Group.

The webinar included the following topics:

- Recent aged care announcements
- Eligibility and assessment arrangements under the new Act (new entrants to an MPS)
- Assessment experience project
- Proposed transitional arrangements for current individuals accessing the MPS program
- Getting ready for transition
- Other quick reform updates and reminders

This document is a summary of key questions and answers from the webinar.

The answers below incorporate verbal responses from the Department’s officials during the webinar, with further information added if required for clarity and for any questions that did not receive a response during the session. Responses were correct as at the time of the webinar.



## Questions and Answers

### Assessment experience project

1. ***Services List*** – will there be an ‘other’ category for services which are not included on the services list, but which meet a client’s goals/requirements? Whilst I appreciate the consultation process will endeavour to provide an exhaustive list, it is possible that this may not keep pace with new/emerging services and /or may not reflect the full breadth of services by all providers.

It is likely there will not be the option of ‘other category’ due to constitutional reasons, but we anticipate there will be an expected review process undertaken for keeping the list updated long term.

2. ***Single Assessment Process*** - how will the process accommodate changes in client service requirements in a dynamic manner? (i.e. option for fast tracked reassessments). This will be important in retaining the current flexibility within the MPS funding and service model.

An older person’s circumstances, preferences and goals will change over time, so we understand that maintaining flexibility is critical.

The New Aged Care Bill retains current settings for whether an older person’s existing aged care needs requires minor adjustments (under a ‘Support Plan Review’) or significant adjustments (through a ‘reassessment’).

- A Support Plan Review is typically conducted over the phone and aims to ensure that the existing aged care services the older person is receiving are appropriate for their needs.
  - Support Plan Reviews help people avoid having to take unnecessary steps where only small modifications to their approved aged care services are required.
- Reassessments are warranted in instances where there is a significant change in the older person’s needs or circumstances, which affect the objectives or scope of the existing Support Plan. This may be identified at the time of a Support Plan Review, but not always.
  - Reassessments are much lengthier than Support Plan Reviews and are treated as ‘new assessments’, where the assessor will ask questions using the Integrated Assessment Tool to determine the older person’s aged care needs.
  - Although reassessments are generally conducted face-to-face, they can occur via telehealth or video call where a face-to-face assessment cannot be undertaken within a reasonable timeframe i.e. if the person resides in a remote location.

The older person will be able to make an application for a Support Plan Review or a reassessment through My Aged Care (or the service provider or health professional may make an application on their behalf).

## Document History



**Australian Government**  
**Department of Health  
and Aged Care**

Version	Date	Q&As added	Q&A edited
1.1	October 2024	All	Pending

## Acronym/ Abbreviation

Acronym / Abbreviation	Definition
MPS	Multi-Purpose Service
Act	The new Aged Care Act
Department	The Department of Health and Aged Care