

Multi-Purpose Service (MPS) Webinar 4:

Aged care reforms: impacts on the MPS program & providers

9 October 2024

Thin Markets Branch



Australian Government
Department of Health and Aged Care

www.health.gov.au

What do we intend to cover today?

Agenda Item	Speaker
Introduction, acknowledgement of country	Cathy Milfull, Thin Markets Branch
Recent aged care announcements: <ul style="list-style-type: none">• introduction of the new Act and what's next• other thin markets initiatives	
Eligibility and assessment arrangements under the new Act (new entrants to an MPS)	
Assessment experience project	Katherine Koesasi, Aged Care Assessments Policy Section
Proposed transitional arrangements for current individuals accessing the MPS program	Cathy Milfull, Thin Markets Branch
Other quick reform updates and reminders: <ul style="list-style-type: none">• 2024-25 MPS allocations round• ACCAP round• 24/7 and direct care targets trial• SIRS and MPS	
Q&A	Panel discussion chaired by Cathy Milfull

Future webinar topics

Month	Items under consideration
October	MPS subsidies under the new Act Place allocations under the new Act Fees and payments and the MPS
November	Progressing a new funding model for MPS Report back on Residence Experience Survey trial
December	New statutory duties under the new Act Regulation of MPS providers under the new Act
January	Home care and the new Act

Other ideas? Your suggestions are welcome!

Recent aged care announcements: impacts for MPS and next steps

Cathy Milfull, A/g Assistant Secretary, Thin Markets Branch

Bill for the new Aged Care Act introduced to Parliament!

- Aged Care Bill 2024 introduced to Parliament on 12 September 2024!
- This Bill sets out how the new person-centred aged care system will operate
- It sets out the major aged care reforms and aims to:
 - improve the lives of older people accessing aged care services in their homes, community settings and residential aged care homes, and
 - encourage aged care providers to deliver high-quality care.
- The proposed rights-based law:
 - addresses around 60 Royal Commission into Aged Care Quality and Safety recommendations
 - incorporates feedback from several public consultations
 - responds to the Aged Care Taskforce about sustainably funding aged care into the future.



What's changed in the Bill since the exposure draft?

<p style="text-align: center;">Chapter 1</p> <p style="text-align: center;">Definitions and key concepts, aged care rights and principles, supporters and representatives</p> <ul style="list-style-type: none"> • KEY CHANGE – New positive requirement to uphold rights • KEY CHANGE – Refined supported decision-making arrangements • Clarifying provisions relating to advocacy and volunteers • Refinement of definitions 	<p style="text-align: center;">Chapter 2</p> <p style="text-align: center;">Entry to Commonwealth aged care system</p> <ul style="list-style-type: none"> • New parts not included in exposure draft – Prioritisation and allocation of places 	<p style="text-align: center;">Chapter 3</p> <p style="text-align: center;">Registered providers, aged care workers and aged care digital platform operators</p> <ul style="list-style-type: none"> • KEY CHANGE – Change of criminal penalties to civil penalties for statutory duties • Responsible persons duty limited to certain responsible persons • Reversal of burden of proof for statutory duties (prosecution bears burden to prove conduct engaged in without reasonable excuse), to closer align with WHS Act • New condition for registered providers of approved residential care homes to provide access to free vaccinations for workers and individuals • New condition of registration related to the provision of information to individuals • New obligation related to direct care 	<p style="text-align: center;">Chapter 4</p> <p style="text-align: center;">Funding of aged care services</p> <ul style="list-style-type: none"> • KEY CHANGE – New chapter not included in exposure draft • Commonwealth contributions • Individual contributions • Means testing
<p style="text-align: center;">Chapter 5</p> <p style="text-align: center;">Governance of the aged care system</p> <ul style="list-style-type: none"> • KEY CHANGE – Independence of the Complaints Commissioner • Adjusted governing body membership requirements to enable exemptions • Recognition of NDIS worker screening 'clearance decisions' and 'exclusion decisions' • Aged Care Quality and Safety Advisory Council – providing advice to Complaints Commissioner 	<p style="text-align: center;">Chapter 6</p> <p style="text-align: center;">Regulatory mechanisms</p> <ul style="list-style-type: none"> • Entry / access to premises where risk to safety 	<p style="text-align: center;">Chapter 7</p> <p style="text-align: center;">Information management</p> <ul style="list-style-type: none"> • Narrowing definition of protected information • Whistleblower protections – ensure protection of persons making disclosures 	<p style="text-align: center;">Chapter 8</p> <p style="text-align: center;">Miscellaneous</p> <ul style="list-style-type: none"> • Moved appointment / registration of supporters to Chapter 1 • Additional provisions, and clarity, regarding the oversight and safeguards for automation of administrative action. • Pathways for reconsideration of reviewable decisions by Commissioner, System Governor, Pricing Authority and Administrative Review Tribunal

