



Transition Care Program

New *Aged Care Act 2024* implementation – Assessment and client care

Frequently asked questions

These FAQs are designed to provide clarification and guidance to States, Territories and Transition Care Program (TCP) registered providers on assessment and the application of Service Types particular to the TCP.

Topics include:

- client assessment processes
- the new consolidated Aged Care Service List and identifying service types to be made available through TCP
- the relationship between the TCP service types and the Client Service Agreement and Client Care and Services Plan
- the relationship between TCP provider registration categories and service types to be made available through TCP; and
- the transfer of TCP services from the old Aged Care Act to the new Act.

This information should be read in conjunction with the updated TCP Guidelines, the Act and subordinate legislation (the Rules), and relevant Aged Care Assessment and registration and accreditation guidance documentation.

Who determines what services a TCP recipient is approved for?

- What is the role of the Aged Care Assessor in determining TCP supports and services?
 - Once a patient is medically stable, the Clinical Aged Care Needs Assessor completes an aged care needs assessment in hospital and assesses for transition care.
 - The assessment summary, findings, and recommendations for care are outlined in a Support Plan, developed by the Clinical Assessor.
 - In terms of recommending for TCP, the Assessor will recommend the Care Type: Transition Care – After Hospital Care
 - Once the recommendation is approved by the Clinical Assessment Delegate, the client will be approved to receive care and services via TCP under all three of the following Service Groups:
 - Home Support;
 - Assistive Technology; and
 - Residential Care.

- The Clinical Assessor / Delegate does not need to select or identify specific Service Types (i.e. TCP Items in the Service List) in the Support Plan or the assessment system: approval for all TCP Service Types will automatically apply once the Support Plan is submitted and approved.
- A TCP client will then be able to receive any of the TCP Service Types required to meet their determined care needs.
- The specific TCP Service Types under which care and services will be provided to a client are subsequently outlined in the client's detailed Care and Services Plan, developed by their TCP registered provider / associated provider in conjunction with the client's supporting Multi-Disciplinary Team.
- The Care and Services Plan is to be regularly reviewed over the course of a client's episode and can be updated as the client's condition or needs change.
- As a result, TCP clients will not need to be reassessed by an Aged Care Assessor if their condition or TCP care setting changes through the course of their TCP episode.

What services are TCP providers expected to deliver?

- While the structure and grouping of Aged Care Services has changed under the new Act, for the TCP, the mandatory and non-mandatory services to be made available to Program clients are largely the same as under the current Act arrangements.
 - The TCP Service List has been incorporated into a new whole of Aged Care Service List which can be found at Chapter 1, Part 3 of the [Aged Care Rules](#).
 - As such, the new consolidated Aged Care Service List coverage therefore extends to the full range of services available under the three defined Service Groups i.e. home support, assistive technology and residential care. Detail on how services to be delivered under TCP have been incorporated is mapped below.
 - Two changes of note:
 - advocacy has not been included in the new service list arrangements as TCP recipients are able to access the Commonwealth funded Older Persons Advocacy Network for support
 - the 'Support' and 'Other' Items have also been removed, given their vagueness.
- The intent of the TCP remains the same i.e. to benefit older people after a hospital stay through provision of goal-orientated, time-limited, low-intensity therapy and support, including a package of targeted therapeutic services designed to meet the individual needs of participants, with the aim of improving their level of functional independence to either support capacity for independent living, or enable entry to permanent residential aged care at their optimal level of physical and cognitive functionality.
- In aligning with this intent, the type and level of available therapeutic services a TCP client is to receive is to be determined by the registered provider in development of the client's Care and Services Plan, which incorporates a therapeutic plan for physical and

cognitive needs developed through the individual's hospital discharge planning, the aged care assessment process and in consultation with the individual, their carer or supporters and multidisciplinary team care members where appropriate.

- As is currently the case, when developing a client's Care and Services Plan, TCP providers must comply with the TCP Restorative Care Requirements, which are detailed in the TCP Guidelines. These did not change during the transition to the new Act. Their core requirements remain:
 - Requirement 1 - Optimising Independence and Wellbeing;
 - Requirement 2 - Multidisciplinary Approach and Therapy Focussed Care; and
 - Requirement 3 - Seamless Care.
- TCP Providers should refer to the relevant TCP Guidelines sections on assessment, service types, development of client Care and Service Plans and the overarching application of the defined TCP Restorative Care Requirements, when determining and delivering therapeutic and other supports.
- The TCP Client Service Agreement must indicate the types of care and services a TCP client is likely to be provided with during their episode, based on their initial assessment and discharge information.
 - The Client Service Agreement should also note that a Care and Services Plan will be developed based on the client's assessed goals and needs, and it will outline in detail, the identified and defined types and levels of TCP services and supports determined as appropriate to meet their particular goals and needs.
 - The comprehensive list of TCP Service Types available under the Aged Care Service List should however be made available to the client as part of accompanying Program information.
- The below table identifies and maps at a high level, all of the TCP Service Types now incorporated into the overarching Aged Care Service List in the Aged Care Rules 2025 at legislation.gov.au/F2025L01173/asmade/text

TCP Service Types

TCP Service Types to be provided regardless of care setting

- Section 8-20 – Assistance with Transition Care
 - Item 1: Transition care management
 - Item 2: Assistance to access medical practitioner.

The above Items under this Service Type are core TCP services

Item 1: must be provided to all TCP clients regardless of their care setting.

Item 2: must be provided on an as-needs basis.

Specific TCP Service Types to be provided in a Home/Community Care setting

- **Section 8-15 – Allied Health and Therapy**
 - This Item must be provided to all TCP clients receiving care in a home or community setting.
 - It replaces the previous 'Therapy Services' Item.
 - The level of service provision should be appropriate to meet the client's therapy requirements within their broader Care and Services Plan, within the scope of the available TCP care episode budget.

