



Australian Government

Department of Health and Aged Care

# In-home aged care update

## December 2024



[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)

5 December 2024

# Acknowledgement of Country

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I would like to acknowledge the Traditional Owners and Custodians of the vast lands on which we meet today and pay my respects to Elders past and present. I am presenting to you from Ngunnawal country.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples joining us today.



# Our webinar panel

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## Chair:

- Erika Barnett, A/g Assistant Secretary, Assessment and Home Care Transition Branch

## Presenters:

- Julia Atkinson, A/g Assistant Secretary, Aged Care Assessments Branch
- Katherine Koesasi, Director, Aged Care Assessments Branch
- Rowena Sierant, Director, Support at Home Reform Branch
- Michelle Smith, Director, Assessment and Home Care Transition Branch
- Biravena Kumarakuru, Change Manager, Assessment and Home Care Transition Branch

## Panellist:

- Jasmine Snow, A/g Assistant Secretary, Support at Home Reform Branch



# In-home aged care update

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Scan here for  
webinar slides

[health.gov.au/resources/webinars/in-home-aged-care-update-webinar](https://health.gov.au/resources/webinars/in-home-aged-care-update-webinar)

Please check your audio settings if you cannot hear the presenter



# What will be covered today?

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Recent announcements

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Single Assessment System update

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Assistive Technology and Home Modifications (AT-HM) Scheme update

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Support at Home provider change transition and readiness

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Q&A session

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# Recent announcements

# Aged Care Transition Taskforce

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- Aged Care Transition Taskforce announced 18 November 2024.
- Will work to identify and address implementation issues and provide expert advice to the Minister and the Department of Health and Aged Care.
- Will have oversight of 5 implementation and transition streams, with membership reflecting experience and expertise in these areas:
  - drafting of subordinate legislation to the Aged Care Act 2024
  - education and training of sector workforce
  - communication and change management
  - funding and fee structure
  - data and digital.



# Support at Home service caps

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- Proposed caps for cleaning and gardening removed
- Eligible participants will have no limits on the hours of cleaning and gardening services they can receive within their package.



# IT Grants

- Eligible providers can apply for up to \$10,000 to support IT changes to prepare for 1 July 2025.
- Arrangements for the grants are being developed.
- Further details published in the coming weeks.





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# Single Assessment System update

**Julia Atkinson**, A/g Assistant Secretary, Aged Care Assessments Branch  
**Katherine Koesasi**, Director, Aged Care Assessments Branch

# What will be covered today?

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- Overview of the Single Assessment System.
- Key changes for the Single Assessment System workforce introduction.
- Key dates and where you can go for further information.



# Single Assessment System for aged care



# The Single Assessment System has three key components

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- The Single Assessment System will make it easier for older people to enter aged care and access different services as their needs change.
- The Single Assessment System has 3 key components:

**1** Integrated Assessment Tool (IAT) ✓

**2** Single Assessment System workforce

**3** First Nations assessment organisations

# Implementation of the Single Assessment System is a response to the Aged Care Royal Commission Recommendation 28.

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- In 2021, the Royal Commission into Aged Care Quality and Safety inquired into the quality of aged care services in Australia, whether those services were meeting the needs of the community, and how they could be improved in the future.

## Found:

Older people could be passed between assessors as their needs change resulting in:

- inconsistent assessments
- inefficient services
- complex assessment system
- duplication

## Recommendation 28:

Australian Government to establish a single aged care workforce empowered and trained to do all the assessments that are needed across home and residential care. This will ensure:

Older people have a more stream-lined assessment experience and receive greater clarity about likely services.



# Why are we reforming aged care assessments?

- The previous aged care assessment process was confusing to navigate, and people often bounced between assessments.
- First Nations assessment organisations will ensure the process is culturally safe, trauma informed and better connects Aboriginal and Torres Strait Islander older people with appropriate services.

# What will the new system do?

Simplify and improve an older person's experience as they enter and progress through the aged care system by...



a **single assessment pathway** for older people so they don't have to change assessment providers as their needs change



ensuring older people only have to **tell their story once**



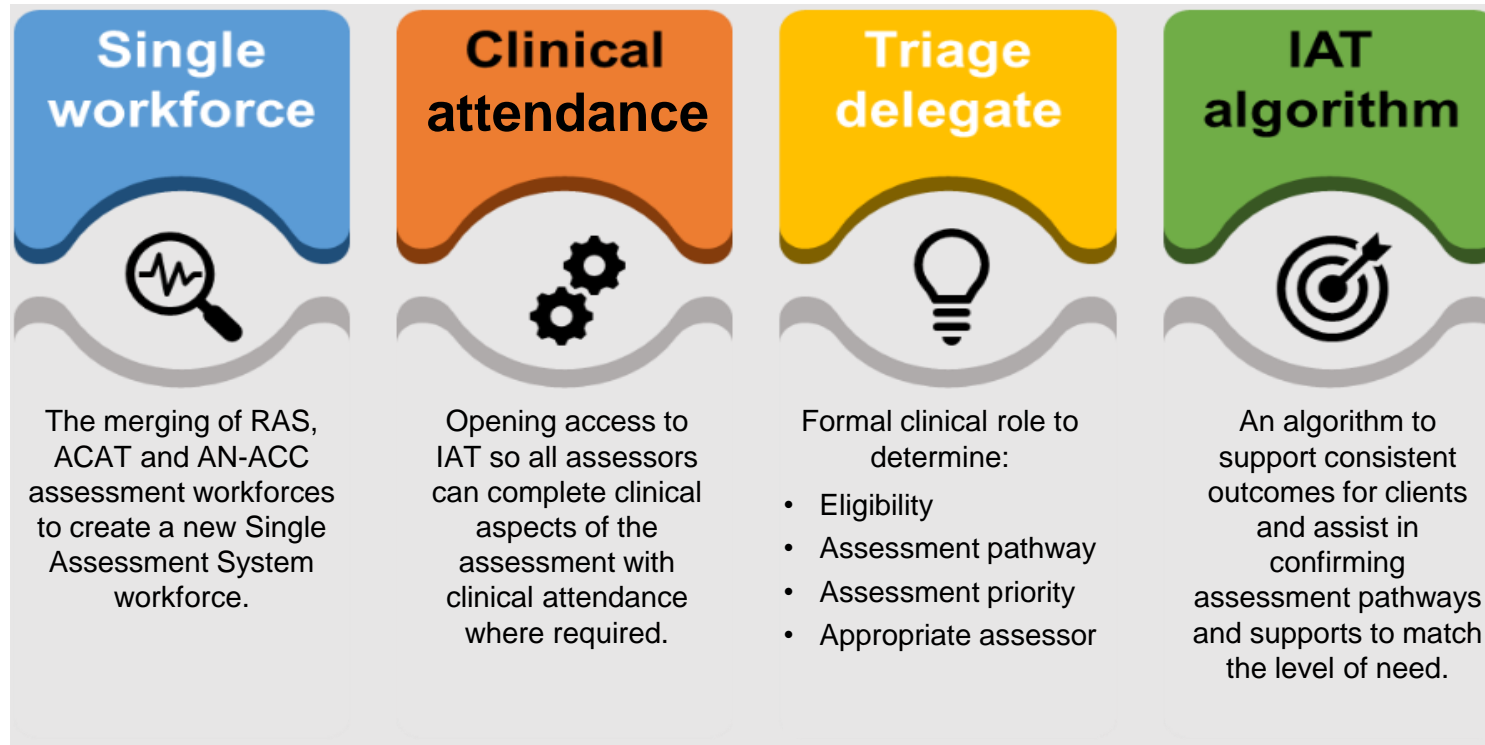
ensuring access to assessments in **regional, remote and rural areas**