Where can I find more information?

- The actual Bill and the Explanatory Memorandum are [here](#)
- There are lots of resources on the Department's website – including fact sheets and plain English versions of the Bill:

[New Aged Care Act | Australian Government Department of Health and Aged Care](#)

- These resources are generally targeted at mainstream services and providers
- As a result, we will continue to provide MPS providers with tailored information through these webinars and additional tailored products as required
- These will be included on our MPS reforms [web page](#)



Other announcements and relevance for MPS

- Alongside the new Act, a significant package of aged care reforms was announced including:
 - funding reforms in response to the aged care taskforce – see: [Aged Care Taskforce | Australian Government Department of Health and Aged Care](#)
 - more details about the new Support at Home program – see: [Support at Home program | Australian Government Department of Health and Aged Care](#)
- Many of these reforms will not impact MPS directly – however, we will use these reform webinars to keep you informed about any measures that do.

ANNOUNCEMENT 

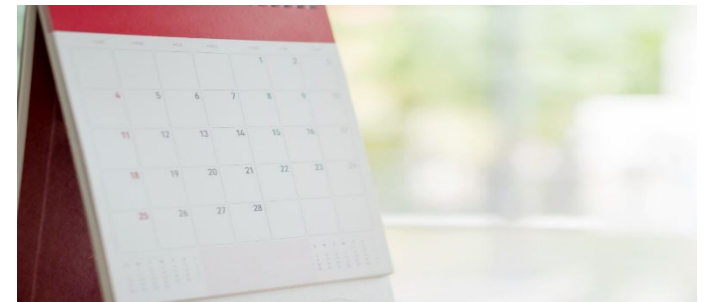
Thin markets measures included in the reforms

- The recently announced \$5.6 billion aged care reform package included:
 - additional \$300 million in infrastructure funding for the ongoing Aged Care Capital Assistance Program (ACCAP)
 - a review of the appropriateness of the Modified Monash Model (MMM), and other rural and remote policy levers, and
 - Independent Health and Aged Care Pricing Authority undertaking an assessment of how the MPS program is funded.
 - This specialist advice will inform development of a new MPS funding model, addressing outstanding parts of recommendation 55 of the Royal Commission into Aged Care Quality and Safety.
- More details about each of these measures will be provided in the coming weeks, and as scoping discussions for relevant projects are progressed.



What's next with the new Aged Care Act?

- The Bill has been referred to the Senate Community Affairs Legislation Committee for [inquiry and report](#).
- Submissions were sought by **30 September 2024**; with a report to be provided by **31 October 2024**.
- The Department will be inviting feedback on some of the Rules that sit under the new law.
- Consultation on the Rules will help inform parliamentary debate on the Bill.
- It will help identify any adjustments that need to be made to ensure effective implementation of the new arrangements.



Understanding the draft Rules: Service list

- The Rules will include the new [Aged Care Services list](#).
- This list, provided for by section 8 of the Bill, includes all the aged care services for which funding will be payable under the new Act.
- Any aged care services delivered by MPS using Commonwealth funding must be on this list and delivered to people approved to access them.
- Services will be grouped into *service types* and delivered via *four service groups*:
 - home support
 - residential care
 - assistive technology
 - home modifications.
- If your MPS delivers home and residential care services, you may deliver services under all service groups – otherwise, only the residential care group will be relevant.