Items 3 to 6 listed in the below Service Type must be provided to all TCP clients receiving care in a home or community setting who need them:

- **Section 8-20 – Assistance with transition care**
 - Item 3: Transition care medication management
 - Item 4: Transition care emergency or after-hours assistance
 - Item 5: Transition care continence management
 - Item 6: Waste disposal

The below Service Types must be provided to TCP clients in a home or community setting, if

Specific TCP Service Types to be provided in a Residential Care setting

The below Service Types, and all Items listed within each Service Type, must be provided to TCP clients receiving care in a residential setting who need them:

- **Section 8-140 – Residential accommodation**
- **Section 8-145 – Residential everyday living**
- **Section 8-150 – Residential non-clinical care**
- **Section 8-155 – Residential clinical care**

TCP Service Types

required to address the goals specified in the client's Support Plan developed as part of their aged care needs assessment:

- **Section 8-35 – Domestic Assistance**
- **Section 8-45 – Home Maintenance and Repairs**
- **Section 8-55 – Meals**
- **Section 8-60 – Nursing Care**
- **Section 8-65 – Nutrition**
- **Section 8-70 – Personal care**
- **Section 8-110 – Equipment and products**
 - Item 5: Mobility items (non-loan)
 - Item 6: Mobility items (loan)
 - Item 11: Assistive technology prescription and clinical support

- An abbreviated version of the Aged Care Service List consolidating all Service Types and Items relevant to the TCP can be found at [Attachment A](#).
- A comparison table mapping the old TCP Service List references to the TCP Services incorporated in the new Act Aged Care Service List, can be found at [Attachment B](#).

How does the Equipment and Products component work?

- Under Section 8-110 – Equipment and products, the provision of permanent or loaned equipment and products to assist clients with mobility will continue to be offered by TCP providers.
- Funding for this will continue to be covered through the transition care daily subsidy rate (paid to providers). There is no need to apply for separate funding under the Assistive Technology Service Group.
- The provision and management of equipment under TCP is, however, determined at the discretion of each State and Territory.
- Jurisdictions may choose to provide equipment on either a permanent or loaned basis, depending on their local policies and operational arrangements.

Can a TCP registered provider accept an Assistive Technology – Home Modifications (AT-HM) Scheme referral and deliver these services to a recipient of Transition Care?

- Potentially.
- Clients may be recommended and approved for SaH with AT-HM and Transition Care as part of their comprehensive assessment. The client's TCP registered provider can accept the AT-HM referral and deliver these services if they are a Support at Home provider and are registered to deliver services under category 2: Assistive Technology and Home Modifications.
- In this circumstance the TCP registered provider is delivering AT-HM services as part of their client's Support at Home package, not the Transition Care service offering.
- If the TCP client already has a SaH provider (SaH is a single provider model), it is expected that this provider would be responsible for delivering AT-HM, as per their service agreement.

How does the Continence Management in the community component work?

- Under Section 8-20, Item 5 Transition care continence management, providers are required to provide as many continence aids as needed to meet the individual's needs.
- If, however, the individual is already receiving continence aids through other programs such as the Continence Aids Payments Scheme or Support at Home, the TCP provider would only need to top up those supplies if needed, rather than becoming the primary source of continence aids provision.

Where can a client see what TCP service types and items may be available to them?

- The specific TCP care and services a client is to receive will be outlined in their detailed Care and Services Plan. These will be based on their identified and assessed needs.
- Clients should be provided with information on the full list of TCP Service types that may be made available under the Program. The Service Agreement template developed by the department includes an attachment with the full list of TCP Service Types.
- The Service Agreement template also assists with setting client expectations in terms of noting that the specific care and services they will receive under TCP will be those required to meet their assessed needs and goals, which will be detailed in the Care and Services Plan their provider will develop for them.

When does a Service Agreement need to be signed and where does responsibility lie for this?

- Under the new Act, it is compulsory that all recipients of aged care services, including TCP, must enter into a Service Agreement with their aged care provider.
- A Service Agreement must be signed by the recipient and their TCP provider on or before the 'start day' of a TCP episode.

- ‘Start day’ is defined in the new Act at section 7, as the date the registered provider *starts delivering* funded age care services to the individual.
- For residential setting TCP, this allows for 24 hours from date of discharge for the Agreement to be in place.
- For community setting TCP, this allow for 48 hours from date of discharge for the Agreement to be in place.
- Responsibility for facilitating signing of the Service Agreement lies with the Registered Provider.
 - Either the Registered Provider or their associated provider is able to sign the Agreement.
 - For those jurisdictions utilising as registered providers health networks which encompass hospitals, this means the hospital discharge team would be able to facilitate agreement signing, noting arrangements will be up to the jurisdictions and what works best in their respective TCP service delivery models.
- Service Agreements can be varied through mutual consent between the client and the registered provider at any time during a TCP episode.
 - When a TCP episode is extended beyond the initial 12-week period up to a maximum to 18 weeks (further to an extension request application through an Assessment Delegate), this should also be recorded as a variation to the Service Agreement which states TCP episode length details.

When does a Care and Services Plan need to be in place for a new client?

- While a Care and Services Plan has to be developed on or before a TCP client’s start day (as defined above), the initial Plan can be based on higher level detail able to be informed by the individual’s access approval and service types approved therein.
 - It is expected the Care and Services Plan will then be updated with detailed care plan information from the registered provider’s care team (these teams may also be engaged as Associated Providers) once the client has been further assessed, admitted into the TCP service, and commenced care.
 - The Care and Services Plan can be modified at any time during the episode of care based on ongoing communications between the individual and their care team.

Are TCP Registered Providers required to deliver every Service Type in each Provider Registration Category they are covered for?

- No. Registration into a particular category allows for all service types within that category to be regulated but a provider does not need to provide all services under that registration category.
- TCP Registered Providers should refer to the consolidated list of Service Types and Items relevant to TCP delivery at Attachment A.

Does means testing apply to TCP clients?

- No.
- Clients receiving transition care in a residential setting may be charged a maximum care fee of 85 per cent of the basic daily rate of the single pension. For those receiving transition care in the home/community setting, the maximum care fee is 17.5 per cent of the basic daily rate of the single pension.

Do care minutes in residential aged care, star ratings for residential aged care and the 24/7 registered nurse requirement apply to TCP services?

- No.
- These are requirements for the provision of residential care and residential respite care. They do not apply to the provision of Transition Care Program services in residential settings.

