



**This webinar will
commence at 2.00pm AEDT.**

Thank you for waiting.

Please check your audio settings if you cannot hear music.

Acknowledgement of Country

I would like to acknowledge the Traditional Owners and Custodians of the lands on which we meet today and pay my respects to Elders past and present.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.





Australian Government
Department of Health and Aged Care



NATSIFAC Reform Readiness Webinar

20 March 2025

Shonella Tatipata, Assistant Secretary First Nations Aged Care Branch

NATSIFAC Reform Readiness Webinar

Shonella Tatipata, Assistant Secretary

Market & Workforce Division First Nations Aged Care Branch

Robert Day, Assistant Secretary

Market & Workforce Division Harmonisation and Regulatory Branch

Imran Church, Director

Market & Workforce Division Strengthening Providers Branch

James Cole, A/g Director

Market & Workforce Division Single Assessment System Branch

James Chen, Director



Independent Health and Aged Care Pricing Authority - Costing and Data Infrastructure Branch



Questions?

There are 2x Q&A sessions during the webinar

Submit your questions in the Q&A function on the side panel

-  Like: Click the thumb icon to show you like a question
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Australian Government
Department of Health and Aged Care



NATSIFAC and the new regulatory model

Robert Day, Assistant Secretary, Harmonisation and Regulatory Strategy
Branch

Today's focus



Transitioning to the new regulatory model - key changes for NATSIFAC providers



Conditions of the new regulatory model



Deeming – next steps – Provider Registration Preview



Renewal of registration after 1 July 2025

The four foundations and aims of the new regulatory model

1

Rights-based

Ensures the new regulatory model protects the rights of older Australians

2

Person-centred

Focuses on the unique needs, goals, values, preferences, and dignity of older Australians

3

Risk-based

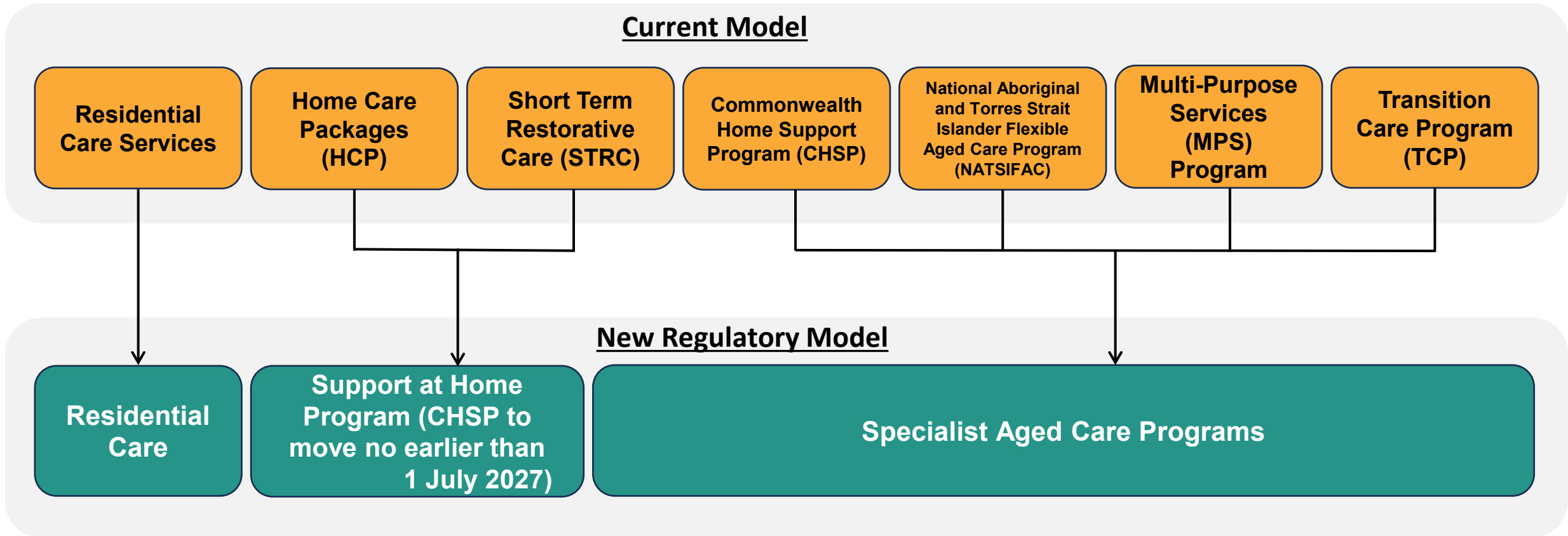
Preventing, detecting and correcting risks