**reducing wait times** to access an aged care assessment

# The IAT provides the foundation for an iterative approach to single assessment system reforms.

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# Single Assessment System workforce



# What is the Single Assessment System workforce?

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- From 9 December 2024, aged care assessment organisations will be funded to deliver:
  - aged care needs assessments, **and/or**
  - residential aged care funding assessments.
- Aged care needs assessment organisations will have a mix of clinical and non-clinical assessment staff and will be able to conduct **both**:
  - **home support assessments** for the Commonwealth Home Support Programme
  - **comprehensive assessments** for the Home Care Packages Program, flexible aged care programs, residential respite and entry into residential aged care.
- Some assessment organisations will conduct residential aged care funding assessments to determine an older person's Australian National Aged Care Classification (AN-ACC).



# The Single Assessment System workforce will bring together...

- Regional Assessment Service (RAS)
- Aged Care Assessment Teams (ACATs)
- Independent AN-ACC assessors

**State and territory governments will continue to play a central role in deliver aged care needs assessments, including 100% of hospital-based assessments.**



# Australia-wide there are 24 entities that will be working together as part of the Single Assessment System workforce.

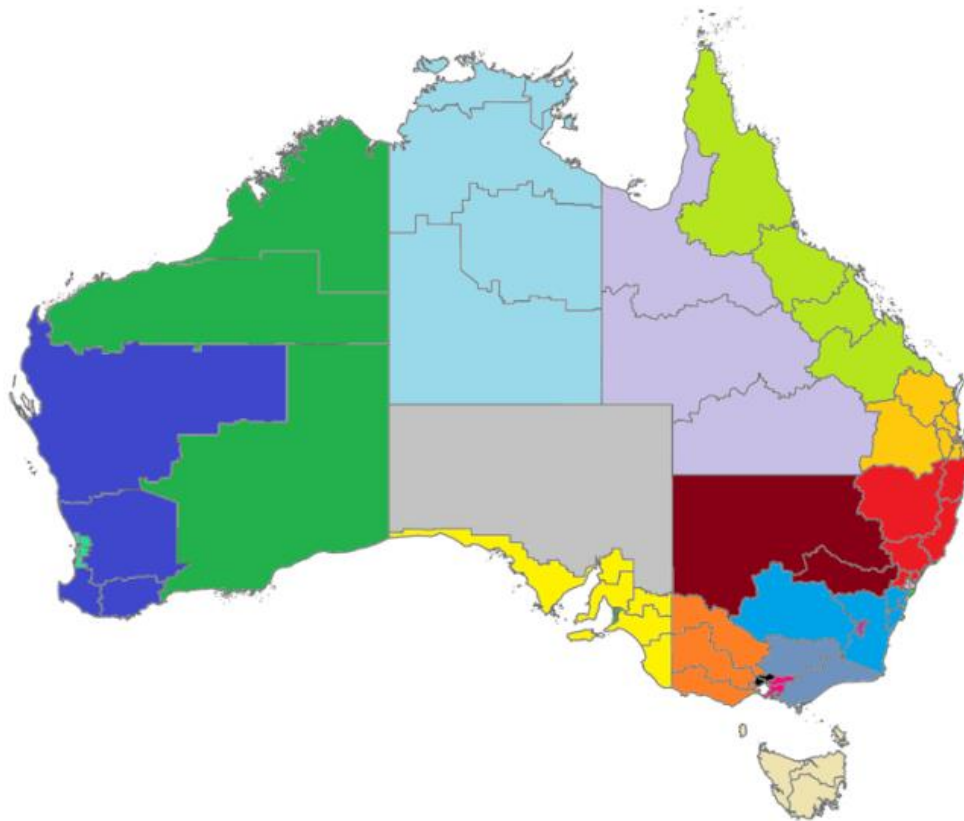
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- Following an open tender process, the department awarded contracts to 17 organisations to deliver the Single Assessment System for aged care, including:
  - 8 to deliver both aged care needs and residential aged care funding assessments
  - 7 to deliver aged care needs assessments only
  - 2 to deliver residential aged care funding assessments only.
- This is in addition to state and territory governments who retain a central role in the Single Assessment System.

# Assessment organisations will be aligned to service areas, which are mapped to Aged Care Planning Regions (ACPRs).

- There will be 22 service areas under the Single Assessment System.
- Each service area will map up to an ACPR.

