

# Home Care reforms information series

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Over the past seven weeks, LASA has released an information series to help prepare providers for the recent home care changes. Below is a summary of the newsletters in this series, which are also available on our [website](#). LASA will be continuing this information series on a fortnightly basis, with our next issue due out on Monday 20 March. If you have any questions or concerns about home care, please email [homecare@lasa.asn.au](mailto:homecare@lasa.asn.au) or phone 1300 111 636.

## RESOURCE OVERVIEW

### 1. LASA'S HOME CARE REFORM INFORMATION SERIES: SUMMARY

Newsletter Title	Topics covered
<a href="#">My Aged Care and National Prioritisation Process</a> 16 January 2017	<ul style="list-style-type: none"> <li>• National package inventory</li> <li>• Home care packages</li> <li>• National prioritisation process</li> <li>• My Aged Care – Service Finder</li> <li>• Important things to remember</li> </ul>
<a href="#">Home Care Agreements</a> 23 January 2017	<ul style="list-style-type: none"> <li>• What isn't changing</li> <li>• People with existing Home Care Agreements prior to 27 February 2017</li> <li>• People who enter into a Home Care Agreement from 27 February 2017</li> </ul>
<a href="#">Unspent Home Care Amounts and Exit Amounts</a> 30 January 2017	<ul style="list-style-type: none"> <li>• Unspent home care amounts</li> <li>• Exit amounts</li> <li>• Important things to remember</li> <li>• Client leaving home care - process summary diagram</li> </ul>
<a href="#">Top Tips I (regulation focus)</a> 13 February 2017	<ul style="list-style-type: none"> <li>• Approved provider status is due to expire before 27 February 2017</li> <li>• Self-assessment information to the Quality Agency</li> <li>• Transition to home care package level 1, 2, 3 and 4</li> <li>• Moving providers, cessation day and home care subsidy</li> <li>• Client transferring between services with the same provider</li> <li>• Client moving into a RACF</li> <li>• Responsibility to give notice of unspent home care amount</li> <li>• Introduction of an additional sanction</li> <li>• DHS claiming processes – general information</li> </ul>
<a href="#">Frequently Asked Questions</a> 20 February 2017	<ul style="list-style-type: none"> <li>• What is changing in home care?</li> <li>• What is not changing?</li> <li>• What do I need to do to be ready?</li> <li>• Do I still need to notify the Department if I don't want to charge an exit amount?</li> <li>• Do I still need to update my Home Care Agreement if I don't want to charge an exit amount?</li> <li>• What do I need to do if a home care client wants to transfer to my service?</li> </ul>

	<ul style="list-style-type: none"> <li>• Do I need to reconcile and notify the client if their unspent home care amount is zero?</li> <li>• Will the DHS claiming process change on 27 February?</li> <li>• When will a new operational manual for the home care package programme be released?</li> </ul>
<a href="#">Summary of the Home Care Changes</a> 27 February 2017	<ul style="list-style-type: none"> <li>• National queue</li> <li>• Service finder</li> <li>• Home Care Agreements</li> <li>• When a consumer leaves a provider</li> </ul>

## 2. DEPARTMENT OF HEALTH RESOURCES: SUMMARY

Factsheet Title	Subtopics covered
<a href="#">Introduction to Home Care Changes</a>	<ul style="list-style-type: none"> <li>• What is changing</li> <li>• Overview of key changes</li> <li>• What is not changing</li> <li>• When do the changes to home care start</li> <li>• What can I do to prepare</li> </ul>
<a href="#">Consumer Directed Care</a>	<ul style="list-style-type: none"> <li>• What is Consumer Directed Care</li> <li>• The Home Care Package Programme</li> <li>• Home Care Package Provider CDC requirements</li> <li>• Ongoing management of home care package services and</li> <li>• Consumer rights.</li> </ul>
<a href="#">Supporting Client Discussions</a>	<ul style="list-style-type: none"> <li>• What is changing</li> <li>• What do the changes mean for clients</li> </ul>
<a href="#">Overview of client journey to access home care and receiving a referral for service</a>	<ul style="list-style-type: none"> <li>• Client is assessed for home care</li> <li>• Client receives the outcome of their assessment</li> <li>• Client is assigned a home care package;</li> <li>• Provider receives and accepts referral for service</li> <li>• Client enters into Home Care Agreement</li> </ul>
<a href="#">Discussing the Assessment and Approval Process with Clients</a>	<ul style="list-style-type: none"> <li>• Assessment for home care</li> <li>• Receiving the outcome of your assessment</li> <li>• Research home care providers and work out costs</li> <li>• Being assigned a home care package</li> <li>• Entering into a Home Care Agreement</li> </ul>
<a href="#">National Prioritisation Process</a>	<ul style="list-style-type: none"> <li>• How will consumers be prioritised</li> <li>• How will home care packages be assigned to consumers</li> <li>• Creating the National Package Inventory</li> <li>• The National Package Inventory from 27 February 2017</li> </ul>
<a href="#">Changing Home Care Providers</a>	<ul style="list-style-type: none"> <li>• What happens when a client changes providers</li> <li>• Obligations for the existing service provider</li> <li>• Obligations for the new service provider</li> <li>• What is the client's role</li> </ul>