4

Continuous improvement

A commitment to keep improving the aged care sector

Transitioning aged care programs to the new regulatory model



Key changes introduced by the new regulatory model



**Universal
provider
registration**



**An easy to
access and
navigate
system**



**Streamlined
provider
obligations**



**Enhanced
powers for
ACQSC**

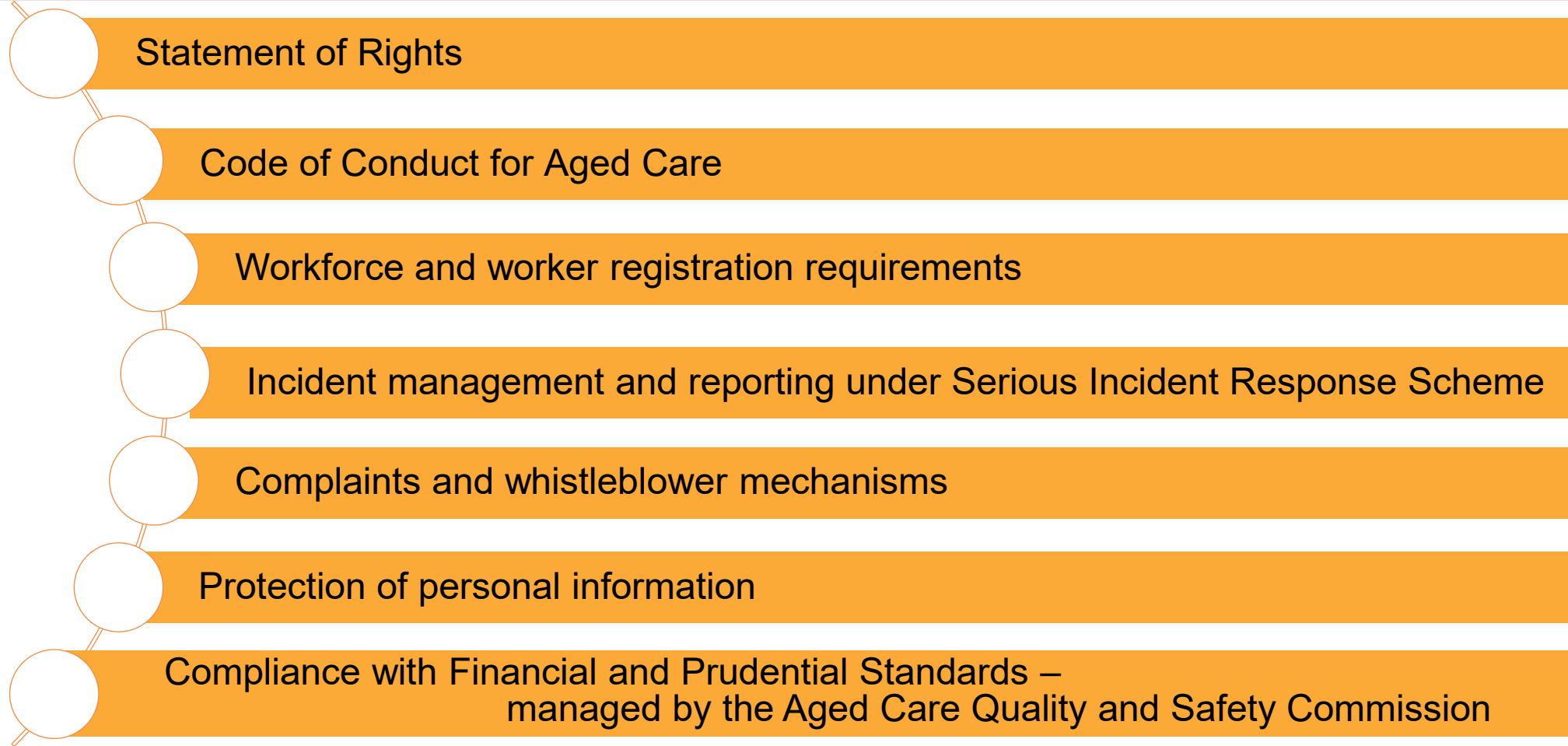


**Focus on
continuous
improvement
and
innovation**

Final proposed registration categories – July 2024

| Provider registration category | Description | Service types | Application to registration categories | | | |
|--------------------------------|---|--|--|-----------------|--|---|
| | | | Provider obligations | Code of Conduct | Aged Care Quality Standards Standards 1 to 4 | Aged Care Quality Standards Standards 5 to 7 |
| Category 1 | Home and community services | <ul style="list-style-type: none"> Domestic assistance Home maintenance and repairs Meals Transport | | | X | X |
| Category 2 | Assistive technology and home modifications | <ul style="list-style-type: none"> Equipment and products Home adjustments | | | X | X |
| Category 3 | Advisory and support services | <ul style="list-style-type: none"> Hoarding and squalor assistance Social support and community engagement | | | X | X |
| Category 4 | Personal care and care support in the home or community (including respite) | <ul style="list-style-type: none"> Allied health and other therapy Personal care Nutrition Therapeutic services for independent living Home or community general respite Community cottage respite Care management Restorative care management | | | Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment | Standard 5: Clinical Care – Outcome 5.1 Clinical Governance (Applies to the service types of care management and restorative care management only) |
| Category 5 | Nursing and transition care | <ul style="list-style-type: none"> Nursing care Assistance with transition care | | | Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment | Standard 5: Clinical Care |