Attachment A: Aged Care Rules - Chapter 1 - consolidated TCP Service List

Division 2 – Home support service types

8-15 Allied health and therapy

- 1) A service listed and described in an item of the following table is in the service type allied health and therapy.
- 2) The service requirements for a service listed and described in an item of the following table are that:
 - (a) the service is for the individual to regain or maintain physical, functional or cognitive abilities that support the individual to remain safe and independent at home; and
 - (b) the service is within the parameters specified in subsection (3); and
 - (c) the service is for the management of conditions related to age related disability or decline.
- 3) For the purposes of paragraph (2)(b), the parameters for a service are the following:
 - (d) the service may include clinical intervention, expertise, care and treatment, review, education (including techniques for self management), and advice and supervision to improve capacity;
 - (e) the service aims to give the individual the skills and knowledge to manage their own condition and promote independent recovery where appropriate;
 - (f) the service may be delivered in person or via telehealth, as appropriate;
 - (g) the service may be delivered individually or in a group based format (such as clinically supervised group exercise classes), as appropriate;
 - (h) for a service other than the services listed and described in items 6 and 7 of the following table—the service may be delivered:
 - i) directly by a registered health practitioner or allied health professional (as applicable); or
 - ii) by an allied health assistant or aged care worker, under the supervision of a registered health practitioner or allied health professional where safe and appropriate to do so;
 - (i) for the service listed and described in item 6 of the following table—the service may be delivered:
 - iii) directly by an Aboriginal or Torres Strait Islander Health Practitioner; or
 - iv) by an allied health assistant or aged care worker, under the supervision of an Aboriginal or Torres Strait Islander Health Practitioner, where safe and appropriate to do so;
 - (j) for a service listed and described in item 7 of the following table—the service may be delivered:
 - v) directly by an Aboriginal or Torres Strait Islander Health Worker; or
 - vi) by an allied health assistant or aged care worker, under the supervision of Aboriginal or Torres Strait Islander Health Worker, where safe and appropriate to do so.

Services in the service type allied health and therapy

Item	Column 1 Service	Column 2 Description
1	Allied health assistance	Allied health therapy assistance that meets the service requirements specified in subsection (2)
2	Podiatry	Podiatry that meets the service requirements specified in subsection (2)
3	Social work	Social work activities that meet the service requirements specified in subsection (2)
4	Speech pathology	Speech pathology that meets the service requirements specified in subsection (2)
5	Diet or nutrition	Assistance with diet or nutrition that meets the service requirements specified in subsection (2)
6	Aboriginal or Torres Strait Islander Health Practitioner assistance	Assistance provided by an Aboriginal or Torres Strait Islander Health Practitioner that meets the service requirements specified in subsection (2)
7	Aboriginal or Torres Strait Islander Health Worker assistance	Assistance provided by an Aboriginal or Torres Strait Islander Health Worker that meets the service requirements specified in subsection (2)
8	Physiotherapy	Physiotherapy that meets the service requirements specified in subsection (2)
9	Psychology	Psychology that meets the service requirements specified in subsection (2)
10	Exercise physiology	Exercise physiology that meets the service requirements specified in subsection (2)
11	Occupational therapy	Occupational therapy that meets the service requirements specified in subsection (2)
12	Counselling or psychotherapy	Counselling or psychotherapy that meets the service requirements specified in subsection (2)

Services in the service type allied health and therapy

Item	Column 1 Service	Column 2 Description
13	Music therapy	Music therapy that meets the service requirements specified in subsection (2)

8-20 Assistance with transition care

Each service listed and described the following table is in the service type assistance with transition care.

Services in the service type assistance with transition care

Item	Column 1 Service	Column 2 Description
1	Transition care management	<p>Initial and ongoing assessment, planning and management, and coordination and monitoring, of the individual's movement from hospital, through the TCP and back into the community or into a residential care home, including the following:</p> <ul style="list-style-type: none">(a) ensuring that:<ul style="list-style-type: none">(i) the individual's care and services plan is carried out; and(ii) progress against the care and services plan goals is monitored;(b) acting as a central point of contact;(c) liaising with and organising all care requirements provided by external service providers (including registered health practitioners and allied health professionals);(d) administration and operation of the TCP, including documentation relating to the individual;(e) arranging for another aged care assessment if needed prior to the completion of the individual's transition care episode;(f) managing the individual's transition into their post transition care arrangements, including a comprehensive written and verbal handover

Services in the service type assistance with transition care

Item	Column 1 Service	Column 2 Description
		Note: For requirements for care and services plans, see paragraph 148(e) of the Act and Subdivisions A and D of Division 3 of Part 4 of Chapter 4 of this instrument. For Aged Care Quality Standards for care and services plans, see subsections 15-20(1) to (3) of this instrument.
2	Assistance to access medical practitioner	Transport for the individual to visit a medical practitioner, or assistance in arranging a home visit by a medical practitioner
3	Transition care medication management	The following: (a) implementation of a safe and efficient system to manage prescribing, procuring, dispensing, supplying, packaging, storing and administering of both prescription and over-the-counter medicines; (b) administration of, and monitoring the effects of, medication (including injections), including supervision and physical assistance with taking both prescription and over-the-counter medication under the delegation and clinical supervision of a registered nurse or other appropriate registered health practitioner
4	Transition care emergency or after hours assistance	Having at least one suitably skilled employee of the registered provider or an appropriate agency and continuously on call to give emergency assistance when needed
5	Transition care continence management	The following: (a) assisting the individual to: (i) maintain continence or manage incontinence; and (ii) use aids and appliances designed to assist continence management;

Services in the service type assistance with transition care

Item	Column 1 Service	Column 2 Description
		(b) the supply of aids and appliances designed to assist continence management to meet the individual's needs, including the following: (i) commode chairs, over-toilet chairs, bed-pans, uridomes, and catheter and urinary drainage appliances; (ii) as many continence aids (such as disposable urinal covers, pants, pads, chair pads and enemas) as are needed to meet the individual's needs
6	Waste disposal	Safe disposal of transition care related organic and inorganic waste material

8-35 Domestic assistance

A service listed and described in an item of the following table is in the service type domestic assistance.

Services in the service type domestic assistance

Item	Column 1 Service	Column 2 Description
1	General house cleaning	The following: (a) the provision of, or assistance with, light household cleaning, including mopping, vacuuming, washing dishes, and general tidying of surface areas, that ensure the individual remains safe at home; (b) the supply of equipment or consumables required for cleaning mentioned in paragraph (a); but not including professional cleaning that would usually be paid for by an individual (such as carpet cleaning, pest control, dry cleaning or pet care)
2	Laundry services	The following: (a) provision of, or assistance with, laundry activities including but not limited to the laundering of clothing and bedding and the ironing of clothing;

Services in the service type domestic assistance

Item	Column 1 Service	Column 2 Description
		(b) the supply of consumables required for laundry activities mentioned in paragraph (a); but not including dry cleaning
3	Shopping assistance	The provision of shopping, or assistance with shopping activities, including developing a shopping list, online shopping, driving to a shop and assisting with the collection of shopping, but not including the cost of the shopping

8-45 Home maintenance and repairs

A service listed and described in an item of the following table is in the service type home maintenance and repairs.

