

# Respect, care, dignity.

A generational plan for aged care in Australia







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# **\$17.7 billion for once in a generation change to aged care in Australia**

## **Respect, care and dignity for senior Australians**

In response to the Final Report of the Royal Commission into Aged Care Quality and Safety (the Royal Commission), the Australian Government is delivering a \$17.7 billion aged care reform package. These measures will deliver once in a generation reform of aged care, providing respect, care and dignity to our senior Australians.

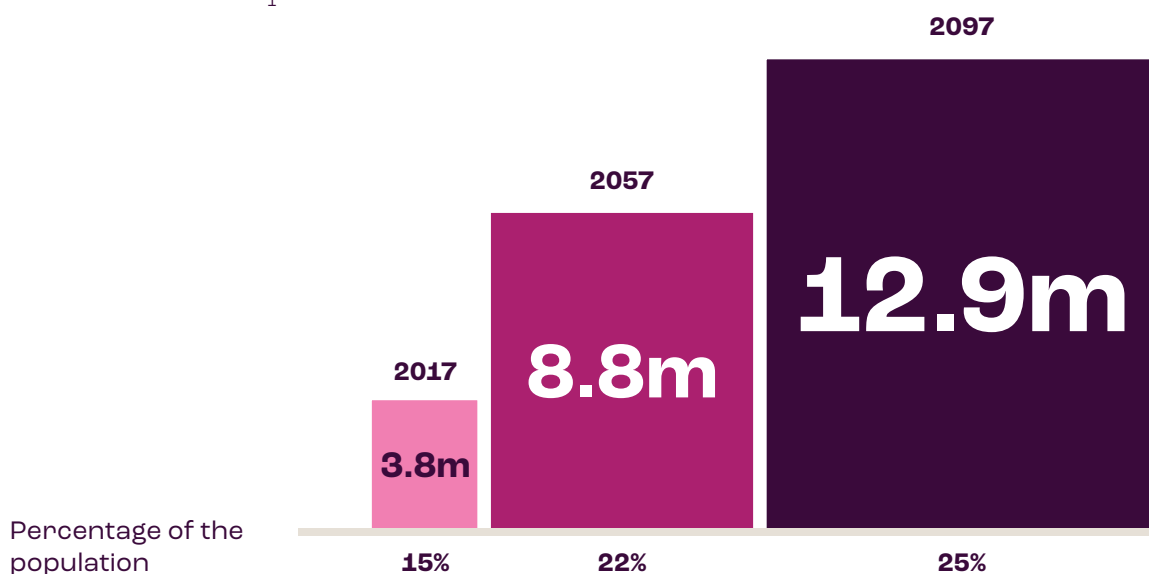
The Government has listened to the experiences of the Australians who gave evidence to the Royal Commission, and is taking decisive action to implement the recommendations with the reforms to deliver vital services, improved quality, care and viability in aged care.

The Government's plan builds on recent aged care quality reforms, including those announced throughout the Royal Commission's inquiry, COVID-19 pandemic, and in the immediate response to the release of the final report. In responding to the 148 recommendations, of which 123 were joint, and 25 were specific to the individual Commissioners requiring a decision by Government, the Government has accepted or accepted in principle 126 recommendations. In addition, the Government supports instead an alternative approach on four of the recommendations. Twelve recommendations are subject to further consideration or noted in the Government response. Six were not accepted.

Australia's 366,000-strong aged care workforce, who are hardworking, skilful and committed to the compassionate care of senior Australians, will be a critical partner to Government in delivering these reforms.

To read the **Australian Government Response to the Final Report of the Royal Commission into Aged Care Quality and Safety** visit [health.gov.au/aged-care-royal-commission](https://health.gov.au/aged-care-royal-commission)

Australians over 65<sub>1</sub>



## Aged care that puts senior Australians front and centre

The Australian Government is committed to delivering aged care reforms that provide high quality and safe care for senior Australians.

The aged care system will be simpler to navigate, with new face-to-face services to help people access care.

The Government's reforms will deliver aged care that Australians can have confidence in, with stronger regulation of the care a person receives, and increased transparency and reporting to hold providers to account and help senior Australians make informed choices.

Many aged care workers and providers are dedicated to improvement and innovation. The Government is delivering initiatives to grow and upskill the aged care workforce and drive further improvements in care.

More Australians will be supported to age at home if they choose to do so.