| Category 6 | Residential care (including respite) | <ul style="list-style-type: none"> Residential accommodation Residential everyday living Residential services Residential clinical care | | | Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment | Standard 5: Clinical Care Standard 6: Food and Nutrition Standard 7: The Residential Community |

Examples of conditions for all registered providers under the new regulatory model



Grantee Code of Conduct

- Is for grant recipients not involved in delivery of regulated services
- The grantee must:
 - undertake activity in a safe and competent manner, with care and skill
 - raise and act on concerns about the safety of activity
 - disclose, avoid or manage conflicts of interest
 - act with integrity, honesty and transparency
 - treat people with dignity and respect, without bullying or harassment, including valuing the individual's diversity
 - not provide false or misleading information.

Deeming steps

Where we are in the
deeming process



**Confirm
provider
contact
details**

**Provider
validation of
registration
categories**

**Resolve any
feedback
and finalise
categories**

**Provider
Registration
Preview**

**Providers
are
registered
when Act
starts**

What is coming your way?



Provider registration preview PDF – review registration details and proposed registration categories



Sent via email from: noreply@communications.health.gov.au

The Subject line: For review | A preview of your proposed registration information and registration categories



If preview information is correct - providers do not need to do anything



If changes need to be made – details outlining instructions for all potential changes will be in the provider registration preview PDF



Why wait? Check your information now - Providers can make any required updates through existing channels until 1 June 2025, to ensure their details are correct before the new Act starts.



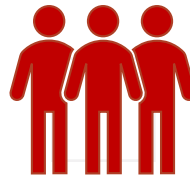
What you can do to prepare



If any details for your organisation are not correct or haven't been updated recently, contact your funding agreement manager to update before **April 2025**.




