

Home Care reforms information series

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Welcome to the ninth edition of Leading Age Services Australia's newsletter on the Home Care Reforms, which is also available on our [website](#) along with previous editions. If you have specific topics or questions you would like addressed in future editions, please email them to homecare@lasa.asn.au.

1 SINGLE AGED CARE QUALITY FRAMEWORK

As part of the transition to a single aged care quality framework, the Department of Health has released two papers for stakeholder consultation:

- [Draft Aged Care Quality Standards](#)
- [Options for Assessing Performance against the Aged Care Quality Standards](#)

The draft quality standards move away from individual program standards (e.g. Home Care Common Standards and Accreditation Standards for residential care) by introducing a single set of standards for all programs. The proposed standards seek to emphasise the consumer by focusing on consumer outcomes, needs, goals and preferences. To achieve this, the consultation paper identifies eight standards that are each expressed in three ways:

- a consumer outcome statement
- a statement of expectation for the organisation
- a list of requirements that identify how the organisation can meet the standard.

The other part of the consultation provides options for how organisations will be assessed against these proposed standards. The paper identifies three options:

- An assessment process based on care setting, with different approaches for residential settings and home/community based settings.
- A single risk-based assessment process applicable to all aged care settings.
- A safety and quality declaration by organisations providing low risk services readily available to the broader population (which can be combined with Option 1 or Option 2).

LASA will be providing a response on the proposed changes and welcomes Member feedback. Please [email](#) your comments by COB Friday 7 April. We are also hosting the following Member workshops on this issue:

- Friday 7 April 1pm-3pm: LASA Sydney office Level 8, 418A Elizabeth Street, Surry Hills. Please RSVP to NSW State Manager [Brendan Moore](#).
- Tuesday 11 April 10am-12 pm: LASA Brisbane office 6 Pavilions Close, Jindalee. Please RSVP to Queensland State Manager [Kerri Lanchester](#).

Please visit the Department's [website](#) for more information, including details on how to make your own submission. Individual submissions close 21 April 2017.

2 EXPRESSIONS OF INTEREST IN QUALITY ASSESSMENT WEBINAR

LASA is seeking feedback on whether Members would like to attend a webinar on the quality review process and the current home care standards. It is proposed that this webinar would include a representative from the Australian Aged Care Quality Agency and would be targeted towards approved providers who may be new to Home Care or for people that may like a refresher on quality review. To express your interest, please email homecare@lasa.asn.au.

3 HOME CARE PACKAGES SERVICE FINDER

Changes made to the home care packages service finder have been designed to empower users to better exercise choice when researching and comparing providers. The new fields allow providers to include an overview of your services, including availability and service hours as well as any areas that you specialise in. For example, you might specialise in delivering services to consumers with cognitive impairment, or based on the demographics of the area you service, you might specialise in a particular language or culture.

Providers are encouraged to update their information in the provider portal to give consumers an understanding of the services and specialisations they offer and the costs associated with delivery of those services. This will help consumers, their friends, family and/or carers understand the value of your services and help them decide on who delivers their care.

More information on the fields and how to complete them is included in the Department's fact sheet [Home Care Package Service Finder](#) and template [New service finder data fields](#).

4 INCREASING CHOICE PROVIDER RESOURCES NOW AVAILABLE

The Department of Human Services has created a new [Increasing Choice webpage](#) to support providers with the recent home care reforms. The Department also updated the following home care web resources:

- [Aged care providers](#)
- [Aged care reforms](#)
- [Online claiming for aged care providers](#)
- [Payment statements for Home Care subsidy](#)
- [Aged Care home care packages transfer level of care for Aged Care recipients](#)

The Department welcomes your feedback on these pages via the [online feedback form](#). You can also subscribe to [news for aged care providers](#) to receive regular news alerts.