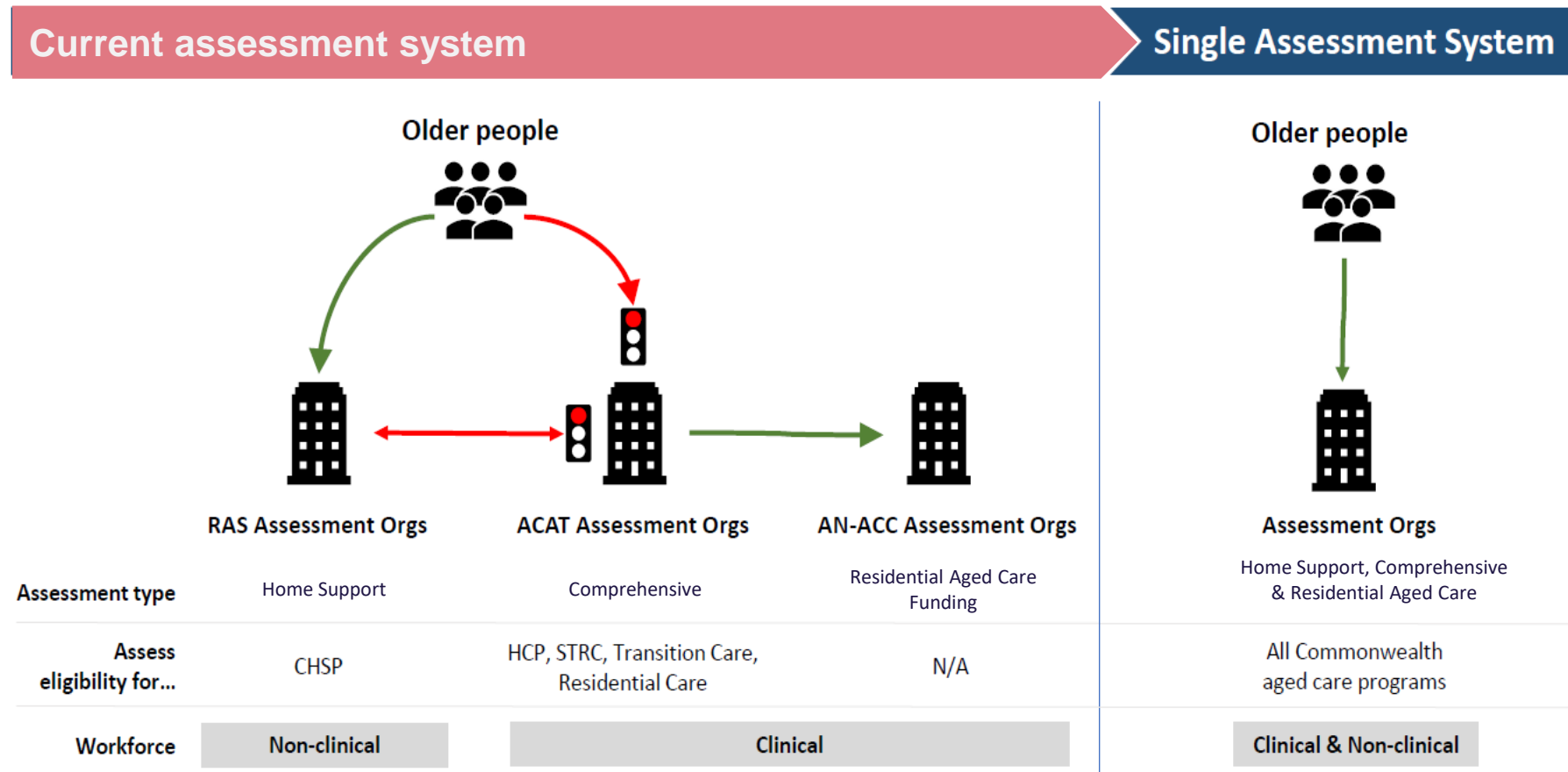


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NSW 5  
WA 1  
WA 2  
WA 3

ACT  
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QLD 1  
QLD 2  
QLD 3  
QLD 4  
TAS

SA 1  
SA 2  
SA 3  
VIC 1  
VIC 2  
VIC 3  
VIC 4

# Key shifts from current assessment system to Single Assessment System workforce



# Snapshot of what the Single Assessment System will mean for **older people**...

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- Aged care needs assessments will continue to be done in person, at their home, or in hospital if required.
- There will be no changes to aged care eligibility requirements.
- There will be no changes to the processes for:
  - applying for an assessment with My Aged Care
  - referrals to urgent services
  - in-hospital assessments
  - residential aged care funding assessments
  - reassessments.

# Snapshot of what the Single Assessment System will mean for the **assessor workforce** ...

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- One Single Assessment System workforce.
- Simplified terminology aligned to the Single Assessment System (i.e. *aged care assessor, assessment organisation*).
- Supporting assessors where needed with clinical attendance support and training.
- Empowering assessors with access to relevant training aligned to clinical qualifications.

# Snapshot of what the Single Assessment System will mean for home care providers...

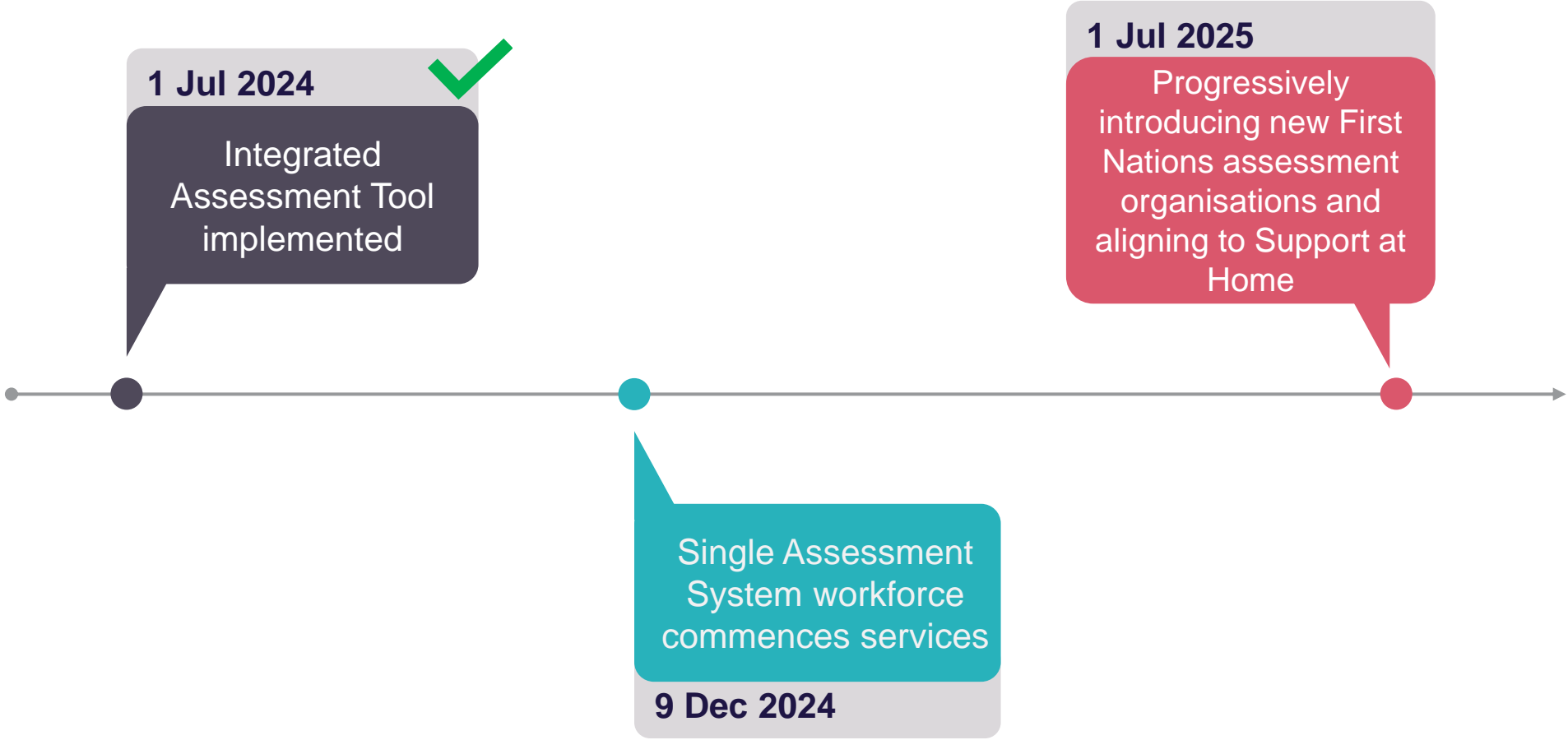
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- Assessment organisation contacts may change in some geographical areas.
- Clinically qualified staff within assessment organisations will undertake a short triage process to support older people to receive the assessment type that best meets their needs.
- The process for referrals will remain the same.