If you have access - go to the Manage Your Organisation tile within [GPMS](#) by **April 2025**



Further communications on how to prepare will be coming out soon!

Renewal of registration after 1 July 2025

- The Aged Care Quality and Safety Commission will register new NATSIFAC providers and consider applications for renewal of registration.
 - The Commission sets the period of registration.
 - Grant agreements for NATSIFAC providers will continue to be in place and managed by the Department of Health and Aged Care.
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More information

- Department's website:
www.health.gov.au/regulatory-model
- Provider guidance – Regulatory changes for NATSIFAC providers (COMING SOON)
- Aged Care Quality and Safety Commission's website: www.agedcarequality.gov.au
- Email us:
AgedCareRegModel@health.gov.au





Australian Government
Department of Health and Aged Care



Aged care worker screening

Imran Church, Director, Worker Regulation Section

New Aged Care Act

Royal Commission into Aged Care Quality and Safety

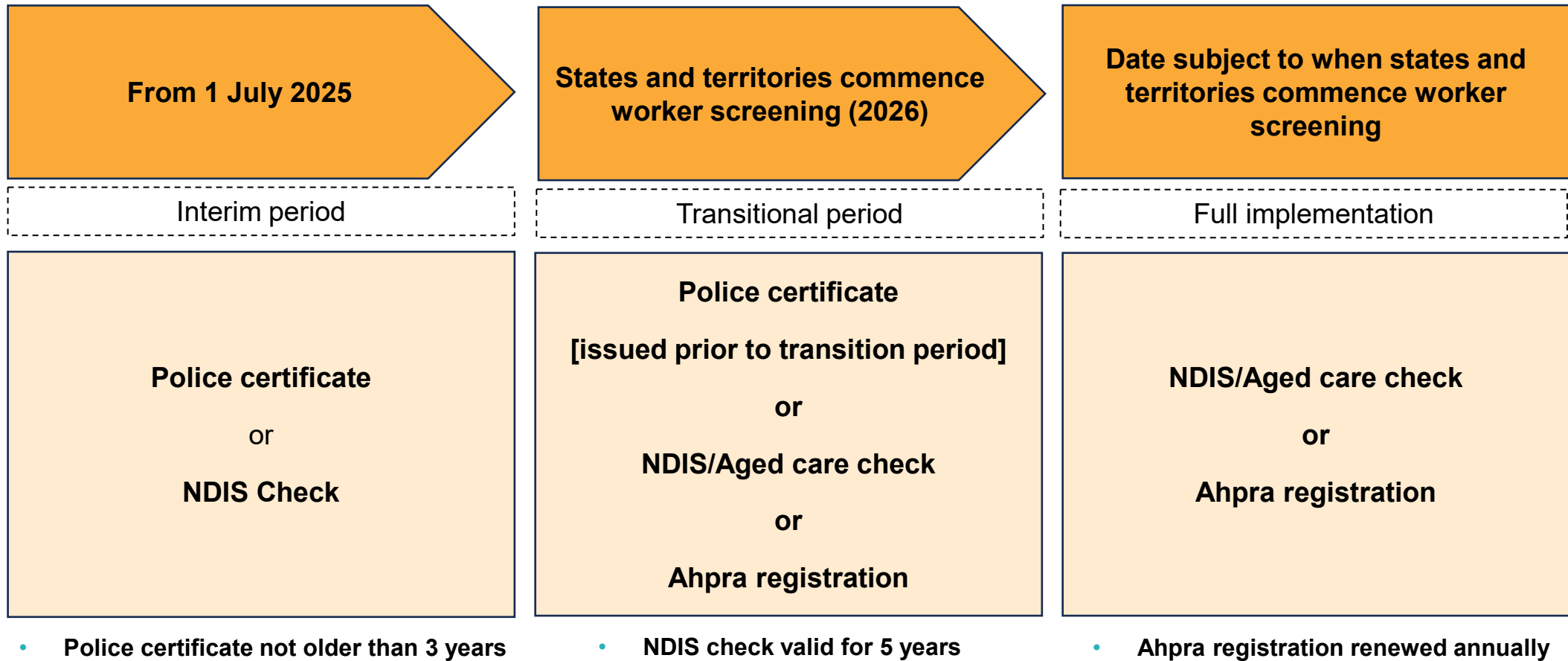
- Recommendation 77(d) criminal history screening requirements