Reviewing the Service List – what we need from you

- We ask you (and jurisdictions) to check the draft list and make sure:
 - it reflects all the services you do or might deliver (i.e. nothing is missing)
 - you don't have any concerns regarding the service descriptions, including any identified exclusions

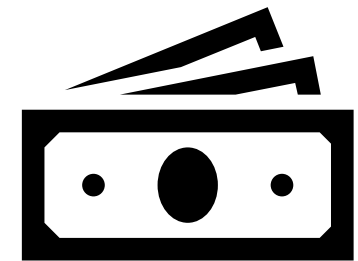
Note:

- The Service List contains a lot of additional information for services in the context of mainstream Support at Home services.
- References to the following concepts and/or unit values that will be provided in the final version of the Rules are not relevant to MPS for 1 July 2025:
 - means testing category
 - subsidy basis for the service
 - efficient price/unit price
 - loading type
 - cap on service



Understanding the draft Rules: MPS subsidies

- The draft Rules will also outline how MPS subsidies will be calculated.
- These will include details currently found in the *Subsidy Principles 2014* and the *Aged Care (Subsidy, Fees and Payments) Determination 2014*.
- The wording/presentation may be different due to the structure/wording of the Bill. But overall, the expectation is that MPS payments arrangements will stay the same.
- Some additional provider obligations are expected to be included in the Rules to support current arrangements around 'effective places'.
- We welcome any concerns or questions about the draft MPS subsidy Rules when published. We will discuss these further at the next webinar.



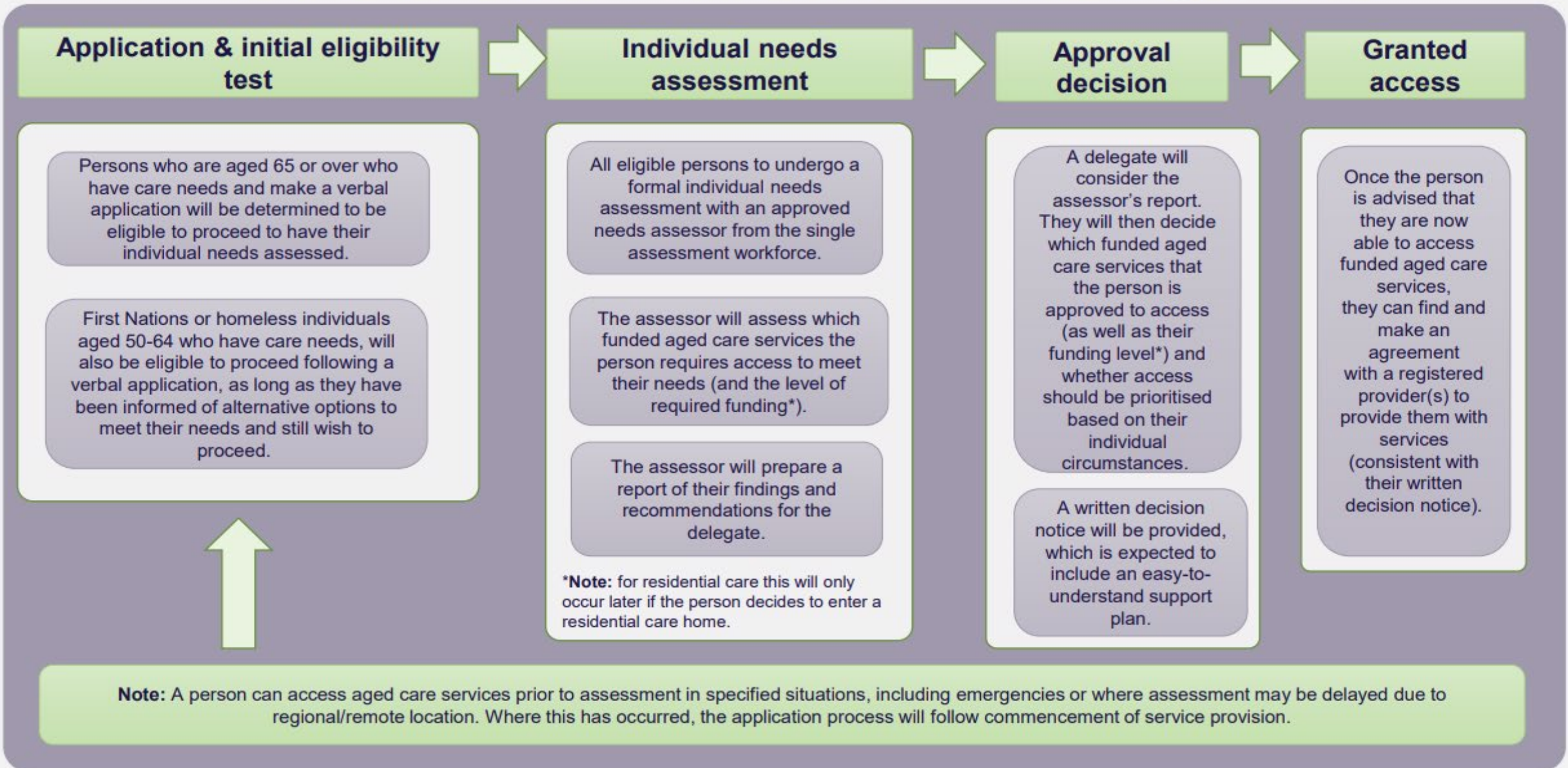
New Act and the next steps: key takeaways

