



Residential Aged Care Quality and Safety (Pillar 3 of the Royal Commission response – Empowering consumers of aged care with information to exercise choice

In response to the Aged Care Royal Commission, the Australian Government is investing over \$200 million to increase information for senior Australians, their families and carers. Measures include:

- \$100 million to deliver improved consumer transparency and assist senior Australians to make informed decisions through the introduction of:
 - a simple ‘at-a-glance’ Star Rating on My Aged Care for all 2,722 residential aged care services, delivered by the end of 2022
 - the National Aged Care Mandatory Quality Indicator Program to report crucial measures of care in the home by the end of 2022
 - additional quality indicators across critical care areas in residential care by the end of 2022
 - consumer experience and quality of life measures across residential and in home aged care by the end of 2022, and
 - a National Aged Care Data Strategy, including capture of new dementia data, and an aged care Minimum Data Set by 2024.
- \$94 million for expanded independent advocacy to support greater choice and quality safeguards for senior Australians. This will:
 - more than double the aged care advocacy workforce to over 150 advocates nationally, delivering an estimated additional 15,000 information and advocacy cases per annum. This will improve access to face-to-face and virtual aged care advocacy for senior Australians in outer metropolitan, rural, regional and remote areas, as well as for home care recipients and culturally and linguistically diverse groups, and

- add more than 1,000 local networking and education sessions to build the capacity of older people, their families and representatives to exercise greater choice and control.

The Australian Government will also provide \$6 million to deliver assistance to aged care providers to understand the diversity of the community they are serving and assess whether actual usage of their service reflects any barriers to access which must be rectified.

Why is this important?

A simplified and easy to navigate aged care system will provide senior Australians with greater choice and empowerment to exercise their choice.

A transparent and standardised Star Rating for residential aged care services will ensure senior Australians, their families and carers are assisted to make informed decisions about aged care.

The Star Ratings will be founded on consumer views, through national Consumer Experience reporting conducted through in-service face-to-face interviews of at least 10% of residential aged care recipients annually.

Increased advocacy support that identifies and actively considers consumer needs is essential to an aged care system which delivers respect, dignity, consumer choice and control. It will help safeguard against substandard care and empower consumers to negotiate improvements in care and services with their provider, as well as assisting providers to assess whether they are catering to the diverse needs of their communities.

This measure implements *Recommendations 15, 22, 23, 24, 27, 30, 67, 94, 106 and 108* of the Royal Commission's final report.

Who will benefit?

The 1.3 million senior Australians receiving aged care each year across the residential, home and community settings will benefit from improved consumer transparency. It will drive improvements to the quality of services and quality of life those who use them.

Senior Australians will be able to exercise greater choice with transparent, publicly available information about the quality of aged care broadly and individual aged care services and independent, diversity-informed advocacy support.

The measure will establish a comprehensive aged care data set to provide improved insight on individual service, broad system quality, and inform future Government policy.

The publication of standardised information will encourage providers to improve the quality of care to differentiate their performance and provide an attractive option for consumers.

How much will this cost?

This measure has been costed at \$200 million over 4 years, from 2021–22.