New Aged Care Act

- Worker screening rules will apply to all registered providers (section 152(a) and (b))
- Consultation process on the draft worker screening rules (13 February to 13 March 2025)



Overview



Worker screening from 1 July 2025 (interim period)

Each aged care worker and responsible person will need

- a police certificate or
- an NDIS Check

Police certificate must not be older than 3 years

Police certificate must not record certain offences

Person cannot continue as an aged care worker or responsible person if they are convicted of a precluding offence while employed

Registered provider must keep a record of the person's police certificate or NDIS Check (or statutory declaration)

Note: Statutory declaration needed if the person lived overseas after turning 16



Worker screening from 1 July 2025 (interim period)

NATSIFAC Program

- (a) convicted of an offence involving the death of a person; or
- (b) in the past 5 years, convicted of, and sentenced to imprisonment for at least one year for, any of the following offences:
 - a sex related offence, including sexual assault (whether against an adult or child), child pornography, or an indecent act involving a child;
 - an offence involving dishonesty that is not minor.

National approach linked with NDIS

Each responsible person and aged care worker in a risk assessed role will need one of the following:

NDIS/Aged Care
Worker Screening
Clearance

Ahpra registration

[Aged care only]

Police certificate issued
before the transitional
period

[Transitional
arrangement only]

Commencement date to be confirmed. There will be communication and engagement with the sector to prepare for the new worker screening requirements



Benefits of the future worker screening requirements

- Expansion of NDIS worker screening to aged care
- Improved safeguards for individuals accessing funded aged care services
- Portability of the check for workers across NDIS and aged care sectors

Commencement date to be confirmed. There will be communication and engagement with the sector to prepare for the new worker screening requirements.

Getting ready for the future

Working to develop targeted engagement, education and practical measures to support all workers, including Aboriginal and Torres Strait Islander aged care workers and prospective workers and those in remote communities and thin markets.

Commencement date to be confirmed. There will be communication and engagement with the sector to prepare for the new worker screening requirements

Questions?

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- ⬆️ Vote: Click the up-arrow icon to show your support or agreement





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Single Assessment System Update

James Cole, A/g Director, Single Assessment System Branch



What will be covered today?

- Overview of the Single Assessment System
- Changes with the new Aged Care Act
- Key dates and where you can go for further information

The Single Assessment System has three components

The Single Assessment System makes it easier for older people to enter aged care and access different services as their needs change.

- The Single Assessment System has 3 key components:

1

Integrated
Assessment Tool
(IAT)



2

Single Assessment
System workforce



3

First Nations
assessment
organisations



Implementation of the Single Assessment System is a response to the Aged Care Royal Commission

In 2021, the Royal Commission into Aged Care Quality and Safety inquired into the quality of aged care services in Australia, and whether those services were meeting the needs of the community, and how they could be improved in the future.

Recommendation 28:

Australian Government to establish a single aged care workforce empowered and trained to do all the assessments that are needed across home and residential care. This will ensure:

Older people have a more stream-lined assessment experience and receive greater clarity about likely services.

Recommendation 48(2)(b):

Australian Government to establish a First Nations Aged Care Assessment Workforce. This will ensure:

Older people will receive an assessment conducted by an Aboriginal and/or Torres Strait Islander person or someone who has been trained to be culturally safe, trauma aware and healing informed.

Single Assessment System changes

Why are we reforming aged care assessments?