Services in the service type home maintenance and repairs

Item	Column 1 Service	Column 2 Description
1	Gardening	The provision of, or assistance with, maintenance of a residential garden, including essential light gardening such as mowing lawns, pruning shrubs and clearing yards that contribute to maintaining the individual's home in a safe and habitable condition, but not including the following: (a) professional gardening services that would usually be paid for by an individual (such as tree removal, landscaping or farm or water-feature maintenance); (b) gardening services that relate to visual appeal rather than safety or accessibility (such as installing and maintaining plants, garden beds and compost); (c) services that are the responsibility of other parties (such as landlords or government housing authorities)
2	Assistance with home maintenance and repairs	Essential minor repairs and maintenance: (a) that the individual used to be able to do themselves, or that are required to maintain safety (such as cleaning

Services in the service type home maintenance and repairs

Item	Column 1 Service	Column 2 Description
		gutters, replacing lightbulbs and repairing broken door handles); or (b) that are required to address an imminent age-related safety risk (such as repairing uneven flooring that poses a falls risk or a section of carpet damaged by a wheelchair); but not including the following: (c) professional maintenance and repair services that would usually be paid for by an individual (such as professional pest extermination, installing cabinetry or replacing carpets due to usual wear and tear); (d) services that are the responsibility of other parties (such as landlords or government housing authorities)
3	Expenses for home maintenance and repairs	The supply of equipment or consumables required for that service

8-55 Meals

A service listed and described in an item of the following table is in the service type meals.

Services in the service type meals

Item	Column 1 Service	Column 2 Description
1	Meal delivery	Preparation, packaging and delivery of pre-prepared meals, but not including the following: (a) the cost of ingredients; (b) takeaway food delivery; (c) meal delivery for other members of the household
2	Meal preparation	Support to prepare meals in the home or community, but not including the cost of ingredients

8-60 Nursing care

- (1) A service listed and described in an item of the following table is in the service type nursing care.

Clinical care matters

- (2) For items 1 to 3 of the following table, the clinical care matters are the following:
- (a) the assessment, treatment and monitoring of clinical conditions;
 - (b) administration of medications;
 - (c) wound care;
 - (d) clinical continence management;
 - (e) management of skin integrity;
 - (f) education;
 - (g) specialist service linkage.

Services in the service type nursing care

Item	Column 1 Service	Column 2 Description
1	Registered nurse clinical care	Clinical care provided by a registered nurse, including but not limited to the clinical care matters specified in subsection (2)
2	Enrolled nurse clinical care	Clinical care provided by an enrolled nurse, including but not limited to the clinical care matters specified in subsection (2)
3	Nursing assistant clinical care	Clinical care provided by a nursing assistant, including but not limited to the clinical care matters specified in subsection (2)
4	Nursing care consumables	The supply of consumables used in delivering the clinical care mentioned in items 1 to 3, including oxygen and specialised products for wound care, continence management and skin integrity

8-65 Nutrition

A service listed and described in an item of the following table is in the service type nutrition.

Services in the service type nutrition

Item	Column 1 Service	Column 2 Description
1	Nutrition supports	The supply of: (a) supplementary dietary products (enteral and oral); and (b) aids; that are: (c) required for conditions related to age-related functional decline or impairment; and (d) prescribed by a dietitian or registered health practitioner

8-70 Personal care

A service listed and described in an item of the following table is in the service type personal care.

Services in the service type personal care

Column 1 Service	Column 2 Description
Assistance with self-care and activities of daily living	Attendant care to meet essential and ongoing needs (such as mobility, eating and hygiene), but not including professional services that would usually be paid for by an individual (such as waxing or hairdressing)
Assistance with self-administration of medications	Assistance with self-administration of medications, including arranging for medications to be dispensed by a pharmacist, but not including prescribing or administering medications
Continence management (non-clinical)	Attendant non-clinical care to manage continence needs (such as support to access advice or funding, or assistance changing aids)

Division 3—Other specified matters for home support service types

8-95 All service types must be delivered in a home or community setting

All service types in the service group home support must be delivered in a home or community setting.

8-100 Other specified matters—service types that can only be delivered under specialist aged care programs

A service type mentioned in column 1 of an item of the following table:

(a) is in the service group home support; and

(b) can only be delivered under a specialist aged care program mentioned in column 2 of the item; and

(c) can be delivered under a provider registration category mentioned in column 3 of the item.

Other specified matters

Item	Column 1 Service type	Column 2 Specialist aged care programs	Column 3 Provider registration categories
1	Assistance with transition care	TCP	Nursing and transition care

8-105 Other specified matters—other service types

Service group, specialist aged care programs and provider registration categories

(1) A service type mentioned in column 1 of an item of the following table:

(a) is in the service group home support; and

(b) can be delivered under a specialist aged care program mentioned in column 2 of the item; and

(c) can be delivered under a provider registration category mentioned in column 3 of the item.

~~Means testing categories~~

~~(2) The means testing category for a service in a service type mentioned in column 1 of an item of the following table is the means testing category mentioned in column 4 of the item.~~

Other specified matters

Item	Column 1 Service type	Column 2 Specialist aged care programs	Column 3 Provider registration categories	Column 4 Means testing category
1	Allied health and therapy	(a) CHSP; (b) MPSP; (c) NATSIFACP (d) TCP	Personal and care support in the home or community	Clinical supports
3	Domestic assistance	(a) CHSP; (b) MPSP; (c) NATSIFACP; (d) TCP	Home and community services	Everyday living
4	Home maintenance and repairs	(a) CHSP; (b) MPSP; (c) NATSIFACP; (d) TCP	Home and community services	Everyday living
6	Meals	(a) CHSP; (b) MPSP; (c) NATSIFACP; (d) TCP	Home and community services	Everyday living
7	Nursing care	(a) CHSP; (b) MPSP; (c) NATSIFACP; (d) TCP	Nursing and transition care	Clinical supports
8	Nutrition	(a) MPSP; (b) NATSIFACP;	Personal and care support in the home or community	Clinical supports

Other specified matters

Item	Column 1	Column 2	Column 3	Column 4
	Service type	Specialist aged care programs	Provider registration categories	Means testing category

(c) TCP

9	Personal care	(a) CHSP; (b) MPSP; (c) NATSIFACP; (d) TCP	Personal and care support in the home or community	Independence
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Division 4—Assistive technology service types

8-110 Equipment and products

(1) A service listed and described in an item of the following table is in the service type equipment and products.