The Government's reforms will deliver improvements in residential care, with a fairer funding model that delivers more hands on support each day to senior Australians and better support for regional, rural and remote locations, First Nations people and vulnerable senior Australians.

All Australians can be confident in the knowledge that they will be able to access high quality aged care, when they need it.



# Planning for success

## The Government's aged care reform plan is based on 5 pillars

**Home care** - supporting senior Australians who choose to remain in their home

**Residential aged care services and sustainability** - improving and simplifying residential aged care services and access

**Residential aged care quality and safety** - improving residential aged care quality and safety

**Workforce** - supporting a growing and better-skilled care workforce

**Governance** - new legislation and stronger governance.

The Australian Government will implement these initiatives through a 5 year plan.

In 2021-22, an additional 40,000 home care packages will be released, building on the 50,000 packages released since the Royal Commission Interim Report was released on 31 October 2019. There will be improvements to the quality of care in dementia, diversity, food and nutrition services. Senior Australians receiving in-home and residential aged care will be supported by 6,000 new personal care workers, with additional surge workforce capacity in regional and remote locations.

Senior Australians in residential aged care can start to access up to 120,000 additional GP in-reach services due to the bolstered Aged Care Access Incentive. There will be an immediate boost to funding for residential care from 1 July 2021 with the introduction of the \$10 per day Government Basic Daily Fee Supplement and continuation of 30% increases in viability and homeless supplements.

In 2022-23, a further 40,000 home care packages will again be released. An additional 8,400 clients will be able to access respite services every year. The implementation of the Australian National Aged Care Classification funding model will deliver improvements to aged care services accompanied with a significant funding boost to support more direct care minutes for residents. An additional 33,800 training places will be rolled out over two years for personal care workers to attain a Certificate III in Individual Support (Ageing).

By 2023, more than 275,600 home care packages will be available to senior Australians. Senior Australians who require specialised support to access aged care services will be supported to do so by 500 local Community Care Finders. There will be more registered nurses in place to provide targeted clinical care as a result of the nurse incentive and financial support schemes.

In 2024 and 2025, the aged care system will continue to mature. Importantly, senior Australians will see sustained, high quality aged care, with support matched to assessed individual needs. Senior Australians will have more choice in their residential care with residential care packages assigned to them. A new residential aged care accommodation framework will improve accessibility and dementia-friendly design in accommodation.

To deliver this significant reform plan, the Government will work in close partnership with senior Australians and their families and carers, the aged care industry, state and territory governments and healthcare providers.



# 5 pillars over 5 years

## Pillar 1:

### Home care

#### 2021

- 40,000 more home care packages.
- Senior Australians able to access assistance and information about aged care through 325 Services Australia Service Centres, and aged care specialists in 70 Service Australia centres.
- Extra support for informal carers.

#### 2022

- 40,000 more home care packages.
- Respite services for 8,400 additional clients every year.

#### 2023

- 500 local Community Care Finders provide targeted, specialist face-to-face support to vulnerable senior Australians to help them access aged care and connect with other health and social supports.
- Senior Australians can access a new support at home program.
- Single assessment workforce will expand to the new support at home program.

#### 2024

- New support at home program supports senior Australians to stay in their homes and keep connected to their communities.
- Single assessment workforce will continue assessments for the new support at home program.

## Pillar 2:

### Residential aged care services and sustainability

#### 2021

- Supplement of \$10 per resident per day.
- Continuation of the increases to the homeless and viability supplements.
- New prudential monitoring, compliance and intervention to help providers build financial sustainability, capability and resilience.
- Independent Hospital and Aged Care Pricing Authority established, extending role of existing hospitals pricing authority to include aged care advisory function.

#### 2022

- New funding model to improve quality of care for 240,000 people using residential care and 67,000 people using residential respite care each year.
- Average care minutes for each resident increased to 200 minutes per day, including 40 minutes of registered nurse time.
- Registered nurse on site for a minimum of 16 hours per day.
- Structural Adjustment Program delivers increased provider viability and a strengthened aged care market.
- Single assessment workforce introduced to improve the experience of senior Australians in residential care.
- Better reporting, including through Star Ratings, to help senior Australians make easier comparisons and improve choice of care.

#### 2023

- Minimum care time becomes mandatory.
- Annual funding increases and price setting take into account advice from the new Independent Hospital and Aged Care Pricing Authority.