- The previous aged care assessment process was confusing to navigate, and people often bounced between assessments.

What will the Single Assessment System do?

Simplify and improve an older person's experience as they enter and progress through the aged care system by...



a **single assessment pathway** for older people so they don't have to change assessment providers as their needs change



ensuring older people only have to **tell their story once**



ensuring access to assessments in **regional, remote and rural areas**



reducing wait times to access an aged care assessment

What is the Single Assessment System workforce?

From **9 December 2024** aged care assessment organisations have been funded to deliver:

Aged care needs assessments

and/or


Residential aged care funding assessments

Aged care needs assessment organisations will have a mix of clinical and non-clinical assessment staff and will be able to conduct **both**:

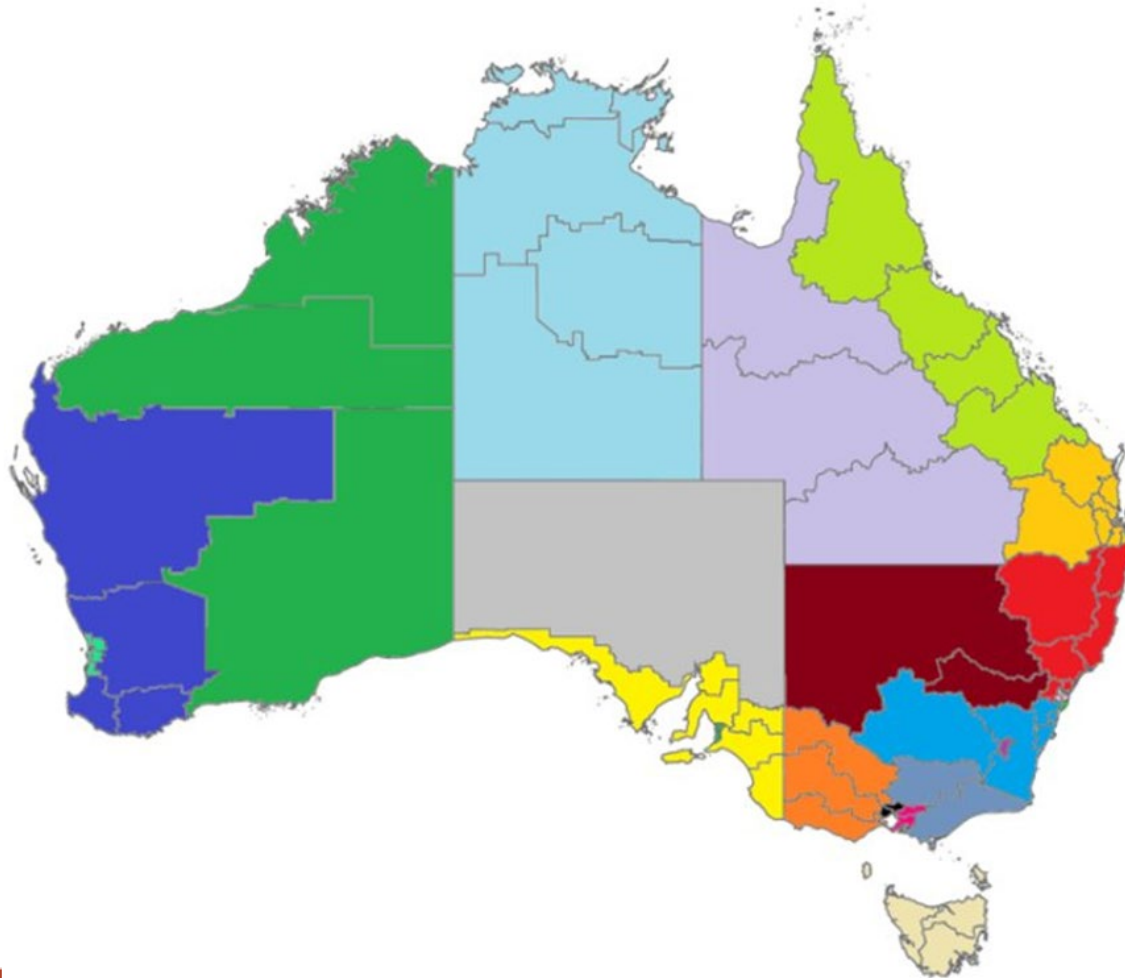
- **home support assessments** for the Commonwealth Home Support Programme
- **comprehensive assessments** for the Home Care Packages Program, flexible aged care programs, residential respite and entry into residential aged care.