# Key milestones

# The Single Assessment System workforce will commence from 9 December 2024.



# Further information

## Where to go for further information..

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- Visit the [Single Assessment System for aged care](#) page on the Department of Health and Aged Care website.
- Visit the [My Aged Care website](#) to learn more about the assessment process.



**Single Assessment  
System web page**

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# Assistive Technology and Home Modifications (AT-HM) Scheme

Rowena Sierant, Director, Support at Home Reform Branch

# What will be covered today?

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- Overview of the AT-HM Scheme
- Information on the AT-HM list
- Update on the AT Loans Scheme
- Update on the AT Loans Scheme Trial



# Assistive Technology and Home Modifications (AT-HM)

Upfront access to assistive technology and home modifications through a new dedicated AT-HM Scheme

Separately funded

Based on a participant's assessed needs

Prescribing and wrap around costs included where needed

Defined AT-HM list of equipment and products that can be accessed

# AT-HM funding

Assistive Technology Funding Tiers	
Funding Tier	Funding Allocation
Low	Up to ~\$500
Medium	Up to ~\$2,000
High	Up to ~\$15,000 access to further funding available with evidence

Home Modifications Funding Tiers	
Funding Tier	Funding Allocation
Low	Up to ~\$500
Medium	Up to ~\$2,000
High	Up to ~\$15,000*

*\* Final funding tiers to be confirmed before Support at Home commences.*

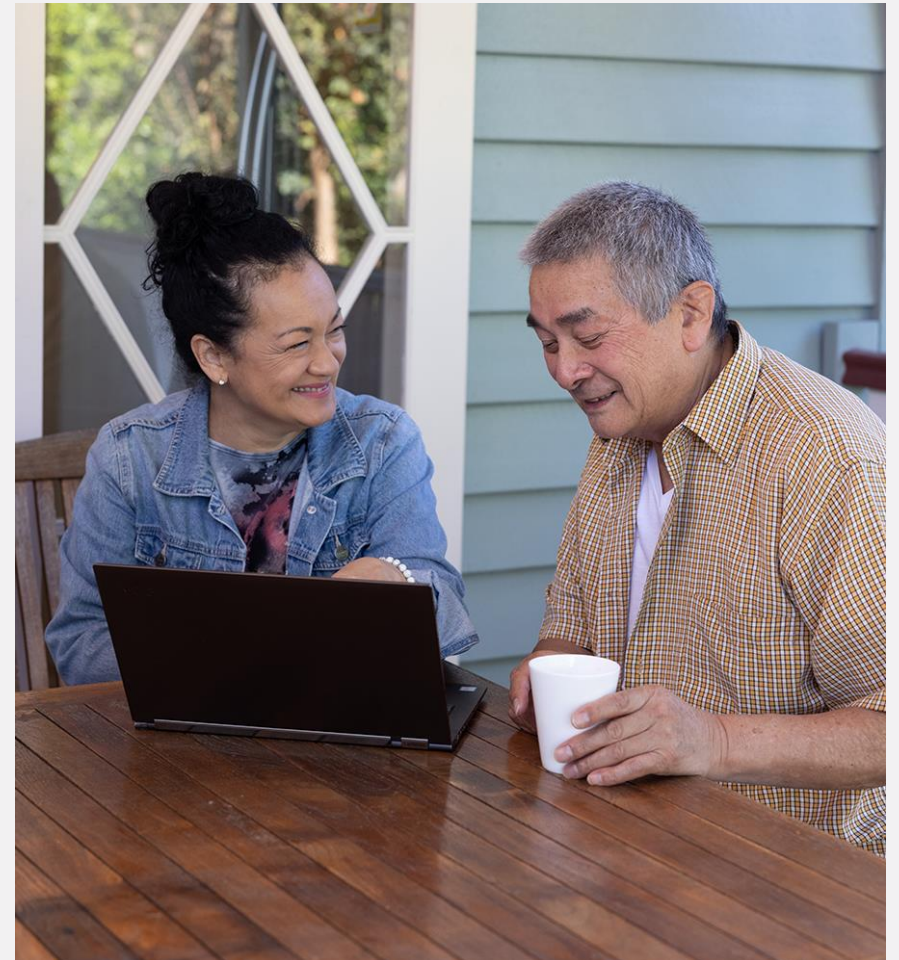




# AT-HM list development

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- The AT-HM list outlines the products, equipment and home modifications can access.
- The list was constructed using the Australian-adopted [Assistive product – classification and terminology standard](#) and draws from internationally agreed instruments, such as the Convention on the Rights of Persons with Disability (2006).
- Informed by subject matter experts and broad sector consultation.