#### 2024

- Increased choice for senior Australians receiving residential care with care packages assigned to consumers, not providers.
- New residential aged care accommodation framework gives senior Australians more choice and improves accessibility and dementia-friendly accommodation.
- Aged Care Approval Round discontinued.

#### 2025

- Improved service suitability that ensures the care needs and preferences of senior Australians in residential aged care are met.



## Pillar 3:

### Residential aged care quality and safety

#### 2021

- Immediate improvements to the quality of care in dementia, diversity, food and nutrition services.
- Stronger clinical care standards developed by the Australian Commission on Safety and Quality in Health Care.
- Up to 120,000 additional GP services through boosted Aged Care Access Incentive.
- Increasing dementia care capability delivers better outcomes for people living with dementia.
- Palliative care services expanded to support end-of-life care at home.

#### 2022

- Residents access improved care through Primary Health Networks facilitating telehealth and out-of-hours triage services.
- Expansion of the Serious Incident Response Scheme gives 1 million senior Australians receiving home and community care greater protection.
- Stronger presence of Aged Care Quality and Safety Commission in facilities with an extra 1,500 site audits.
- Providers to report regularly to residents and families on care and commencement of Star Rating system.

#### 2023

- Improved support and training in dementia care and minimising restraint (restrictive practices).

#### 2024

- National Aged Care Data Strategy improves the information that is available to senior Australians about the quality in aged care.
- New independent regulatory authority established following review of the Aged Care Quality and Safety Commission.

#### 2025

- Senior Australians receive high quality, compassionate care.
- Confidence in aged care is rebuilt.

## Pillar 4:

### Workforce

#### 2021

- Up to 6,000 new personal care workers in workplaces.
- Surge locum workforce capacity in regional and rural locations.
- Improved training in dementia care and minimising restraint (restrictive practices).

#### 2022

- Up to 7,000 new personal care workers in workplaces.
- 33,800 additional training places rolled out over two years for personal care workers to attain a Certificate III in Individual Support (Ageing).
- More registered nurses in workplaces due to nurse incentive and financial support schemes.
- Single assessment workforce in place to conduct assessments across residential and home care.

#### 2023

- Additional training places for personal care workers to attain a Certificate III in Individual Support (Ageing).

#### 2024

- Continued growth of the aged care workforce and a demonstrable increase in registered nurses choosing aged care as their career.

#### 2025

- Tangible improvements seen in staffing levels, skill mix and training of the care workforce.
- Workforce continues to meet the demand for aged care services, particularly in home care.

## Pillar 5:

### Governance

#### 2021

- Initial rollout of expanded regional network to improve local planning and understanding of needs.
- Council of Elders established to provide a direct voice to Government.
- National Aged Care Advisory Council established to provide expert advice to Government.
- Expanded capital infrastructure grants available to improve access to better quality aged care services for First Nations people and those in rural and remote locations, or who are homeless or at risk of homelessness.
- Improved services and health outcomes for people in remote and Indigenous communities as a result of additional aged care funding.

#### 2022

- New workforce of trusted First Nations people to assist Older First Nations people navigate and access aged and disability care.

#### 2023

- Introduction of a new, values based Aged Care Act.

#### 2025

- Strong and effective governance of aged care is in place with senior Australians at the centre and improved care outcomes consistently delivered.

# Supporting senior Australians who choose to remain in their home

**Many senior Australians want to be independent and remain in their home for as long as possible. They want support to remain in control and keep connected to their community.**

In response to the Royal Commission, the Australian Government is investing a total of \$7.5 billion over 5 years to support senior Australians who choose to remain in their home, including:

- \$6.5 billion for an additional **80,000 Home Care Packages**, to all people currently on the waiting list that do not yet have a package or do not yet have a package at the level they have been approved. This will make a total of 275,600 packages available to senior Australians by June 2023
- \$798.3 million to increase support provided for **informal and family carers** of senior Australians, particularly those caring for people living with dementia
- \$272.5 million to support senior Australians to access the aged care services they need and navigate through the system. Senior Australians, particularly those in regional, rural and remote locations, will find it **easier to navigate the aged care system** through new face-to-face services and improved connections between services, websites

and call centres. A network of up to 500 local **Community Care Finders** will provide these services and connections with other health and social supports.