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<a href="#">Unspent Home Care Amounts</a>	<ul style="list-style-type: none"> <li>• What is the unspent home care amount</li> <li>• What changes are occurring</li> <li>• What do I need to do</li> </ul>
<a href="#">Overview of Exit Amounts</a>	<ul style="list-style-type: none"> <li>• What is an exit amount</li> <li>• What changes are occurring</li> <li>• Requirements for providers</li> <li>• Deducting an exit amount</li> <li>• Example</li> </ul>
<a href="#">Claiming for home care services</a>	<ul style="list-style-type: none"> <li>• Claims validation process</li> <li>• Notifying DHS of client starting/ceasing care</li> <li>• Calculation of home care subsidy</li> <li>• Home care supplements</li> <li>• Commonwealth portion of the unspent home care amount</li> <li>• Payment statements</li> </ul>
<a href="#">Home Care Package service finder</a>	<ul style="list-style-type: none"> <li>• What is changing</li> <li>• How will clients find a service provider</li> <li>• What can I do to prepare</li> <li>• What information will be captured</li> </ul>
<a href="#">Provider readiness checklist</a>	<ul style="list-style-type: none"> <li>• Overview</li> <li>• Readiness checklist</li> <li>• Fundamental changes for providers</li> </ul>
<a href="#">Overview of the legislative framework for Increasing Choice</a>	<ul style="list-style-type: none"> <li>• Existing arrangements</li> <li>• Increasing Choice reforms – from 27 February 2017</li> </ul>
<a href="#">Legislated rights and responsibilities of providers and consumers</a>	<ul style="list-style-type: none"> <li>• Legal framework for the Home Care Package Programme</li> <li>• Rights and responsibilities of providers and consumers</li> <li>• Charter of care</li> <li>• Fees</li> <li>• Aged Care Complaints Commissioner</li> </ul>
<a href="#">Step-by-step example of calculating unspent home care amounts</a>	<ul style="list-style-type: none"> <li>• Example 1: Mai transfers providers (Provider A to Provider B)</li> <li>• Example 2: Mai leaves home care (Provider B to permanent residential aged care)</li> </ul>
<a href="#">New data fields in the Home Care Package service finder from 27 February 2017</a>	<ul style="list-style-type: none"> <li>• Organisation level details</li> <li>• Outlet level details</li> <li>• Service item level details</li> </ul>
<a href="#">Webinar: Operational readiness for Increasing Choice in Home Care</a> 8 Feb 2017	<ul style="list-style-type: none"> <li>• Administrative activities, including migration of data for existing providers and provision of service information for new providers</li> <li>• Planned communications with home care clients post 27 February</li> <li>• Additional materials available</li> </ul>

<p>Webinar: <a href="#">Increasing Choice in Home Care – Operational Readiness</a></p> <p>6 Dec 2016</p>	<ul style="list-style-type: none"> <li>• How the key changes will be operationalized in the lead up to 27 February</li> <li>• Overview of the steps undertaken by the Department to prepare home care clients, ACATs, the My Aged Care contact centre and providers</li> <li>• Supportive materials available</li> </ul>
<p>Webinar: <a href="#">Increasing Choice in Home Care – My Aged Care Service Finder functionality</a></p> <p>21 Nov 2016</p>	<ul style="list-style-type: none"> <li>• New fields that will be available in the service finder from 27 February</li> <li>• Navigating the service finder using the new search parameters</li> <li>• Navigating the service finder to create a short-list of providers for comparison</li> </ul>
<p>Webinar: <a href="#">Increasing Choice in Home Care – changing providers and unspent amounts</a> (2 Nov. 2016)</p>	<ul style="list-style-type: none"> <li>• Consumer and provider obligations when changing providers</li> <li>• Unspent amounts</li> </ul>
<p>Video: <a href="#">New data fields for Home Care Package providers – organisation administrator functions</a></p>	
<p>Video: <a href="#">New data fields for Home Care Package providers – outlet administrator functions</a></p>	