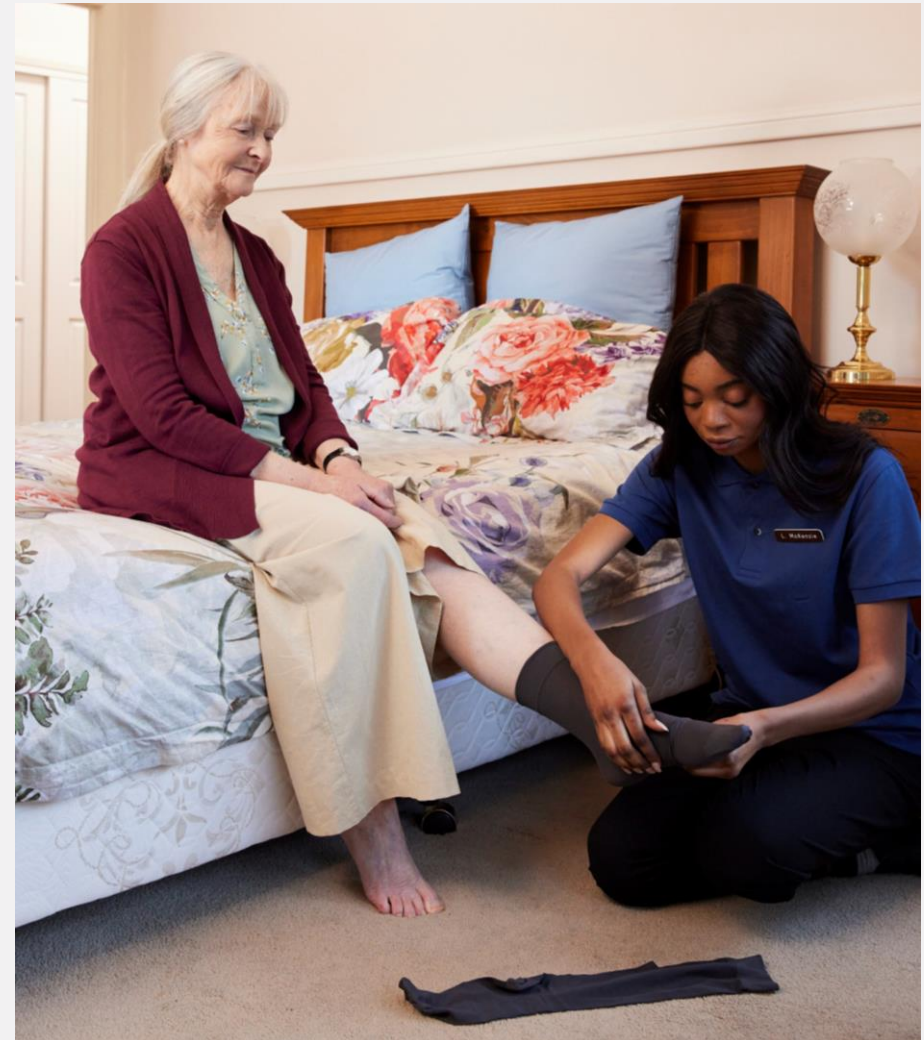


# AT-HM list

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The AT-HM list refers to equipment and products for:

- **Assistive technology**
  - Managing body functions
  - Self-care
  - Mobility
  - Domestic life
  - Communication and information management
- **Home modifications**



# Example of AT-HM list - Managing body functions

Supporting body functions	Item Titles	Item Category
04 06 Supporting and stimulating blood circulation	<ul style="list-style-type: none"> <li>Anti-oedema stockings for arms, legs and other parts of the body</li> </ul>	Under advice
04 19 Administering medicines	<ul style="list-style-type: none"> <li>Medication management -assistive products for administering non-liquid medicines (pill splitters, Dossett boxes etc)</li> </ul>	Low risk
04 33 Manage tissue integrity	<ul style="list-style-type: none"> <li>Pressure care cushions including back supports, seat cushions and underlays</li> <li>Products intended to redistribute the load on vulnerable parts of the body when lying down and to prevent sores and decubitus ulcers</li> <li>Special equipment for tissue integrity</li> </ul>	Prescribed
04 26 Cognitive functions	<ul style="list-style-type: none"> <li>Cognition support products</li> </ul>	Prescribed
06 06 Upper limb orthoses	<ul style="list-style-type: none"> <li>Orthotics for hand and arm function including finger, hand, hand-finger, wrist-hand, wrist-hand-finger, shoulder-elbow-wrist, hand joints and finger joints, wrist joints, elbow joints, shoulder joints.</li> <li>Interface, structural and finishing (cosmetic) components for upper limb orthoses</li> </ul>	Prescribed
06 12 Lower limb orthoses	<ul style="list-style-type: none"> <li>Foot orthoses</li> </ul>	Prescribed
22 28 Managing time, memory, and planning;	<ul style="list-style-type: none"> <li>Clocks and watches - timepieces with enhanced visual, auditory or other cueing features such as talking watch, dementia clock</li> <li>Calendars and timetables to support orientation</li> <li>Assistive products for structuring periods of time, activities and personal organisers</li> <li>Memory Support products</li> </ul>	Prescribed

# How does the AT-HM list work?

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The 3 AT-HM list categories include:

**Low risk:** simple and relatively low-cost daily living products that need no prescription or customisation.



**Under advice:** items that are generally low risk but would benefit from professional advice to ensure they are selected, installed or used effectively.



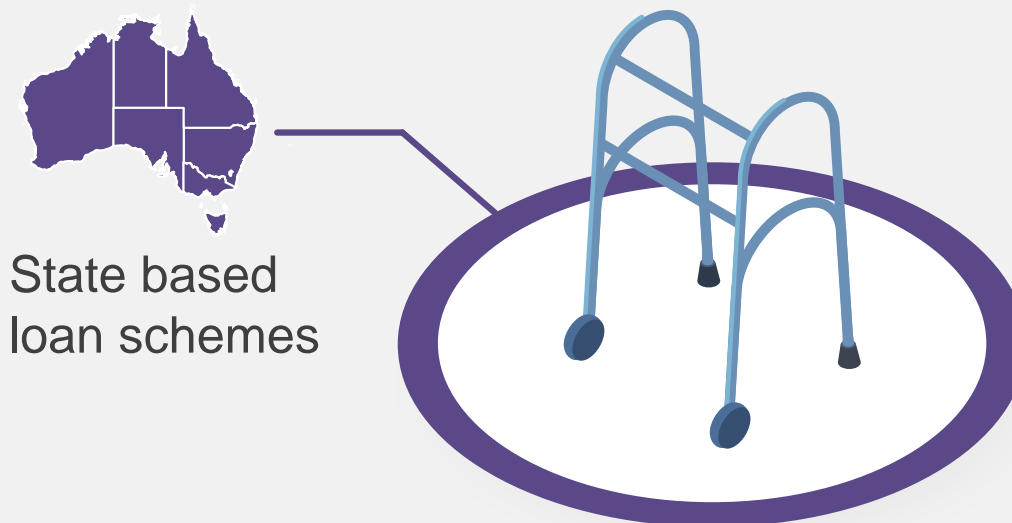
**Prescribed:** these are complex or expensive products/equipment, customised to meet participants' individual needs and require prescription from a health professional.