In addition, \$55.1 million will be provided to:

- the **Aged Care Quality and Safety Commission** to ensure sufficient capacity to undertake compliance activities on the additional 80,000 Home Care Packages (\$36.7 million)
- improve pricing transparency to make sure home care package recipients receive value for money and are not being charged unreasonable or excessive fees, through the introduction of a **cost calculator** and **pricing comparator** through My Aged Care and the establishment of program assurance reviews (\$18.4 million).

The Government will also design and plan a new support at home program to replace the Commonwealth Home Support Programme, Home Care Packages, Short-Term Restorative Care and residential respite programs. The new program will commence from July 2023 and will better meet the care needs of senior Australians. The Government will extend the **Commonwealth Home Support Programme** for one year to 30 June 2023 while preparing for and designing the new program (\$10.8 million). The design of the program will be developed in consultation with senior Australians and community stakeholders.





## Improvements for home support recipients

More home care packages.

Face-to-face help to navigate the aged care system.

At home support and care based on assessed needs.

Increased respite, training and support for informal and family carers.

Quality and safety checks for Home Care Packages.

Improved transparency through home care cost comparisons and calculator.



## Supporting informal and family carers

The Government will invest an additional \$798.3 million to support **informal and family carers**, particularly those caring for people living with dementia, to improve carer wellbeing, maintain their care relationships, and avoid crises that may jeopardise their caring relationships. This includes:

- \$441.4 million to support **residential respite** and much needed help for many families and informal carers looking after senior Australians. Providers will be encouraged to offer residential respite services, benefiting approximately 67,000 recipients each year
- \$134.9 million to boost **Commonwealth Home Support Programme** respite services, enabling approximately 8,400 additional clients to access respite each year from January 2022
- \$103.4 million for early referrals to **Carer Gateway** services by aged care assessors, to support approximately 134,000 informal carers with counselling, coaching, support and skills training
- \$60.1 million to improve respite, through care planning for people living with dementia, and training for residential facilities to implement respite care plans and dementia care respite models
- \$53 million to improve early intervention assistance for approximately 15,000 people newly diagnosed with dementia each year and their carers. This includes more support for the **National Dementia Helpline** and **National Dementia Support Program**.

In addition, the impact of amending the National Employment Standards to provide for additional entitlement to unpaid carer's leave will be referred to the Productivity Commission.



## Improving access to services

Senior Australians will be able to get the help and care they need through \$272.5 million for new face-to-face services. The investment will make it easier for people to use My Aged Care and ensure that the website, call centre, and the new face-to-face services all work together.

The Government will invest \$86.4 million to:

- provide information on aged care services and help for senior Australians to navigate the aged care system in up to 325 **Services Australia Service Centres**
- for senior Australians who need extra help or prefer to access face-to-face support, new **aged care specialists** will be available in 70 Services Australia Service Centres across all states and territories and in regional and rural areas. These specialists will connect senior Australians and their families with local services, financial information services, social workers, interpreters and advocates.

The My Aged Care website and contact centre will continue to be a key entry point and source of information for people looking for aged care services and supports.

For vulnerable senior Australians and those who need specialist support, \$93.7 million for a network of up to 500 local **Community Care Finders** will provide intensive face-to-face help to access aged care services and connect with other health and social supports.

The **Aged Care System Navigator** services will be extended to December 2022 to continue providing face-to-face support until Community Care Finders are in place.

In addition, the Government is further supporting consumer advocacy by delivering:

- \$65.2 million to provide greater access to **translating and interpreting services** for more than 75,000 older culturally and linguistically diverse people
- \$9.6 million to certify over 2,000 providers where specific services are offered that meet diverse needs, for example cultural and linguistic services. This will help senior Australians select providers that meet their specific needs
- \$7.2 million to provide advocacy organisations with visibility of where consumers are in their aged care journey, to enable these organisations to better represent the people they provide advocacy services for.

# Improving and simplifying residential aged care services and access

Residential aged care continues to be a fundamental element of aged care. The Australian Government will invest \$7.8 billion over 5 years to improve and simplify residential aged care services and access. This includes \$3.9 billion over the next 5 years to increase front line care delivered to around 240,000 senior Australians accessing residential aged care and 67,000 accessing residential respite care each year.

From 1 July 2021, a new **Government Basic Daily Fee Supplement** of \$10 per resident per day, and continuation of the previous 30% increases in the homeless and viability supplements, will provide immediate support to providers to deliver better care and services to residents investing another \$3.2 billion into residential aged care services.