- The Bill for the new Act is before the Parliament.
- Subject to parliamentary passage, it will commence on 1 July 2025.
- The Rules that sit under the Bill have started to be released for consultation.
- These contain important details about the new aged care system.
 - Please check out the draft Service List and provide feedback.
 - Draft subsidy Rules are likely to follow and will be discussed at the next webinar in more detail.

Eligibility and assessment arrangements under the new Act (new entrants to an MPS)

Cathy Milfull, A/g Assistant Secretary, Thin Markets Branch

Who will be able to access Commonwealth funded aged care?



What does this mean for MPS?

- Older people seeking aged care services via an MPS need to apply through the single 'front door' where possible
- They will need to be assessed by a delegate as eligible for a needs assessment
- A needs assessment with an approved needs assessor will then be arranged; with the assessor to provide recommendations regarding required services and other matters.
- A delegate will then make a decision regarding what services a person is approved to access and other matters required under legislation
- The person can then approach an MPS and the MPS can agree to deliver the approved services to the person.
- MPS funding can be used to cover delivery of these services.

Are there any exceptions to this?

- There will be **transitional arrangements** in place for individuals already accessing services under the MPS program.
- **Alternative entry arrangements** will also be in place (section 71 of the Aged Care Bill 2024), which will allow approval notices to be back-dated in certain circumstances.
 - These arrangements are designed to facilitate individuals accessing services ahead of assessment arrangements where necessary.
 - Section 71(4) specifically caters for this to occur where an individual commences services under a specialist aged care program (e.g. MPS) where there would be a significant delay in the availability of a needs assessor.
 - The individual will still need to make an application within 5 days after commencement of services (or another period outlined in the Rules).
 - **Is this period sufficient for the MPS context?**



