



**LASA**


**LEADING AGE SERVICES  
AUSTRALIA**

*The voice of aged care*

# GOLD COAST 2018

INDUSTRY UPDATES

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Review of the: AGED  
CARE QUALITY  
REGULATORY  
PROCESS  
(Carnell Paterson  
Report)

# OUTCOMES

- Despite ongoing reforms to improve quality in RACF, the review found that the current system does not provide assurance that the community expects
- The whole industry has been poorly portrayed
- We are seeing a very very different attitude from AACQA in relation to accreditation of RACF's

# RECOMMENDATIONS

1. Independent Aged Care Quality and Safety Commission
2. Centralised database for real-time information sharing
3. Mandatory Participation in the National Quality Indicators Program
4. Star Rating system
5. Consumers and their representatives to exercise their rights
6. A serious incident response scheme (SIRS) for aged care
7. Standards will limit the use of restrictive practices
8. A focus on unannounced visits
9. Assessment against Standards to be objective and reflective of current expectations of care
10. Enhance Complaints Handling

# Recommendation 8

- A focus on unannounced visits
- Minister Wyatt announced this move as his first step!!

# LASA submission



To view LASA's detailed analysis:

- [www.lasa.asn.au](http://www.lasa.asn.au)  
ADVOCACY  
LASA SUBMISSIONS

# Is it any wonder???



# SINGLE AGED CARE QUALITY FRAMEWORK



- Commencing 1 July 2018
- 12 month transition period
- Providers will be assessed under the NEW standards from 1 July 2019
  
- The standards will apply to:  
COMMONWEALTH AGED CARE SERVICES
  
- Replacing the current four sets of standards



# SACQF Standards

## **Draft Aged Care Quality Standards (February 2018)**

- Standard 1 - Consumer dignity and choice
- Standard 2 - Ongoing assessment and planning with consumers
- Standard 3 - Personal care and clinical care
- Standard 4 - Services and supports for daily living
- Standard 5 - Organisations service environment
- Standard 6 - Feedback and complaints
- Standard 7 - Human resources
- Standard 8 - Organisational governance

# SACQF in home care

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# SACQF in home care

## **Draft Single Aged Care Quality Framework (April 2017)**

- Some standards will apply only where the provider is delivering particular types of care and services.
  - Standard 3 (Personal and clinical care) will not apply to providers only delivering services such as meals or other food services, transport, home maintenance or domestic assistance.
  - Standard 5 (Organisation's service environment) will not apply where care and services are delivered in a care recipient's own home or other environments such as shopping centres.

# SACQF in home care

## **Draft Single Aged Care Quality Framework (April 2017)**

- Options for assessing an organisations' performance against the new quality standards
  - Assessment process based on care setting, with different approaches for residential settings and home/community-based settings.
  - Single risk-based assessment process applicable to all aged care settings.
  - Safety and quality declaration by organisations providing low-risk services readily available to the broader population (this can be combined with Option 1 or Option 2).
- The Department is working with the sector on options for assessing service provider performance against the Aged Care Quality Standards.
  - Scoping work is now underway for development of a Consumer Experience Report (CER) for home and community-based aged care services.

# Established vs New Providers

- Timeframe for transition to the Aged Care Quality Standards
  - Guidance materials made available in April 2018
  - Transition to commence 1 July 2018
  - Assessment against the Standards to commence 1 July 2019.
- Established providers
  - review guidance materials
  - undertake mapping of existing operational procedures and policy documentation to the new standards



# Established vs New Providers

- New approved providers
  - Application and DoH response
  - Set up – My Aged Care & aged care payments
  - Service commencement
  - Compliance Assistance Education
- Access to AACQA provider resources
- Development of operational procedures and policy documentation
- AACQA review at 12 months after service commencement
- Continuous improvement



# Established vs New Providers

- New approved providers who commence services prior to 1 July 2018
  - Report against the current Home Care Common Standards
  - Concurrently map this to the new standards (timing of subsequent accreditation review as consideration based on outcome of initial accreditation review)
- Accounting for continuum of care – entry level through to complex care
  - Workforce requirements and clinical governance/oversight
  - Small niche CHSP providers entering the HCP space responding to consumer choice and package portability





# Unmet Needs vs Unspent Funds

- Until package assignment better a consumer's current care needs accounting for movement up and down package levels providers will be faced with increasing numbers of consumers with either:
  - Unmet needs (lower package level relative to high care needs)
  - Unspent funds (higher package level relative to low care needs)
- Operational risks that need to be accounted for in context of consumer choice and ongoing planning/care review



# Competition and consumer choice

- Increased competition within the constraints of a capped/controlled supply of home care packages
  - Pressures on providers to increase/retain package activity levels
    - Aggressive competition
- Consumer choice and respect for consumers to make informed choices
  - Accessing information
  - Limited consumers supports
  - Market maturation
- Feedback and complaints
  - Provider response in the context of competition
  - Consumer experience reports



# Next Steps



- Governance Docs not yet published
- Piloting at Different sites

# LASA is:



- Currently Mapping New Standards against Current Standards

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**Leading Age Services Australia (LASA)**  
is the national peak body representing all providers of age services  
across residential care, home care and retirement living.