To receive the new Supplement, providers will need to report annually on the adequacy of daily living services they provide, such as food, nutrition, linen and cleaning. This additional investment will build on the \$189.8 million investment in residential care to support the increased viability of the sector for the remainder of 2020-21.

## New funding model for residential aged care

The Government is providing \$189.2 million to deliver improved care outcomes for senior Australians in residential care, through implementation of a new case-mix funding model for aged care providers from October 2022.

The new transparent funding model for residential aged care—the Australian National Aged Care Classification (AN-ACC) model—has been independently developed by the University of Wollongong and will replace the current Aged Care Funding Instrument.







## Improvements for residents in aged care facilities

More clinical care time from trained staff.

Higher quality of care, with more provider audits, regulations and reporting.

More choice of care, with better and simpler information on quality of services.

Care that is tailored and responsive to each individual's needs.

More staff trained in dementia care.

Better linkages between aged care and health care, including better medication management.

The new funding system will be introduced with a significant funding uplift, supporting better care for residents and greater transparency through reporting of staffing levels and a Star Rating system.

AN-ACC itself will deliver more equitable funding outcomes, particularly for remote, Indigenous and homeless services and better distribute funding based on evidence based studies of costs associated with care for different residents.

A boost for residential respite funding model will accompany the introduction of the AN-ACC model with respite funding aligned with the AN-ACC model to support delivery of respite and address current disincentives to provide respite care.

The Government will invest \$49.1 million to expand the Independent Hospital Pricing Authority. The renamed Independent Hospital and Aged Care Pricing Authority will provide independent advice on aged care pricing issues, including under the new AN-ACC funding model, new residential respite funding model and home care pricing.

### More face-to-face care

\$3.9 billion in additional funding from October 2022 will further support **face-to-face care time** for each resident. This will be monitored, and each provider will need to report their care staffing minutes commencing with their annual financial return in October 2021 and moving to quarterly reporting from 1 July 2022.

- From December 2022, this data will be used to inform a **Star Rating**, which will allow senior Australians to compare care facilities and make informed choices.
- From 1 July 2022, providers will also be required to provide a **monthly care statement** to residents and their families, outlining the care they have received and any significant changes or events during the month.

- From 1 October 2023, providers will be required to meet a **mandatory care time standard** of an average 200 minutes for each resident, including 40 minutes of registered nurse time. In addition, facilities will be required to have a registered nurse on site for a minimum of 16 hours per day. This will vastly improve access to direct clinical care for senior Australians in residential care.

### Greater choice in aged care

A strong and competitive market, informed by a new Star Rating system, will help provide greater choice of services for senior Australians and improve the quality of care. To support this, the Government is investing in a range of measures to minimise the risk of business failures and support approved providers in a changing market.

The Government will provide \$102.1 million to:

- discontinue the **Aged Care Approval Round** process, and instead allocate residential care places to consumers from 1 July 2024 and to **increase competition** amongst service providers
- deliver a **new financial and prudential monitoring**, compliance and intervention framework
- establish a **Structural Adjustment Program** to support providers to improve their operations, building on the success of the Businesses Improvement Fund
- continue to support eligible providers with free, independent and confidential business advice under the **Business Advisory Service** program and the **Remote and Aboriginal Torres Strait Islander Aged Care Service Development Assistance Panel**. Under the Business Advisory Service program, a new workforce planning stream will be introduced to support providers to attract and retain staff.

# Improving residential aged care quality and safety

## Strengthening the aged care regulatory framework

The Australian Government is investing \$942 million over 4 years to improve residential aged care quality and safety. This includes an additional \$264 million to strengthen clinical care standards and the regulatory capability of the aged care independent regulator, the **Aged Care Quality and Safety Commission** (the Commission), to further protect senior Australians. These measures include:

- \$148.3 million for long term, sustainable resourcing to allow the Commission to respond to increasing growth within the sector, respond to complaints and initiate investigations quickly
- \$8.3 million for the development of tools to improving the Commission's oversight of home care through earlier detection of high-risk home care services, including an enhanced risk profiling tool.

The Government is also investing \$32 million to strengthen the accountability across the aged care sector, including:

- \$24.7 million for the Commission to undertake an additional 1,500 **site audits** in residential care in 2021-22, an increase from the 600 audits scheduled in that period
- \$7.3 million to strengthen the regulation of the use of **physical and chemical restraint** (restrictive practices) and ensure these practices are only used as a last resort.