Means testing category

(2) For a service listed and described in any of items 1 to 10 of the following table, the means testing category is independence.

(3) For the service listed and described in item 11 of the following table, the means testing category is clinical supports.

Services in the service type equipment and products

Item	Column 1 Service	Column 2 Description
5	Mobility items (non-loan)	A service: (a) that consists of the sourcing, supply and provision to the individual, other than on loan, of included mobility items; and (b) to which at least one of the subparagraphs in paragraph 67(1)(b) of the Act applies
6	Mobility items (loan)	A service: (a) that consists of the sourcing, supply and provision to the individual, on loan, of included mobility items; and (b) to which at least one of the subparagraphs in paragraph 67(1)(b) of the Act applies
11	Assistive technology prescription and clinical support	The following, delivered by a registered health practitioner or an allied health professional: (i) identifying an issue or problem that restricts the individual's physical, functional or cognitive ability; (ii) assessing the level of assistive technology needed for the individual to regain or maintain physical, functional or cognitive ability; (iii) identifying included AT-HM items and conditionally included AT-HM items (other than included home modifications items) that will assist

Services in the service type equipment and products

Item	Column 1	Column 2
	Service	Description
		the individual to regain or maintain physical, functional or cognitive ability;

Division 5—Other specified matters for assistive technology service types

8-115 All service types must be delivered in a home or community setting

All service types in the service group assistive technology must be delivered in a home or community setting.

8-120 Other specified matters for assistive technology service types

The service type equipment and products:

(a) is in the service group assistive technology; and

(b) can be delivered under any of the following specialist aged care programs:

- (i) CHSP;
- (ii) MPSP;
- (iii) NATSIFACP;
- (iv) TCP; and

(c) can be delivered under the provider registration category assistive technology and home modifications.

Division 8—Residential care service types

8-140 Residential accommodation

Each service listed and described in the following table is in the service type residential accommodation.

Services in the service type residential accommodation

Item	Column 1 Service	Column 2 Description
1	Accommodation	The following: (a) capital infrastructure costs and depreciation of buildings and grounds used by individuals; (b) communal areas for living, dining and recreation, as well as personal accommodation in either individual or shared rooms; (c) refurbishments and replacements of fixtures, fittings and infrastructure; (d) maintenance, of buildings and grounds used by individuals, to address normal wear and tear
2	Accommodation administration	Administration relating to the general operation of the residential care home, including accommodation agreements, accommodation bond agreements and accommodation charge agreements

8-145 Residential everyday living

Each service listed and described in the following table is in the service type residential everyday living.

Services in the service type residential everyday living		
Item	Column 1 Service	Column 2 Description
1	Operational administration and emergency assistance	<p>The following:</p> <ul style="list-style-type: none">(a) administration relating to:<ul style="list-style-type: none">(i) the delivery of the other services listed and described in this table; and(ii) service agreements;(b) emergency assistance, including:<ul style="list-style-type: none">(i) at all times, having at least one suitable employee of the registered provider onsite and able to take action in an emergency;(ii) if an individual is in need of urgent medical attention—providing emergency assistance in accordance with the registered provider’s protocol for providing such assistance;(iii) activation of emergency plans in the case of fire, floods or other emergency;(iv) contingency planning for emergencies;(v) staff training for emergencies
2	Communication services	Access for individuals to an external telecommunications mechanism in the residential care home (and in individual’s rooms if requested), such as telephone, internet or Wi-Fi services, but not including any usage charges or device costs
3	Utilities	<p>The following:</p> <ul style="list-style-type: none">(a) utility running costs for the residential care home (such as electricity, water and gas);(b) heating and cooling for bedrooms and common areas to a comfortable temperature;(c) testing and tagging of all electrical equipment provided by the registered provider;

Services in the service type residential everyday living

Item	Column 1 Service	Column 2 Description
		but not including electrical equipment brought into the residential care home by individuals
4	Cleaning services and waste disposal	The following: (a) cleanliness and tidiness of the entire residential care home, including the individual's personal area unless the individual chooses to and is able to maintain their personal area themselves; (b) safe disposal of organic and inorganic waste material
5	Communal furnishings	Fit-for-purpose communal lounge and dining furniture, including the following: (a) televisions; (b) if the residential care home has a communal outdoor space—outdoor furniture
6	Bedroom and bathroom furnishings	The following (other than bedroom and bathroom furnishings that are customised or that the individual chooses to provide): (a) a bed and a mattress that meet the individual's care, safety and comfort needs, including, if required, a bed that is adjustable to cater for the individual's needs and accommodates the individual's height and weight; (b) equipment or technologies used to ensure the safety of the individual in bed and to avoid injury to the individual and to aged care workers; (c) pillows (including, if required, pressure cushions, tri pillows and wedge pillows); (d) a bedside table, bedside locker or bedside chest of drawers, wardrobe space, draw screens (for shared rooms), a visitor chair (if required) and an over bed table (if required); (e) a fixture or item of furniture where the individual can safely lock and store valuables, if this is not

Services in the service type residential everyday living

Item	Column 1 Service	Column 2 Description
		<p>provided by the furniture items mentioned in paragraph (d);</p> <p>(f) a chair, with arms, that meets the individual's care, safety and comfort needs, including, if required, a chair with particular features, such as an air, water or gel chair;</p> <p>(g) a shower chair (if required), containers for personal laundry, and waste collection containers or bins for bedrooms and bathrooms;</p> <p>(h) bed linen, blankets or doonas, air or ripple mattresses (if required), absorbent or waterproof covers, sheeting and bed pads (if required), bath towels, hand towels and face washers;</p> <p>(i) laundering of all products mentioned in paragraph (h)</p>
7	Toiletry goods	<p>The supply of the following goods (or substitutes if needed to meet the individual's medical needs, including specialist products for conditions such as dermatitis) but not including alternative items requested on the basis of the individual's personal preferences:</p> <p>(a) facial cleanser (or alternatives such as facial wipes), shower gel or soap, shower caps, shampoo and conditioner;</p> <p>(b) toothpaste, toothbrushes and mouthwash;</p> <p>(c) hairbrush or comb, shaving cream and disposable razors;</p> <p>(d) tissues and toilet paper;</p> <p>(e) moisturiser and deodorant;</p> <p>(f) cleaning products for dentures, hearing aids, glasses and artificial limbs (and their storage containers)</p>
8	Personal laundry	The following:

Services in the service type residential everyday living

Item **Column 1**
Service

Column 2
Description

(a) laundering (other than by a special cleaning process such as dry cleaning or hand washing) items that can be machine washed, using laundry detergents that meet the individual's medical needs, such as skin sensitivities;

(b) if requested, ironing of machine washed clothes (other than underwear and socks);

(c) a labelling system for the individual's clothing, but not including alternate labelling systems requested on the basis of the individual's personal preferences;

(d) return of personal laundry to the individual's clothing storage space

9 Meals and refreshments

The following:

(a) at least 3 meals served each day (including the option of dessert with either lunch or dinner) plus morning tea, afternoon tea and supper, of adequate variety, quality and quantity to meet the individual's nutritional and hydration needs;

(b) special diets where required to meet the individual's medical, cultural or religious needs, including but not limited to enteral feeding, nutritional supplements, texture modified meals and thickened fluids, diets to address food allergies and intolerances, and vegetarian, vegan, kosher and halal diets (but not for meeting the individual's social preferences on food source such as non-genetically modified and organic);

(c) reasonable flexibility in mealtimes, if requested, so the individual can exercise choice;

(d) a variety of non-alcoholic beverages available at all times (such as water, milk, fruit juice, tea and coffee);

(e) eating and drinking utensils and eating aids if needed;

Services in the service type residential everyday living

Item	Column 1	Column 2
	Service	Description

		(f) snack foods of adequate variety, including fruit and options suitable for texture modified diets, available at all times in the residential care home
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8-150 Residential non-clinical care

Each service listed and described in the following table is in the service type residential non-clinical care.

Services in the service type residential non-clinical care		
Item	Column 1 Service	Column 2 Description
1	Care and services administration	Administration related to: (a) the delivery of the other services listed and described in the other items of this table; and (b) the delivery of the services in the service type residential clinical care
2	Personal care assistance	Personal assistance, including individual attention, individual supervision and physical assistance, with the following: (a) bathing, showering, personal hygiene and grooming (other than hairdressing); (b) dressing, undressing and using dressing aids; (c) eating and drinking, and using utensils and eating aids (including actual feeding if necessary); (d) cleaning of personal items (and their storage containers) needed for daily living, including dentures, hearing aids, glasses, mobility aids and artificial limbs
3	Communication	Assistance with daily communication, including the following: (a) assistance to address difficulties arising from impaired hearing, sight or speech, cognitive impairment, or lack of common language (for example, visual aids such as cue cards, paper-based photo or alphabet spelling communication boards or books, photo based easy language written information, and menu and activity choice boards or learning of key phrases); (b) fitting sensory communication aids and checking hearing aid batteries

Services in the service type residential non-clinical care

Item	Column 1 Service	Column 2 Description
4	Emotional support	<p>The following:</p> <ul style="list-style-type: none">(a) if the individual is experiencing social isolation, loneliness or emotional distress—ongoing emotional support to, and supervision of, the individual (including pastoral support);(b) if the individual is new to the residential care home—assisting the individual to adjust to their new living environment;(c) provision of culturally safe supports that have been determined in consultation with the individual and their supporters (if required)
5	Mobility and movement needs	<p>The following (other than the provision of motorised wheelchairs, electric mobility scooters, customised aids, or mobility aids requested on the basis of the individual's personal preferences):</p> <ul style="list-style-type: none">(a) assisting the individual with moving, walking and wheelchair use;(b) assisting the individual with using devices and appliances designed to aid mobility;(c) the fitting of artificial limbs and other personal mobility aids;(d) supply and maintenance of crutches, quadruped walkers, walking frames, wheeled walkers, standing walkers, walking sticks, wheelchairs, and tilt-in-space chairs;(e) aids and equipment used by aged care workers to move the individual, including for individuals with bariatric needs; <p>taking into account:</p> <ul style="list-style-type: none">(f) the individual's care, safety and comfort needs; and(g) the individual's ability to use aids, appliances, devices and equipment; and

Services in the service type residential non-clinical care

Item	Column 1 Service	Column 2 Description
		(h) the safety of other individuals and of aged care workers and visitors to the residential care home
6	Continence management	<p>The following:</p> <p>(a) assisting the individual to:</p> <ul style="list-style-type: none">(i) maintain continence or manage incontinence; and(ii) use aids and appliances designed to assist continence management; <p>(b) the supply of aids and appliances designed to assist continence management to meet the individual's needs, including the following:</p> <ul style="list-style-type: none">(i) commode chairs, over-toilet chairs, bed-pans, uridomes, and catheter and urinary drainage appliances;(ii) as many continence aids (such as disposable urinal covers, pants, pads, chair pads and enemas) as are needed to meet the individual's needs
7	Recreational and social activities	<p>Tailored recreational programs and leisure activities (including communal recreational equipment and products) aimed at preventing loneliness and boredom, creating an enjoyable and interesting environment, and maintaining and improving the social interaction of the individual. These programs and activities must include the option of:</p> <p>(a) at least one recreational or social activity each day that is not screen-based, television-based or meal-based; and</p> <p>(b) regular outings into the community (but not including the cost of entry tickets, transport or purchased food and beverages associated with the outings)</p>

8-155 Residential clinical care

Each service listed and described in the following table is in the service type residential clinical care.