Assessment Experience Project

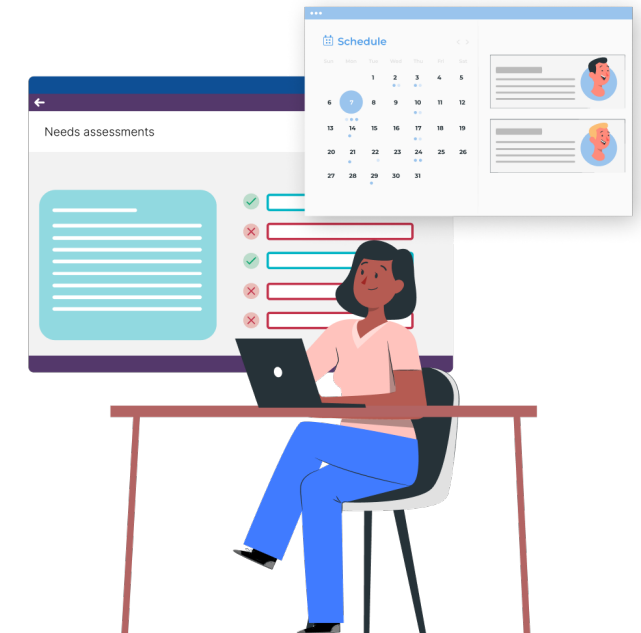
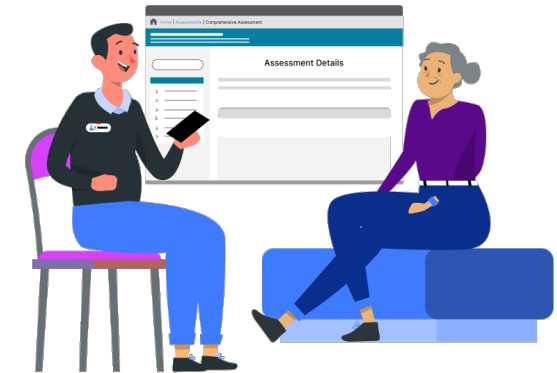
Katherine Koesasi, Aged Care Assessments Policy Section

Context and Aims

There is a lot of change coming in the aged care assessment experience – for clients and for assessors.

The main aims of the Assessment Experience Project are to:

- Give the department a clearer view of what assessment will look like in the future state (that is, after the New Aged Care Act, Support at Home Reforms and other upcoming reforms).
- Help us to identify and address unintended gaps/risks/issues with the future state experience.
- Deliver resources and tools to help us to evaluate the experience impacts of any future changes to the assessment process.



Approach and Outcomes

Project phases

Phase 1 High-Level View of Future State*

- **Deliverables:** Journey maps of key touchpoints for clients & assessors; risks & considerations for an up close in Phase 2
- **Approach:** Synthesise existing resources; targeted engagement
- **Timing:** 7 weeks (to early Oct 2024)

Phase 2 Future* Assessment Experience 'Up Close'

- **Deliverables:** Detailed Journey Maps, Cohort Profiles, Scenarios, Experience Evaluation Resources
- **Approach:** Synthesise existing resources; targeted engagement; interviews with a small number of clients & ACAT assessors.
- **Timing:** late 2024



Project outcomes

Understand cognitive load, emotional journey & time taken (for clients and assessors)

Identify & prioritise risks/gaps to be addressed by digital & non-digital solutions

Identify risks with transition to future state

Help policy teams to evaluate future requests to change assessment process

Support change management

*The 'Future State' is the state after the New Aged Care Act and Support at Home are introduced.