Consumer protection within aged care will be strengthened at a cost of \$81.5 million and further capacity in dementia care will be established, including:

- From 1 July 2022, \$14 million will expand the **Serious Incident Response Scheme** from residential care into home care to protect home care recipients
- Dementia care capability will be increased through an additional \$67.5 million in funding, including increasing funding for the **Dementia Behaviour Management Advisory Service** and the **Severe Behaviour Response Teams** to support a further 13,000 referrals to these services on average per year
- **Dementia specialists** will also provide training to aged care providers on managing behavioural and psychological symptoms of dementia and how to prevent the use of restraint through appropriate behaviour supports.

A new **Star Rating system** that will combine existing Service Compliance Ratings and Quality Indicators will be established at a cost of \$200.1 million, including \$94 million for advocacy and \$6 million for diversity assistance for aged care providers. The Star Rating will highlight the quality of aged care facilities, provide senior Australians and their families and carers with better information and empower them to have an increased, informed say in the care they receive.



## Improvements for senior Australians living with dementia

Improvements in capacity and quality of dementia care.

Face-to-face help to navigate the aged care system.

More staff trained in dementia care.

Improved early intervention assistance.

Increased respite, training and support for informal and family carers.

The Government will invest \$94 million to expand 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 15,000 information and advocacy changes each year. There will be a particular focus on outer metropolitan, regional, rural and remote areas, as well as for home care recipients and culturally and linguistically diverse groups.

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.

### Supporting access to primary care

The Government is improving senior Australians' access to primary care through investing \$365.7 million to better support their transition between the aged care and health care systems, and improving medication management in residential care settings, including:

- The **Aged Care Access Incentive** will be boosted by \$42.8 million over 2 years to increase face-to-face care from GPs within residential aged care facilities. The maximum yearly payment to be received by GPs will double to \$10,000, which is expected to attract an additional 1,100 GPs to provide a further 120,000 services to senior Australians

- The **Greater Choice for At Home Palliative Care Pilot** will receive an additional \$37.3 million over 4 years to expand from 11 pilot sites to all 31 Primary Health Networks. This will enable senior Australians to access locally appropriate, innovative and quality palliative and end-of-life care in their homes
- **Primary Health Networks** will receive \$178.9 million over 4 years to use their regional expertise and on-the-ground capabilities to better support the delivery of telehealth services and help health practitioners provide better support to their most vulnerable patients. This will include funding to develop local dementia care pathways that will support GPs to link people living with dementia and their carers with the services they need post-diagnosis
- Better data and evidence will enable Government to conduct **workforce and other planning** needed to meaningfully improve resident's health and social outcomes, particularly as they transition across care settings
- \$45.4 million will address widespread issues associated with **poor medication management in residential care**, including improving linkages across settings through the use of electronic National Residential Medication Charts and the My Health Record to better support transition of aged care residents across care settings.



# Supporting a growing and better-skilled care workforce

**The Australian Government is investing \$652.1 million over 4 years to grow and upskill the aged care workforce to drive improvements to the safety and quality of care experienced by senior Australians.**

The **home care workforce** will expand by a \$91.8 million investment to grow the personal care workforce by 18,000 new workers and deliver the necessary skills and training required to work in aged care. This includes a focused home care workforce support program to attract 13,000 new personal care workers, with grant opportunities available for organisations to deliver support.

**Registered nurses** will be provided \$135.6 million in financial support for working for the same aged care provider over a 12 month period, and those working in rural and remote areas or holding additional qualifications or training responsibilities.

There are currently three different assessment workforces. The Government will invest \$228.2 million to create a **single assessment workforce**, empowered to undertake all assessments, which will improve assessment quality, consistency and experience for senior Australians. The single assessment process will assist in connecting senior Australians to support outside Commonwealth funded aged care, such as health system and carer supports.

By 2050  
it's estimated

**1 million**

Aged care workers will be needed<sub>3</sub>

2016

**366,000**

Aged care workers



## Improvements for registered nurses in aged care

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Financial support and incentives for length of service, location, skills or qualifications.

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Workplaces with better governance and leadership.

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More time in each day spent on clinical care.

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Workplaces required to meet time standards for employing registered nurses.

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Part of a stronger workforce that is bigger and more skilled.

## Improvements for senior Australians from diverse backgrounds and life experiences

Face-to-face support to find aged care services and connect with health and local community services.