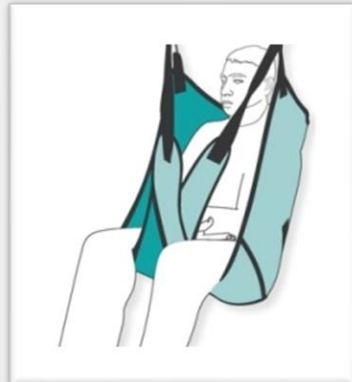
# National Assistive Technology (AT) Loans Scheme

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- A national Assistive Technology Loans Scheme will be delivered as part of the AT-HM Scheme to support a sustainable equipment model.
- Anticipated to commence from 1 July 2025 with staged rollout across the country.
- Clients requiring medium to high-cost AT can access it through the AT Loans Scheme.
- Eligible equipment for the AT Loans Scheme will be specified in an AT Loans Scheme list.
- Leveraging existing state and territory programs to support prescription, provision and set up of suitable loaned equipment.



# Examples of readily available items



# AT Loans Scheme Trial

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- Trial conducted in partnership with the New South Wales Ministry of Health and EnableNSW.
- Commenced 29 July 2024 – will run for 12 months.



# AT Loans Scheme Trial

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The purpose of the AT Loans Trial is to test key aspects of the AT Loans Scheme, including:

- trialling the prescription framework and wrap around service requirements
- trialling pathways to ensure equitable access across metropolitan and regional areas
- understanding compliance with relevant codes of ethics, and industry quality standards and guidelines
- insights to inform the logistics and processes for the AT Loans Scheme, such as reuse of equipment, warehousing, and storage.





# AT Loans Scheme Trial eligibility

## *prescriber and client*

### Trial sites (*residency*)



- NSW resident, residing in one of the Aged Care Planning regions:
  - Riverina/Murray
  - South-West Sydney.
- Not permanently living in a RACF.

### Prescriber



Health professionals including:

- occupational therapists
- physiotherapists
- registered nurses
- speech pathologists
- others who prescribe equipment for communication, mobility and self-care.

### Client (*older person*)



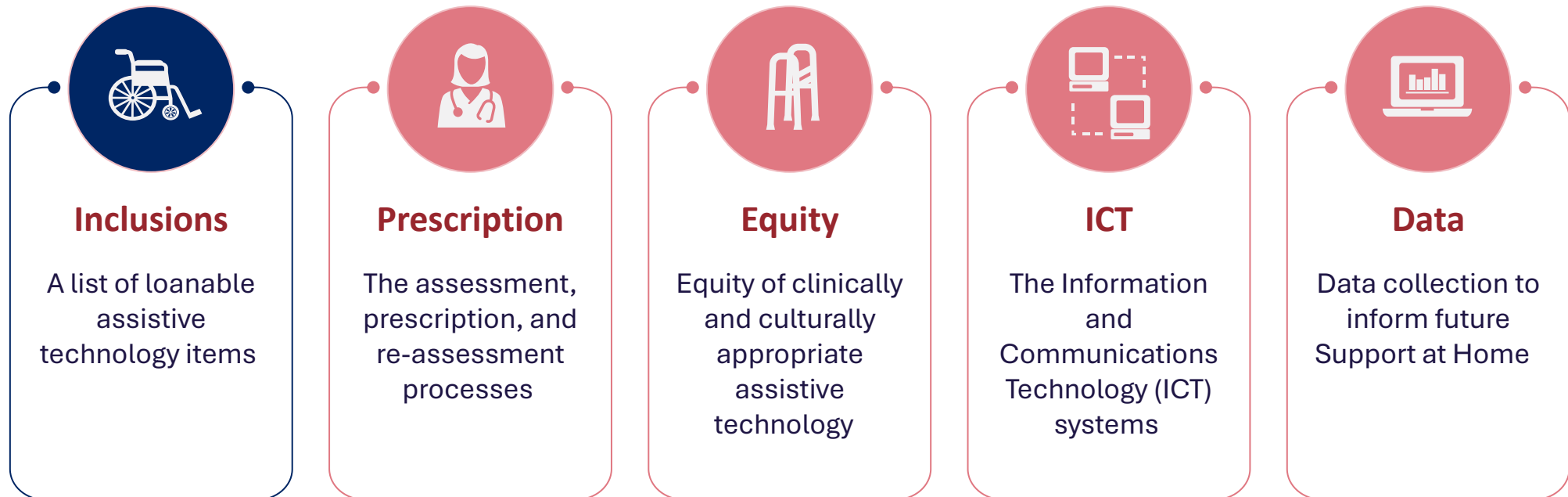
- Assessed and approved for an Australian Government Home Care or Short-Term Restorative Care package (not on CHSP).
- Assessed by an eligible prescriber for AT.

*\*People receiving support through Commonwealth Home Support Programme (CHSP) are not eligible for this trial.*



# Assistive Technology Loans Scheme Trial

*A metropolitan and regional aged care planning region was selected to help shape the AT Loans Scheme.*



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# Support at Home Change Transition and Readiness

**Michelle Smith**, Director, Assessment and Home Care Transition Branch

**Biravena Kumarakuru**, Change Manager, Assessment and Home Care Transition Branch

# What will be covered today?

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- Readiness and transition approach
- Transition journey stages
- What we are doing to get the sector ready
- Tools to support with transition activities
- Support at Home Transition Support Model

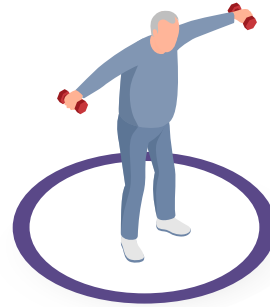


# Support at Home program

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Faster access to services



Early intervention to stay independent and prevent decline



Higher levels of care when needs become more complex



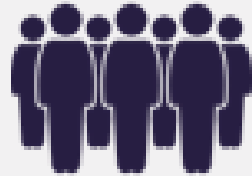
# Key changes for providers and participants

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- New service list
- New quarterly participant budgets
- More information required from providers when submitting invoices meaning potential changes to internal process and systems
- 10% of ongoing budget allocated to care management
- Changes to participant contributions
- Care partner role
- New Assistive Technology and Home Modifications (AT-HM) Scheme
- Two new short-term services:
  - Restorative Care Pathway
  - End-of-Life-Pathway



