



# Aged care reforms progress in 2021

This information sheet outlines improvements made to aged care in 2021 to deliver respect, care and dignity for all senior Australians.

We are making changes to aged care that will deliver respect, care and dignity for every senior Australian.

Improvements are part of a 5 year \$18.8 billion reform package that address recommendations from the Royal Commission into Aged Care Quality and Safety.

## New local, personalised assistance for senior Australians

We started introducing new ways to help senior Australians navigate the aged care system, understand their options, get support, and connect to services that meet diverse needs:

- in-person help at 15 Services Australia service centres (with all 80 services to offer in-person help by the end of 2022)
- care finders for vulnerable and socially isolated people
- EnCOMPASS: Multicultural Aged Care Connector Program for culturally and linguistically diverse seniors, families and carers.

The new National Aged Care Advisory Council and the Council of Elders will help make sure aged care reforms meet the needs and expectations of senior Australians, their families and loved ones, carers, and the Australian community.

Our goal is for all Australians to feel confident about accessing high quality and safe aged care, when they need it.

## Growing a skilled workforce

- The *A Life Changing Life* campaign is helping to grow the workforce by showing the warm and rewarding relationships between workers and the people they care for.
- 33,800 extra training places for people who want to work in aged care.
- 115 scholarships for people studying nursing who want to work in aged care.
- 191 registered nurses join the new Aged Care Transition to Practice Program.
- New payments for eligible registered nurses.

## More home care support

- At the end of 2021, over 50,000 people received a Home Care Package for the first time, growing the number of people accessing a package to 217,724.
- The increase in packages has reduced Home Care Package approval waiting times by 25 per cent from September 2020 to September 2021.
- Government funding is now paid monthly to home care providers based on the services they actually deliver to senior Australians – meaning the maximum amount of package funds go towards a person's support.

## Improved residential care quality and safety

Residents have greater protections through the Serious Incident Response Scheme, electronic medication charts, improved quality indicators, and restrictive practices can only be used as a last resort.

Providers receive extra funding of \$10 per resident per day to improve care and services, especially food and nutrition. Providers are also required to report on care staffing minutes to make sure senior Australians get appropriate care.

## Business support for aged care providers

The new Workforce Advisory Service provides free, independent and confidential advice to aged care providers to help with workforce planning.

## More changes are coming

You can find out more and get involved at the Aged Care Engagement Hub.

Website [www.agedcareengagement.health.gov.au](http://www.agedcareengagement.health.gov.au)

Phone **1800 200 422** (My Aged Care's freecall phone line)

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](http://nrschat.nrscall.gov.au/nrs) or call **1800 555 660**.