Increased translation and interpreting services.

Services that maintain connections to family and community.

Better information on providers that deliver culturally appropriate services.

The Government is investing in training and upskilling aged care workers.

- An additional \$27.3 million to fund 1,650 new places, including the **Aged Care Transition to Practice Program** (150 places) and **Aged Care Nursing Scholarship Program** (1,200 places). Allied health professionals will also be eligible for postgraduate scholarships (300 places).
- An additional 33,800 **training places** for personal care workers to attain a Certificate III in Individual Support (Ageing). Both new and existing personal care workers will be encouraged to obtain this qualification.
- \$49.4 million in increased funding to support **palliative care, dementia care and infection prevention and control training** to workers and include improved access to dementia training in regional and rural areas. Learning networks will support the aged care workforce in adopting better dementia care practices.
- The **Rural Locum Assistance Program**, will receive \$25.1 million to expand, ensuring continuity of clinical care and strong clinical leadership, so aged care providers in regional and rural areas will have increased access to a surge workforce. An incentive scheme for permanent placements in regional and remote areas will also increase staff retention.
- To inform future policy development and evaluation within government and for external agencies, \$6.3 million will be provided to improve workforce data reporting and enhance linkages with other aged care data sets.
- To protect senior Australians and help workers move between the aged care, disability and other care sectors, \$105.6 million will be provided to improve sector alignment and establish **worker screening** arrangements.
- Better training, career pathways, stronger governance and leadership will support workers, and the Government will also invest \$9.8 million in a campaign over two years to help **attract the right workers** to the sector.







# New legislation and stronger governance

The Australian Government will invest an additional \$698.3 million for new legislation and stronger governance. Underpinning these generational reforms will be a new consumer-focused Aged Care Act. The new Act will establish provisions for eligibility for care, funding arrangements and regulatory powers, protecting high quality, safe, compassionate and individually tailored aged care services (\$26.7 million).

The Australian Government is also investing \$30.1 million to support aged care providers to improve their governance and meet stronger legislative obligations. Aged care boards will need to meet new **governance obligations** that will lift leadership capability; **Aged Care Quality Standards** will be reviewed; and an **Assistant Commissioner for Sector Capability and Education** will be appointed to the Aged Care Quality and Safety Commission to lead transformational change and improve corporate and clinical governance capability.

The Government will invest \$13.4 million to create a **local network** of Department of Health aged care staff, which will ensure national planning and policy is informed by local issues and needs. The **local network** will support workforce planning, build capability of providers, and support best practice and innovation.

A new **Inspector-General of Aged Care** role will be created to provide independent oversight of the aged care system. A Council of Elders will ensure senior Australians can share advice and insights on the future of aged care. A new National Aged Care Advisory Council will also be established from July 2021 to provide expert advice to Government and support the implementation of the reforms. The Government will invest \$21.1 million to establish new governance arrangements.

## Improved care for First Nations people and senior Australians with other special needs

The Australian Government is investing \$630.2 million to deliver improvements in service delivery for vulnerable groups of senior Australians, including First Nations people, people who are experiencing homelessness or at risk of homelessness and those living in regional, rural and remote Australia.

The Government's aged care reforms will better support First Nations people, sustaining their culture and maintaining connections to community even as they receive increasing levels of care support.

The Government is making the aged care system more accessible, including:

- \$396.9 million for providers to make needed improvements to **their buildings and build new services** in areas that don't currently have them



- \$125.7 million additional funding for the **National Aboriginal and Torres Strait Islander Flexible Aged Care Program** and **Multi-Purpose Services Program**, where delivery costs are higher and service viability is compromised. This will enable more senior Australians in remote locations to receive care closer to their family and home
- \$106 million for a workforce of **250 trusted First Nations people** with the right skills and qualifications to provide tailored face-to-face support, to assist First Nations people better navigate and access aged and disability care.



## Improvements for senior Australians in rural and remote locations

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More face-to-face support to navigate and access services.

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Services that maintain connections to community.

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Stronger workforce with surge capacity.

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Fairer funding for better services in remote areas.