# Provider landscape



**940**

Providers

**288,370**

Clients in care

**850**

HCP providers

**279,357**

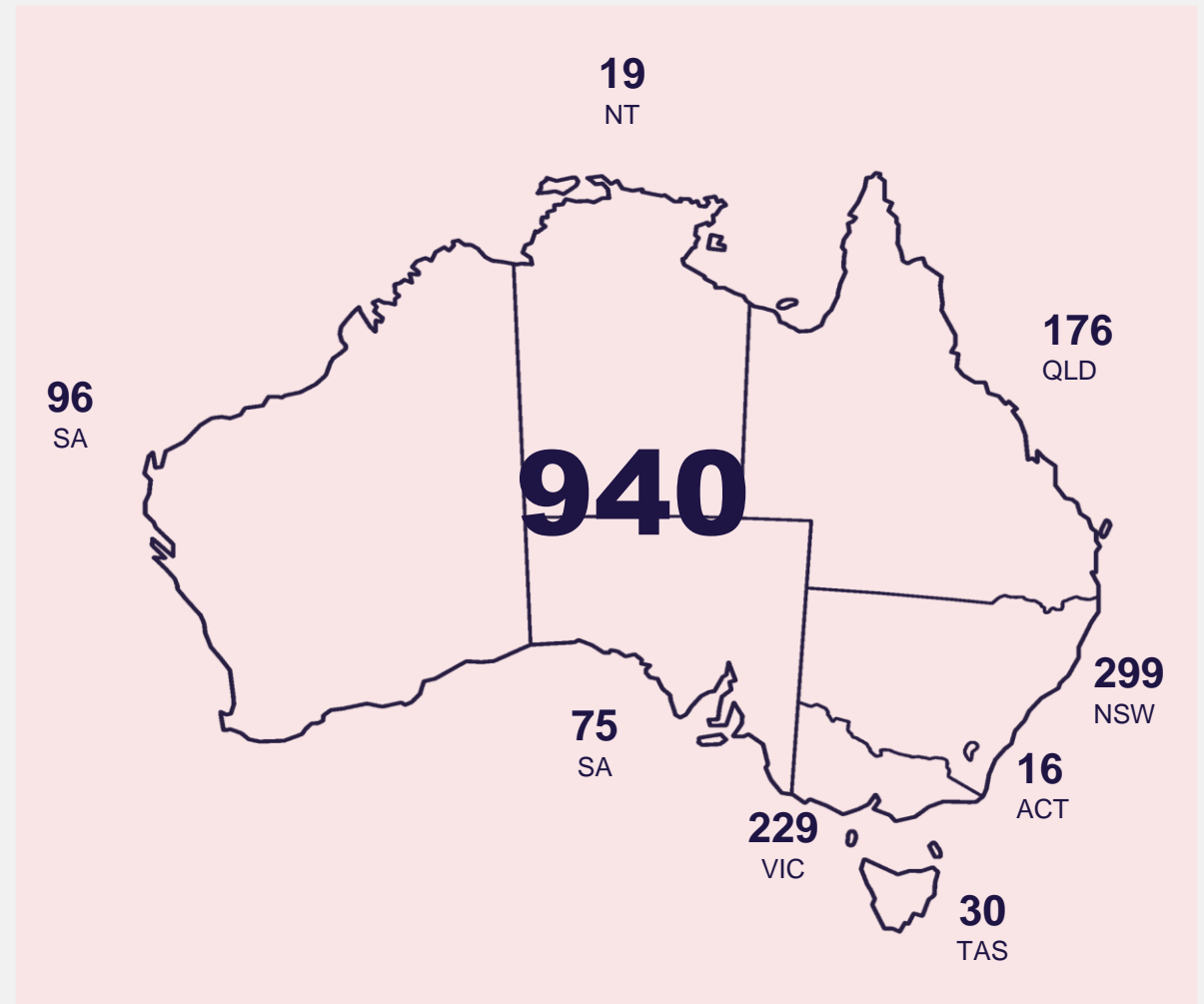
HCP clients in care

**90**

STRC providers

**9013**

STRC clients in care



# Provider landscape – transition challenges



“Service Providers are setting up **multiple listings** of their services on the My Aged Care website as they have not been provided clear **guidance or rules** on how to use the system. Providers find it **difficult to receive support** on GPMS, MAC and/or Services Australia systems. **Technical issues with My Aged Care**”

“**Workforce shortages** reduce opportunities for **training** as workforce needs to be available for **face-to-face service delivery** (no ability to have staff ‘offline’ training). Training is costly for providers, with many experiencing financial losses.”

“Implement reforms in a **clear and cohesive manner** - undertake a staged approach for the commencement of reforms, noting the **system upgrades** and transformation efforts that will be required across the board.

Comprehensive **education** program to support the whole community to transition to the new Act and Rules. products, webinars and information sessions, resources to respond to queries. Aged care workers and execs to deliver care in compliance with Act and rules.”

“Providers will face **System transition** challenges along with **alignment** with the changes to current HCP **client financials** and future SAH clients - vendors are stating they do not have enough **time and resources** to meet requirement - any dual system requirements will pose difficulties for compliance.”

“**Cost of IT elements** are substantial for standalone /small /regional providers. This will be a deal breaker for some providers.”

“**Organisational processes** will change, **ICT system** will need to be upgrade, staff will need to be trained, and older people will need to be educated on their rights. All these changes will require **time, understanding and resourcing**. The Government must remain cognisant of the pressure this reform will put on the sector...”





# Transition Stages

Before  
1 July  
2025

**1** Learn about the Support at Home program

Providers understand the new Support at Home program and changes they need to make to their organisation.

**2** Prepare for transition

Providers prepare their organisation and staff to deliver services for Support at Home and inform participants.

From  
1 July  
2025

**3** Start to deliver services

Providers are operationally ready and start to deliver services for Support at Home.

**4** Receive payments

Providers have delivered services and are ready to receive payments for Support at Home.

Ongoing

**5** Facilitate change in services

Providers manage changes for participants or their exit from the Support at Home program (if required).



# Stage

1

## Learn about the Support at Home program

Providers understand the new Support at Home program and changes they need to make to their organisation.

- Learn about:
  - the new Aged Care Act and Support at Home
  - provider obligations and registration requirements
  - the Support at Home program financial and payment mechanisms.
- Understand how Support at Home will impact your organisation's business model:
  - determine the services you will offer to participants
  - determine your workforce requirements including roles, qualifications and training.



# Stage 2

## Prepare for transition

Providers prepare their organisation and staff to deliver services for Support at Home and inform participants.

- Modify operations in preparation for Support at Home:
  - prepare for service delivery for participants
  - communicate with transitioning home care recipients
  - prepare financial and reporting systems
  - prepare systems and processes to align with new Aged Care Act regulatory model
  - undertake workforce training and readiness
  - prepare ICT systems.
- Registered under the correct Registration Categories to deliver and claim for services:
  - validate registration categories assigned during deeming process and if required provide additional information.



# Post 1 July 2025

3

## Start to deliver services

Providers are operationally ready and start to deliver services for Support at Home.

- Implement new Care Management responsibilities including allocating eligible participants to appropriate care management funds and services.
- Deliver Support at Home services to new and current HCP (grandparented) recipients.
- Ensure compliance with registration conditions and mandatory obligations under the new Aged Care Act.

4

## Receive payments

Providers have delivered services and are ready to receive payments for Support at Home.

- Generate and issue monthly statements for participants for services used against the care plan.
- Submit services claims to Services Australia including care management funds for participants, and subsidy claims for AT-HM services.