Some assessment organisations will also be able to conduct residential aged care funding assessments to determine an older person's Australian National Aged Care Classification (AN-ACC).

From 1 July 2025, within the Single Assessment System the First Nations assessment pathway will commence.



Assessment organisations will be aligned to service areas




Service areas are mapped to Aged Care Planning Regions (ACPRs).

There are 22 service areas under the Single Assessment System.

Each service area will map up to an ACPR.

What do these changes mean for NATSIFAC Providers?

- The Single Assessment System pathway will assist NATSIFAC providers to support older people by providing a consistent assessment experience.
 - From 1 July 2025, NATSIFAC Providers will be able to refer clients to a First Nations assessment organisation if available in their area for aged care assessments.
 - There is an alternate entry pathway that can be used in some circumstances.
- 

What do these changes mean for older Aboriginal and Torres Strait Islander people?


Introducing the Single Assessment system pathway will:

- provide a consistent assessment experience for all older Aboriginal and Torres Strait Islander people
- support the transition of clients in circumstances where they need to move or change providers
- minimise their need to re-tell their story multiple times at points of transition or re-assessment.

All assessors in the Single Assessment System have undertaken cultural safety training.



Where to go for further information?

- Visit the [Single Assessment System for aged care](#) page on the Department of Health and Aged Care website.
 - Visit the [My Aged Care website](#) to learn more about the assessment process.
 - Visit the [First Nations Aged Care Assessments](#) page on the Department of Health and Aged Care website.
- 




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NATSIFAC Costing Study

James Chen, Director, Independent Health and Aged Care Pricing
Authority (IHACPA)

Background

- The Independent Health and Aged Care Pricing Authority (IHACPA) is an independent government agency responsible for developing health and aged care pricing advice as described in the *National Health Reform Act 2011*.
 - IHACPA's costing studies and cost collections allow its pricing advice to reflect contemporary cost structures, changes in costs over time and care delivery models.
 - IHACPA has conducted the Residential Aged Care Costing Study in 2023, which contribute to the development of data collection specifications and data acquisition methodologies for the aged care sector.
- 

