Preparing for the new in-home aged care program

Service Provider Fact Sheet No.1

As we continue to finalise the new in-home aged care program, there are a few things that you can do to be transition ready for 1 July 2024.

This fact sheet is the first in a series we are developing to prepare aged care service providers for the coming changes as we transition to the new in-home aged care program.

The fact sheets will cover off what you need to know and think about to be ready to adjust to the new arrangements including financial and business systems, changes to legal rights and responsibilities, your operational systems, workforce, and care management.

Following these tips will ensure you and your organisation are ready for the new arrangements.

Steps and considerations to help you prepare

Funding and Business Model: ensuring providers are sustainable in all markets

An indicative model for the new program proposes a mixed funding model for providers with a combination of activity-based payments in arrears and grants.

1. Will your organisation be sustainable under the new arrangements with activity-based payments at set prices combined with supplementary grants for some service types and providers in thin markets?
2. Review your business against Commonwealth Home Support Program (CHSP) unit price ranges for different services – could your business operate at prices within those ranges, and would it be sustainable?
3. Is your business model suitable for the future, are there any changes or adjustments needed?
4. Do you need to review your operating structure or model now in preparation and note any risks?
5. Are you operating in a thin market?
6. If so, would you need supplementary grant funding and how would you explain this in a grant application?
7. What level of funding would you need as a supplementary grant, if you received activity-based funding for services delivered at CHSP unit prices?
8. If you have access to a pool of funds to use across your clients in addition to client budgets, how would you prioritise its use?

Regulatory Framework: ensuring providers are up to date with existing requirements and information accessibility

1. Are you up to date with existing requirements and is the information readily available?
2. Confirm your processes and information is up to date and is readily available such as police checks, APRA registration details etc
3. Is your organisation able to easily extract data for regulatory reporting purposes?

Care Management: current provision of care management for clients

1. Do you undertake care management for clients?
   a) If so, how much time does care management take?
   b) Do you have dedicated resources?

Service Level Data: client data management

1. How do you receive referrals?
2. Where do you hold the individual client information and service bookings, is it easily extracted?
3. Are you actively using the My Aged Care (MAC) Provider Portal?

Information & Communication Technology Arrangements: is your current ICT suitable?

1. Do you have to double enter data in your Client Management System (CMS) and the My Aged Care (MAC) Provider Portal?
2. Do you have a variety of data systems in use, is there a disconnect between finance and service delivery?
3. Do you need to undertake a system review to find issues and areas for improvement?
4. Does the organisation have any off-system processes?
5. Information & Communication Technology (ICT) Arrangements: is your current ICT suitable?

Client Transition: is your client information up to date?

1. Ensure all clients exist in the portal
2. Client consent has been obtained to share their information with the Department via MAC
3. Demographic information is complete
4. Service referral against your active outlet
5. Services received are listed with details of delivery and frequency
6. What plans does your organisation have to address any information gaps?
7. What are the key questions clients are asking about the transition?
8. Are any records still paper based, what will it take to digitise these?

The Future: what does the future hold beyond 1 July 2024, what opportunities will exist?

1. Providers could consider expanding operations to other areas as they will no longer be constrained by Aged Care Planning Regions.
2. Providers should consider how to attract new clients.
3. Providers could look at how they position their businesses, for the changing aged care environment and the demographic growth likely to continue in coming years, including workforce strategies.

4. Providers should look at the reform as an opportunity, consider new, innovative ways to deliver services and changes to their businesses.

Next Steps

1. Name one team member within your organisation to act as your project leader to ensure your business is ready for transition.
2. Ensure you actively visit our [Reforming in-home aged care](#) webpage to receive regular updates and fact sheets
3. Ask if you are not sure, our team is happy to help and answer questions.

Further Information

For more information, please email: sah.implementation@health.gov.au