High-level journey map - DRAFT

1 July 2025 Assessment High-Level Journey

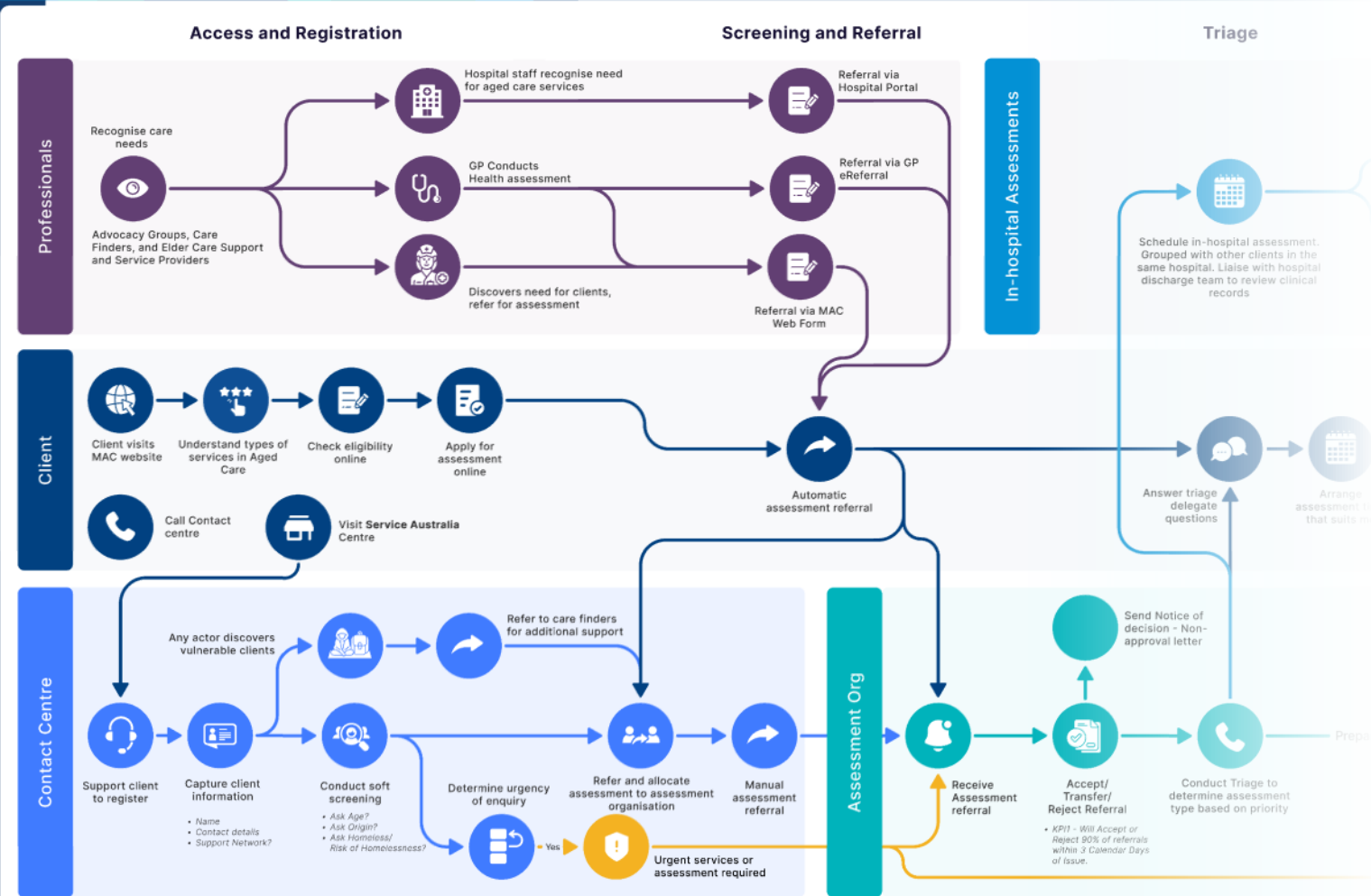
Background

This blueprint visualises the experience of the 1st July 2025 Aged Care Assessment experience. In swim lanes it demonstrates the changes the client and assessor will experience.

Actors

Touch points

Touch points are high level steps an actor/ user takes along their journey to complete their goals / service delivery roles.



Transitional arrangements for current individuals accessing the MPS program

Cathy Milfull, A/g Assistant Secretary, Thin Markets Branch

Transitional arrangements for individuals

- Alongside the Aged Care Bill 2024, a Transitional and Consequential Amendments bill will be progressed. This is how we can preserve the position of existing aged care clients/providers under the new Act where agreed.
- We have discussed providers and 'deeming arrangements' and MPS providers will be contacted to confirm their proposed registration details and registration categories in the coming weeks.
- It is critical we work together to ensure a smooth transition for older people who have already commenced accessing services via an MPS pre 1 July 2025.
- We will need to be able to:
 - identify these individuals and the services they are accessing
 - confirm that they meet any requirements for transition
 - ensure their position under the new Act is documented and explained to them

Identifying transitional cohorts

- We will be commencing preparations to engage with each of the jurisdictions to confirm the most efficient approach for identifying transitional cohorts in their jurisdiction.
- We will need to consider any practical and legal restrictions to collating this data for your jurisdiction; and the required timeframes.
- Our preference would be to do this by late 2024/early 2025 in the first instance; with any updated data then provided prior to actual commencement of the new Act.