Background

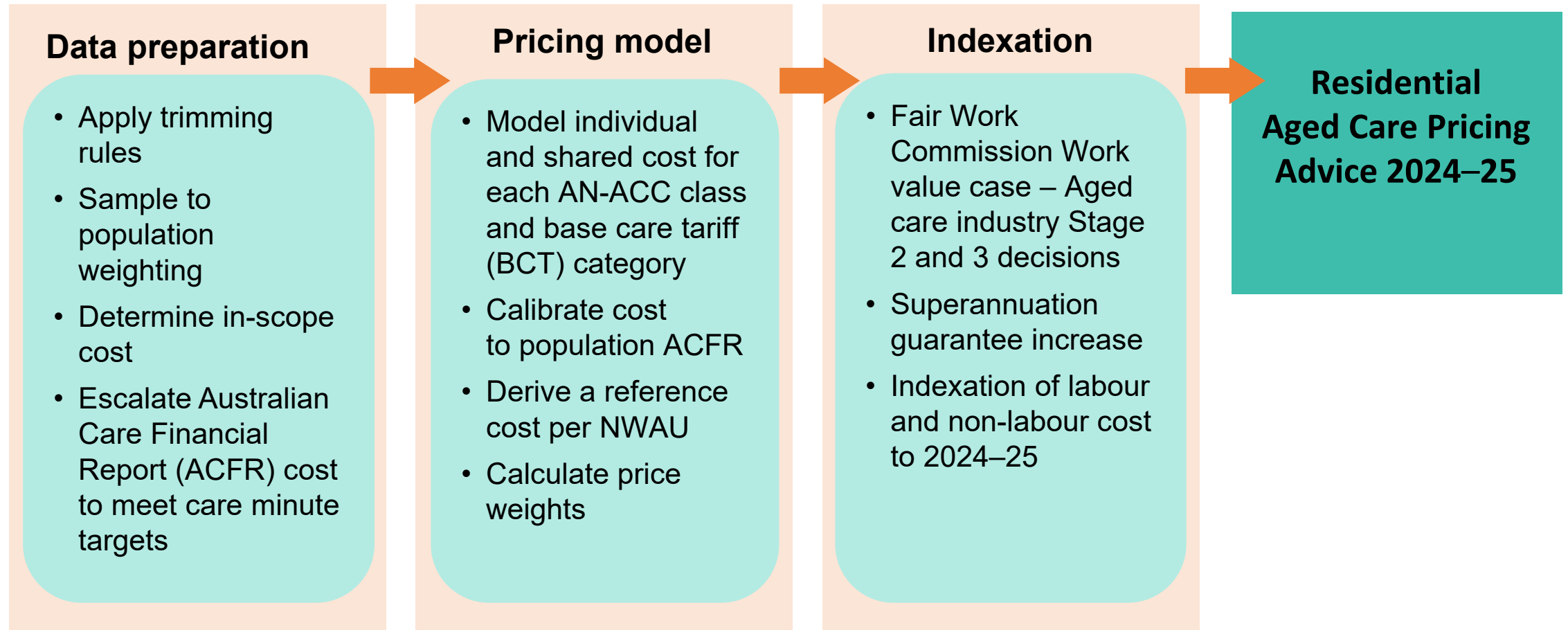
- The Residential Aged Care Cost Collection 2024 (RACCC24) commenced in July 2024 and continues until end of 2025.
 - RACCC24 aims to provide IHACPA with a greater understanding of the resources used to deliver residential aged care services and how much they cost.
 - Collection of quality and representative data including cost, time and activity data is paramount to allowing IHACPA to provide advice to the Commonwealth Minister in relation to aged care pricing and costing matters.
 - The data collection exercise will form the basis of future pricing and classification development work to be carried out by IHACPA.
- 

Why is costing important?

- To understand the costs required to provide care to older Australians on an ongoing basis.
- Allocation of cost to an activity or a person and it is based on resource utilisation.
- Collection of costs enables IHACPA to create a broad data set showing differences of resource utilisation across recipients of care, and, how and where they get their care delivered
- This informs the basis of its pricing advice.
- IHACPA's pricing advice reflects the cost of providing care.



Costing into pricing



Costing and NATSIFAC

- IHACPA needs to understand the existing data that is being collected
- IHACPA will working with providers to understand models of care across NATSIFAC facilities and the costs that are involved
- If required, IHACPA will work with providers to undertake additional collections to understand how resources are used to provide care
- Ultimately IHACPA is looking to:
 - understand the costs involved in providing aged care within NATSIFAC services
 - understand the volume of activity being delivered within NATSIFAC services
 - ensure that the cost of care is captured.
- This will allow us to provide advice on a price and model that supports the needs of NATSIFAC in

Questions?

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- 👍 Like: Click the thumb icon to show you like a question
- ⬆️ Vote: Click the up-arrow icon to show your support or agreement





Thank You

For more information, you can contact:

National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program

Email: NATSIFACP@health.gov.au

Website: <https://www.health.gov.au/our-work/national-aboriginal-and-torres-strait-islander-flexible-aged-care-program>

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