# Ongoing

5

## Facilitate changes in services

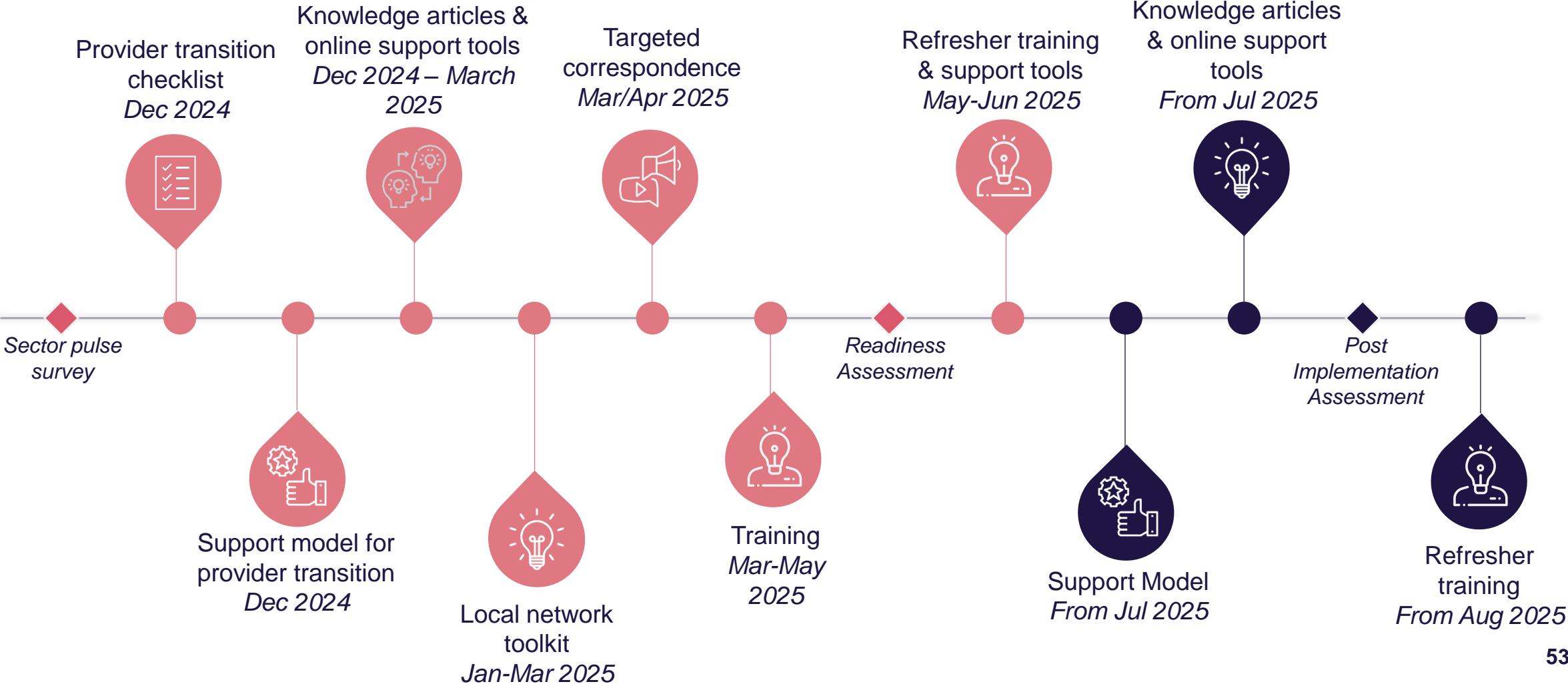
Providers manage changes for participants or their exit from the Support at Home Program (if required).

- Transfer participants to another provider when a participant or supporter notifies of a change in services.
- Understand the processes for exiting the Support at Home program if needed.

# What are we doing to get the sector ready?

**Provider and client readiness**  
 Nov 2024 – Jun 2025

**Embed Support at Home program**  
 Jul 2025 onwards



# Tools to support with transition activities

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- Support at Home program handbook
- Support at Home service list, AT-HM list
- Web content
- Program manual
- Technical information
- Targeted communication
- Training



# Support at Home Transition Support Model

## Providers



**Local network**  
to support providers with transition activities and track progress



**Transition resources and tools**  
including training to support providers with transition activities



**Community of Practice**  
to discuss operational enquiries, emerging issues and share updates. Operational Managers/ Care Partners



**Email**  
[SAH.Implementation@Health.gov.au](mailto:SAH.Implementation@Health.gov.au)  
for any questions or support

## Peak Bodies



To support providers and participants to transition to Support at Home by reinforcing messages, supporting with transition actions and providing feedback.

Role of peak bodies will be discussed with relevant organisations in line with their role/communication channels/constituent groups.

## Participants



**Targeted communication**  
from the department to older people and participants



**Transition resources and tools**  
to support existing participants with transition activities



**Providers**  
to support with any transition related questions about their existing packages



**Information provision**  
through peak bodies and My Aged Care (Contact Centre, Aged Care Specialist Officer, online)

# Sector Capability Building Programs

## Business and Workforce Advisory Service (BWAS)

- Eligible aged care providers can now apply for free, independent and confidential advice to improve their operations.
- We have engaged consulting firm EY to provide this Business and Workforce Advisory Service for eligible residential aged care and home care providers.
- The service assists providers to review their operations and provides advice on:
  - business management
  - financial strategies
  - workforce challenges.
- Find out more: [agedcareadvisory@au.ey.com](mailto:agedcareadvisory@au.ey.com)

## Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)

- SDAP provides free professional support to aged care service providers who:
  - are in rural or remote areas (MMM4-7)
  - provide care to a significant number of older Aboriginal and Torres Strait Islander people.
- Panel members help providers in 3 main areas:
  - capability and support
  - sector development
  - infrastructure project management.
- Find out more: [health.gov.au/sdap](https://health.gov.au/sdap)





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# Next steps

# Next steps

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- Provider readiness checklist to be made available shortly.
- Continued engagement with providers and peak bodies to deliver information to support transition to the new Aged Care Act.
- Services Australia to release IT specifications by the end of the month.
- More communication to the sector and older people, families and carers.

Scan here to access  
our Resources page



# Aged Care Reforms Sector Pulse Survey

We want your feedback on implementing the changes to aged care. Tell us how things are going and what support you need from us.

Survey closes **Friday 13 December 2024**.



<https://AgedCareEngagement.health.gov.au/engagement/aged-care-reforms-sector-pulse-survey/>



# Questions

# Thank you

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Visit our  
website



*[health.gov.au/support-at-home](https://health.gov.au/support-at-home)*