Transition requirements?

- The transitional provisions are still being drafted but individuals will need to meet certain requirements to ‘transition over’.
- It is expected there will be different requirements for individuals currently accessing residential care, as opposed to services delivered in the home or community.
- As well as identifying who these client cohorts are, we anticipate you will need to provide us with at least some information regarding their need for aged care services and their personal circumstances.



What are we likely to need to know?

Individuals accessing residential care	Individuals accessing services in the home or community
<ul style="list-style-type: none">• Does the person have an infirmity (including frailty), illness, disease, incapacity or disability?	<ul style="list-style-type: none">• Does the person have a long-term physical, mental, sensory or intellectual impairment, which may hinder their participation in society on an equal basis with others as a result of its interaction with various barriers?• If yes, do you consider the services that they are currently accessing are required because they have diminished functioning (i.e. an impairment) <u>and</u> because the service(s):<ul style="list-style-type: none">○ supports them to live in the community and prevent their isolation/segregation, or○ facilitates personal mobility, or○ is a health, habilitation or rehabilitation service, or will help them to access such a service, or○ will prevent the person acquiring a further impairment, or○ is a medical service required by the person due to sickness.
<ul style="list-style-type: none">• If yes, is this based on:<ul style="list-style-type: none">○ an assessment by a medical practitioner○ an assessment by a health professional?○ record/information of this on client file?	

Things to remember...

- July 2025 will be the starting point for the benefits from the new Aged Care Act.
- It will be a foundational point from which we will all create a system focussed more on the needs of all older Australians.
- Our primary focus for day one will be to ensure that the introduction of the new Act does not interrupt or disrupt existing services and supports.
- The more complete and accurate the information we have on older people currently accessing aged care services, the smoother the transition will be, so:
 - please encourage older people in your care to check their existing details in My Aged Care; or
 - if they don't already have an account, encourage them to create one.
- Please start considering what client records you have available and time/resources it will take you to engage on these matters, so that you can input into discussions with your jurisdictions about the next steps.