Services in the service type residential clinical care		
Item	Column 1 Service	Column 2 Description
1	Care and services plan oversight	<p>Ensuring that:</p> <p>(a) the individual’s care and services plan is carried out; and</p> <p>(b) progress against the care and services plan goals is monitored</p> <p>Note: For requirements for care and services plans, see paragraph 148(e) of the Act and Subdivisions A and D of Division 3 of Part 4 of Chapter 4 of this instrument. For Aged Care Quality Standards for care and services plans, see subsections 15-20(1) to (3) of this instrument.</p>
2	Allied health, rehabilitation and therapeutic exercise therapy programs	<p>Allied health, rehabilitation and therapeutic exercise therapy programs that are:</p> <p>(a) designed by:</p> <p style="padding-left: 20px;">(i) appropriate registered health practitioners; or</p> <p style="padding-left: 20px;">(ii) appropriate allied health professionals; or</p> <p style="padding-left: 20px;">(iii) appropriate registered health practitioners and appropriate allied health professionals; and</p> <p>(b) designed in consultation with the individual and their supporters (if required); and</p> <p>(c) delivered in individual or group settings; and</p> <p>(d) delivered by, or under the supervision, direction or appropriate delegation of:</p> <p style="padding-left: 20px;">(i) registered health practitioners; or</p> <p style="padding-left: 20px;">(ii) allied health professionals; or</p> <p style="padding-left: 20px;">(iii) registered health practitioners and allied health professionals; and</p> <p>(e) aimed at maintaining and restoring the individual’s physical, functional and communication abilities to perform daily tasks for themselves, including through:</p>

Services in the service type residential clinical care

Item **Column 1**
Service

Column 2
Description

(i) maintenance therapy that is designed to provide ongoing therapy services to prevent reasonably avoidable physical and functional decline and maintain and improve levels of independence in everyday living; and

(ii) if required, more focused restorative care therapy on a time-limited basis that is designed to allow the individual to reach a level of independence at which maintenance therapy will meet their needs;

but not including the following:

(f) intensive, long-term rehabilitation services required following (for example) serious illness or injury, surgery or trauma;

(g) allied health services and appointments made for or by the individual or their supporters, that are in addition to those required to meet the individual's care needs under programs covered by paragraphs (a) to (e)

Medication
management

The following:

(a) implementation of a safe and efficient system to manage prescribing, procuring, dispensing, supplying, packaging, storing and administering of both prescription and over-the-counter medicines;

(b) administration and monitoring of the effects of medication (via all routes (including injections)), including supervision and physical assistance with taking both prescription and over-the-counter medication, under the delegation and clinical supervision of a registered nurse or other appropriate registered health practitioner;

(c) reviewing the appropriateness of medications as needed under the delegation and clinical supervision of a registered nurse, or other appropriate registered health practitioner;

but not including the cost of prescription and over-the-counter medications

Services in the service type residential clinical care

Item	Column 1 Service	Column 2 Description
4	Nursing	<p>Services provided by or under the supervision of a registered nurse, including but not limited to the following:</p> <p>(a) initial comprehensive clinical assessment for input to the care and services plan for the individual, carried out:</p> <ul style="list-style-type: none">(i) in line with the individual's needs, goals and preferences; and(ii) by a registered nurse; and(iii) if required, in consultation with other appropriate registered health practitioners, appropriate allied health professionals, or appropriate registered health practitioners and appropriate allied health professionals; <p>(b) ongoing regular comprehensive clinical assessment of the individual, including identifying and responding appropriately to change or deterioration in function, behaviour, condition or risk, carried out:</p> <ul style="list-style-type: none">(i) in line with the individual's needs, goals and preferences; and(ii) by a registered nurse, or an enrolled nurse under appropriate delegation by a registered nurse; and(iii) if required, in consultation with other appropriate registered health practitioners, appropriate allied health professionals, or appropriate registered health practitioners and appropriate allied health professionals; <p>(c) all other nursing services, carried out:</p> <ul style="list-style-type: none">(i) by a registered nurse, or an enrolled nurse under appropriate delegation by a registered nurse; and(ii) if required, in consultation with other appropriate registered health practitioners, appropriate allied health professionals, or appropriate registered health practitioners and appropriate allied health professionals

Services in the service type residential clinical care

Item	Column 1	Column 2
	Service	Description

Note 1: Examples of services include (but are not limited to) the following:

(a) ongoing monitoring and evaluation of the individual, and identification where care may need to be escalated or altered due to the changing health or needs of the individual;

(b) maintaining accurate, comprehensive, and up-to-date clinical documentation of the individual's care;

(c) assistance with, or provision of support for, personal hygiene, including oral health management and considerations for bariatric care needs;

(d) chronic disease management, including blood glucose monitoring;

(e) if the individual is living with cognitive decline—support and supervision of the individual;

(f) if the individual is living with mental health decline—support and supervision of the individual;

(g) establishment and supervision of a pain management plan, including the management and monitoring of chronic pain;

(h) medication management (as listed and described in item 3 of this table);

(i) insertion, maintenance, monitoring and removal of devices, including intravenous lines, naso-gastric tubes, catheters and negative pressure devices;

(j) if the individual has identified feeding and swallowing needs—support for the individual;

(k) skin assessment and the prevention and management of pressure injury wounds;

(l) establishment and supervision of a continence management plan;

(m) stoma care;

Services in the service type residential clinical care

Item	Column 1 Service	Column 2 Description
		<p>(n) wound management, including of complex and chronic wounds;</p> <p>(o) provision of bandages, dressings, swabs, saline, drips, catheters, tubes and other medical items required as a part of nursing services;</p> <p>(p) assistance with, and ongoing supervision of, breathing, including oxygen therapy, suctioning of airways and tracheostomy care;</p> <p>(q) required support and observations for peritoneal dialysis treatment;</p> <p>(r) assisting or supporting an individual to use appropriate healthcare technology in support of their care, including telehealth;</p> <p>(s) risk management relating to infection prevention and control;</p> <p>(t) advance care planning, palliative care and end-of-life care.</p> <p>Note 2: For requirements for care and services plans, see paragraph 148(e) of the Act and Subdivisions A and D of Division 3 of Part 4 of Chapter 4 of this instrument. For Aged Care Quality Standards for care and services plans, see subsections 15-20(1) to (3) of this instrument.</p>
5	Dementia and cognition management	<p>If the individual has dementia or other cognitive impairments:</p> <p>(a) development of an individual therapy and support program designed and carried out to:</p> <ul style="list-style-type: none">(i) prevent or manage a particular condition or behaviour; and(ii) enhance the individual's quality of life; and(iii) enhance care for the individual; and <p>(b) ongoing support (including specific encouragement) to motivate or enable the individual to take part in</p>