# Aged Care funding

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## Pillar 1: home care

### \$7.5 billion to home care – supporting senior Australians to stay in their home, including:

- an additional 80,000 Home Care Packages with a \$6.5 billion investment – 40,000 released in 2021–22 and 40,000 in 2022–23, which will make a total of 275,600 packages available to senior Australians by June 2023. The Government is taking this action in the broader context of the development of a new support at home program
- \$441.4 million to increase access to residential respite, benefitting approximately 67,000 recipients each year
- \$272.5 million for new face-to-face services to assist senior Australians to navigate the aged care system, including a network of up to 500 local Community Care Finders will provide these services and connections with other health and social supports
- \$10.8 million to establish a new support at home program
- \$18.4 million to improve pricing transparency and put pressure on rising administrative charges.

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## Pillar 2: residential aged care services and sustainability

### \$7.8 billion for residential aged care services and sustainability, including:

- \$3.9 billion to increase the amount of front line care (care minutes) delivered to 240,000 aged care residents and 67,000 who access respite services. By 1 October 2023, this will be mandated at 200 minutes per day, including 40 minutes with a registered nurse
- \$3.2 billion to support aged care providers to deliver better care and services through a new Government Basic Daily Fee supplement of \$10 per resident per day, while continuing the 30% increase in the homeless and viability supplements
- \$189.2 million to implement the transparent funding model, the Australian National Aged Care Classification (AN-ACC) and the increase in residential respite funding which it will bring for around 240,000 senior Australians accessing residential aged care and 67,000 accessing residential respite care each year
- \$49.1 million to expand the Independent Hospital Pricing Authority to help ensure that aged care costs are directly related to the care provided.

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## Pillar 3: residential aged care quality and safety

### \$942 million to improve residential aged care quality and safety, including:

- \$365.7 million to improve access to primary health care and other health services, including doubling the maximum Aged Care Access Incentive program payment for more than 5,400 general practitioners providing services to aged care residents
  - \$262.5 million to ensure the independent regulator, the Aged Care Quality and Safety Commission, is well equipped to safeguard the quality, safety and integrity of aged care services and can effectively address failures in care
  - \$200.1 million to introduce a new Star Rating system to highlight the quality of aged care facilities, better informing senior Australians, their families and carers
  - \$67.5 million for the Dementia Behaviour Management Advisory Service and the Severe Behaviour Response Teams to further reduce reliance on physical and chemical restraint, supporting a further 13,000 referrals to these services on average per year.
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## Pillar 4: workforce

### \$652.1 million for the 366,000-strong aged care workforce, including:

- \$228.2 million to create a single assessment workforce to improve assessment quality, consistency and experience for senior Australians
- \$91.8 million for the home care workforce to grow by 13,000 new personal care workers with the necessary skills and training required to work in aged care; including grant opportunities for organisations to deliver support
- \$49.4 million in increased funding to support palliative care, dementia care and infection prevention and control training to workers and include improved access to dementia training in regional and rural areas. Learning networks will support the aged care workforce in adopting better dementia care practices
- An additional \$27.3 million to fund 1,650 new training places, including the Aged Care Transition to Practice Program (150 places) and Aged Care Nursing Scholarship Program (1,200 places). Allied health professionals will also be eligible for postgraduate scholarships (300 places)
- \$25.1 million to expand the Rural Locum Assistance Program, ensuring continuity of clinical care and strong clinical leadership, so aged care providers in regional and rural areas will have increased access to a surge workforce. An incentive scheme for permanent placements in regional and remote areas will also increase staff retention
- An additional 33,800 training places for personal care workers to attain a Certificate III in Individual Support (Ageing). Both new and existing personal care workers will be encouraged to obtain this qualification.

## Pillar 5: governance

### \$698.3 million for improvements to governance of the aged care system, which includes:

- \$630.2 million to deliver improvements in service delivery for vulnerable groups of senior Australians, including First Nations people, people who are experiencing homelessness or at risk of homelessness and those living in regional, rural and remote Australia
- \$26.7 million to establish a new Aged Care Act
- \$21.1 million to strengthen governance arrangements. New governance arrangements include establishing a National Aged Care Advisory Council, Council of Elders and an Inspector-General of Aged Care.



## Sources

- (1) Australian Demographic Statistics, Jun 2016. ABS cat. no. 3101.0. Canberra: ABS. Drawn from Older Australia at a glance, 2018.
- (2) 2019–20 Report on the Operation of the Aged Care Act 1997, p. 11.  
Productivity Commission Inquiry Reform Vol 1: Caring for Older Australians, 2011, p. XXVI.
- (3) 2016 National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016.

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