Other quick MPS updates and reminders

Cathy Milfull, A/g Assistant Secretary, Thin Markets Branch

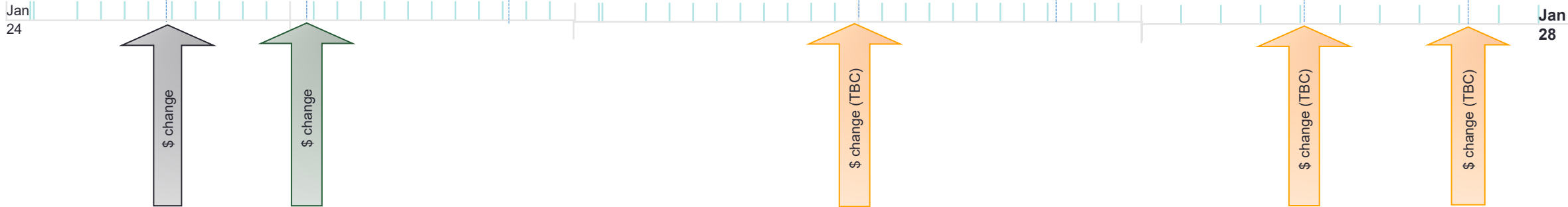
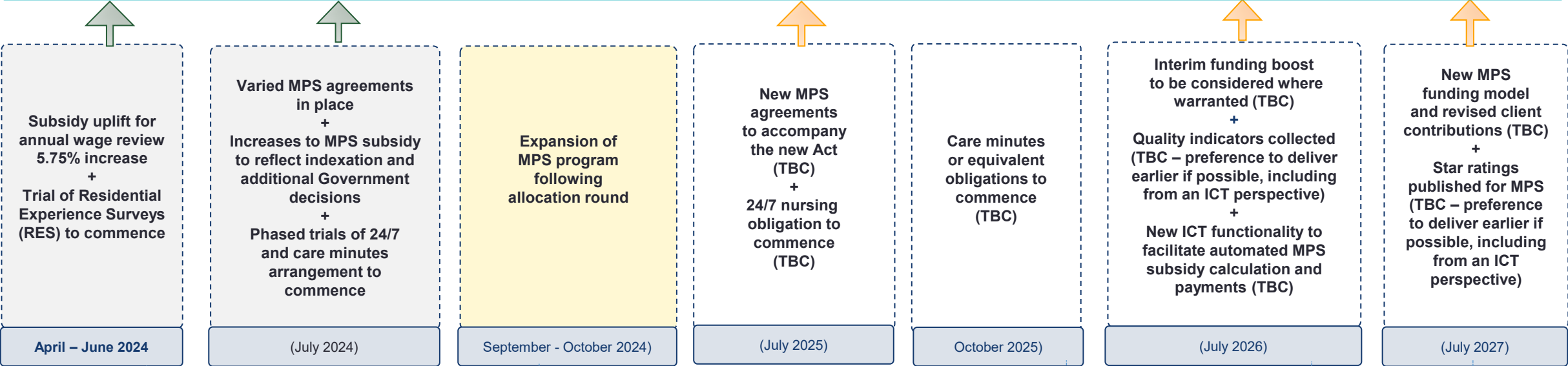
Updated schedule of MPS reforms (as at 29/09/2024)

New Aged Care Act commences on or after 1 July 2025 (with timeframes subject to parliamentary passage), including:

- new eligibility and assessment requirements, and requirements for delivery of home care under MPS
- new regulatory model and new quality standards (with MPS module)
- new subsidy framework based on current funding model
- transitional arrangements in place for existing providers and care recipients

Further amendments made to the new Act (TBC)

MPS related amendments made to subordinate legislation where required (TBC)



What's been happening with 24/7 and direct care trials?

- The MPS team have completed site visits to MPS services in NSW, Vic, SA and WA and are travelling to Qld in October.
- Site visits were very positive and the MPS team welcomed warmly by management, staff and residents.
- MPS have advised reporting template is easy to use; and almost all sites haven't had to recruit any extra staff to meet the 24/7 requirement.
- Same template expected to be used for October reporting with one minor adjustment at this stage.
- Invaluable insights into the nuances of select MPS across states will assist the team to make well informed policy decisions related to 24/7 and direct care target trials.
- First meeting of implementation reform meeting being scheduled for late-October.



Other updates

- MPS 2024-25 allocations round (residential care places) is currently open for applications. Application close on 25 October 2024.
- The 2nd Aged Care Capital Assistance Program (ACCAP) round has now closed, with decisions expected to be announced before the end of the financial year.
- The Rural Locum Assistance Program (LAP) has been extended up until 30 June 2025 – don't forget this can assist with locum support, where your staff need leave for professional development, or you have high staff turnover. Available for:
 - Nurses (RN, EN)
 - Facility Managers
 - Personal Care Workers
 - Care Co-Ordinator
 - Allied Health
 - other positions as outlined in contract
- Funding is also available for relocation and retention incentive payments.

Reminder: The Serious Incident Response Scheme (SIRS)

- Don't forget that requirements for managing and preventing incidents also applies to MPS providers when delivering home or residential aged care services.
- This includes reporting *reportable incidents* under the SIRS, and specific obligations regarding restrictive practices under the Aged Care Act and Quality of Care Principles.
- You need to make sure you:
 - have an incident management system in place
 - use this data you collect to drive quality improvement
 - notify the Aged Care Quality and Safety Commissioner of any reportable incidents
- There are lots of [resources](#) about SIRS on the Commission's website. This includes free online education modules and guidelines.

Questions