Services in the service type residential clinical care

Item	Column 1 Service	Column 2 Description
		general activities of the residential care home (if appropriate)
6	General access to medical and allied health services	<p>The following:</p> <ul style="list-style-type: none">(a) making arrangements for registered health practitioners to visit the individual for any necessary registered health practitioner appointments (but not the cost of the appointments or any gap payments charged for the appointments);(b) making arrangements for the individual to attend any necessary registered health practitioner appointments (but not the cost of the appointments or any gap payments charged for the appointments, or transport or escort costs);(c) if required, making arrangements for allied health professionals to visit the individual, or for the individual to visit an allied health professional, for any services or appointments mentioned in paragraph (f) of item 2 of this table (but not the cost of the appointments or any gap payments charged for the appointments, or transport or escort costs);(d) if required, provision of audio-visual equipment for use with telehealth appointments;(e) arranging for an ambulance in emergency situations

Attachment B: TCP Service List - Comparison Table

All TCP Recipients

Current	New
3.1 – Administration and care planning	<p>Division 2, 8-20 Assistance with transition care</p> <p>Item 1 - Transition care management</p>
3.2 – Case management	<p>Division 2, 8-20 Assistance with transition care</p> <p>Item 1 – Transition care management</p>
3.3 – Specialised clinical services	<p>Division 8, 8-60 Nursing care</p> <p>Division 8, 8-155 Residential clinical care</p> <p>Item 4 – Nursing</p>
3.4 – Therapy Services	<p>Division 2, 8-15 Allied health and therapy</p> <p>Division 8, 8-155 Residential clinical care</p> <p>Item 2 – Allied health, rehabilitation and therapeutic exercise therapy programs</p>
3.5 – Daily living activities assistance	<p>Division 2, 8-70 Personal care</p> <p>Division 8, 8-150 Residential non-clinical care</p> <p>Item 2 – Personal care assistance</p>
3.6 – Social activities	<p>Not provided in community/home based TCP</p> <p>Division 8, 8-150 Residential non-clinical care</p> <p>Item 7 – Recreational and social activities</p>
3.7 – Religious and cultural activities	<p>Not provided in community/home-based TCP</p>

Current	New
	<p>Division 8, 8-150 Residential non-clinical care</p> <p>Item 7 – Recreational and social activities</p>
3.8 – Advocacy	Has not been included in the new arrangements. TCP recipients are able to access the Commonwealth funded Older Persons Advocacy Network, so there is no need to include Advocacy as a requirement in the service list.
3.9 – Support	Was too general and open ended so has not been included in the new arrangements.
3.10 – Waste disposal	<p>Division 2, 8-20 Assistance with transition care</p> <p>Item 6 – Waste Disposal</p> <p>Division 8, 8-145 Residential everyday living</p> <p>Item 4 – Cleaning services and waste disposal</p>

TCP in a Residential Setting

Current	New
1.1 – Maintenance of all buildings and grounds	<p>Division 8, 8-140 Residential accommodation</p> <p>Item 1 – Accommodation</p>
1.2 – Accommodation	<p>Division 8, 8-145 Residential everyday living</p> <p>Item 3 – Utilities</p>
1.3 – Furnishings	<p>Division 8, 8-145 Residential everyday living</p> <p>Item 5 – Communal furnishings &</p>

Current	New
	Item 6 – Bedroom & bathroom furnishings
1.4 – Bedding Materials	Division 8, 8-145 Residential everyday living Item 6 – Bedroom & bathroom furnishings
1.5 – Cleaning service, goods and facilities	Division 8, 8-145 Residential everyday living Item 4 – Cleaning services and waste disposal
1.6 – General Laundry	Division 8, 8-145 Residential everyday living Item 6 – Bedroom & bathroom furnishings Item 8 - Personal Laundry
1.7 – Toiletry goods	Division 8, 8-145 Residential everyday living Item 7 – Toiletry goods
1.8 – Meals and refreshments	Division 8, 8-145 Residential everyday living Item 9 - Meals and refreshments
1.9 – Emergency assistance	Division 8, 8-145 Residential everyday living Item 1 – Operational administration and emergency assistance
1.10 – Treatments and procedures with respect to ongoing medical management	Division 8, 8-155 Residential clinical care Item 3 – Medication Management Item 6 - General access to medical services
1.11 – Assistance in obtaining health practitioner services	Division 8, 8-155 Residential clinical care

Current	New
	Item 6 – General access to medical and allied health services
1.12 – Goods to assist care recipients to move themselves	Division 8, 8-150 Residential non-clinical care Item 5 – Mobility and movement needs
1.13 – Goods to assist staff to move recipients	Division 8, 8-150 Residential non-clinical care Item 5 – Mobility and movement needs
1.14 – Goods to assist with toileting and incontinence management	Division 8, 8-150 Residential non-clinical care Item 6 – Continence management
1.15 – Basic medical and pharmaceutical supplies and equipment	Division 8, 8-155 Residential clinical care Item 4 – Nursing
1.16 – Medications	Division 8, 8-155 Residential clinical care Item 3 – Medication Management

TCP in a Community Setting

Current	New
2.1 – Bedding materials	Division 2, 8-20 Assistance with transition care Item 5 – Transition care continence management
2.2 – General laundry	Division 2, 8-35 Domestic assistance Item 2 – Laundry services
2.3 – Meals and refreshments	Division 2, 8-55 Meals
2.4 – Emergency assistance	Division 2, 8-20 Assistance with transition care Item 4 – Transition care emergency or after hours assistance

Current	New
2.5 – After hours assistance	<p>Division 2, 8-20 Assistance with transition care</p> <p>Item 4 – Transition care emergency or after hours assistance</p>
2.6 – Home help	<p>Division 2, 8-35 Domestic assistance</p> <p>Item 1 – General House Cleaning</p>
2.7 – Home Maintenance and functional safety	<p>Division 2, 8-45 Home maintenance and repairs</p>
2.8 – Treatments and procedures with respect to ongoing medical management	<p>Division 2, 8-20 Assistance with transition care</p> <p>Item 3 – Transition care medication management</p>
2.9 – Assistance in obtaining health practitioner services	<p>Division 2, 8-20 Assistance with transition care</p> <p>Item 2 - Assistance to access medical practitioner</p>
2.10 – Goods to assist care recipients to move themselves	<p>Division 4, 8-110 Equipment and products</p> <p>Item 5 – Mobility items (non-loan)</p> <p>Item 6 – Mobility items (loan)</p> <p>Item 11 – Assistive technology prescription and clinical support</p>
2.11 – This Item was removed some years ago	N/a
2.12 – Other	Was too general and open ended so has not been included in the new arrangements.
New	Division 2, 8-65 Nutrition