

Navigating Transition, Delivering Quality

Support at Home and Commonwealth Home Support
Program Policy update

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Reflections

- What are your biggest concerns about implementing the Support at Home program?
- What are the key challenges you're facing in transitioning your services?
- What support do you need from Ageing Australia to navigate these changes effectively?





Outline

Reform landscape

- Where are we now?
- Our path forward

Key provisions & policy updates

Sector insights

Working towards: Well designed reform

Questions & comments





Reform landscape: Where are we now?

Royal Commission's call to action

'Once in a generation reform' opportunity

Aged Care Taskforce – funding for sustainability

Scale of impact – millions of individuals

Ageing at home - a shared vision and bipartisan support





Reform landscape: Our path forward

Rights based foundation - Statement of Rights:

- Cornerstone of reform
- Enforceable law legislated in the new Act
- Embed rights in policies, practices and culture

Sustainability

- Contributions and monitor sector impact

Sector-Led Adaptation to High-Quality Care





Key Provisions: Funding and pricing

Year 1 Pricing (Support at Home)

- Provider Responsibility
- Operational costs, quality care, person centred care, market dynamics, affordability

Post 1 July 2026 - Price CAPS

- Independent Health and Aged Care Pricing Authority (IHACPA)
- Efficiency and consistency in pricing across the sector





Key Provisions: Agreements – the foundation for quality and compliance

Agreement as a safeguard & shared understanding

Contracting process: Offer, acceptance & consideration

Current practice & documentation

Importance of clarity





Key Provisions: Agreements - CHSP & HCP providers

Why is this relevant to ALL providers

CHSP providers

- New obligations, updated service lists, efficient agreement methods, informed consent, pre-service checks.

HCP providers

- Increased obligations and comprehensive agreements

Post July 2027: Potential for multiple agreements





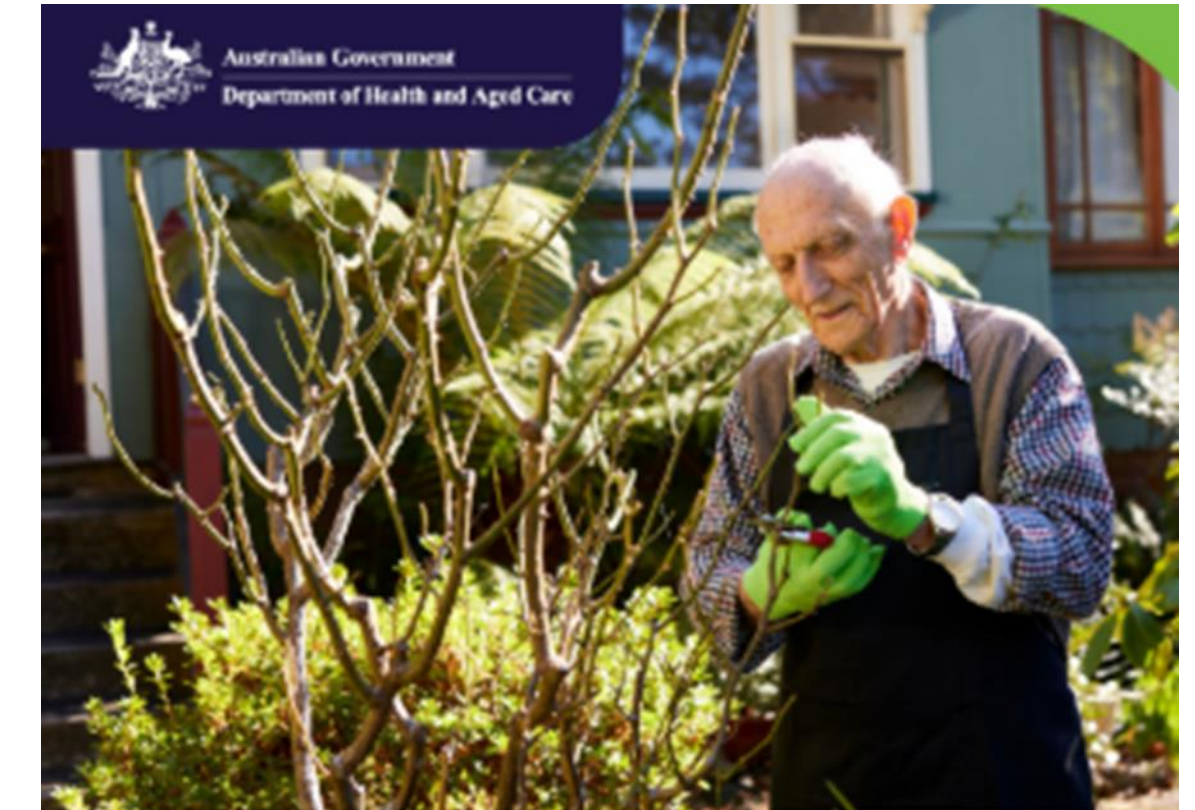
Key Provisions: Measuring quality

Regulator obligations

- Actively 'promoting' and 'encouraging' high-quality care
- Rating System - 3-tiered rating system - conformance, non-conformance and major non-conformance
- Enhanced Aged Care Quality Standards - 13% new expectations, 63% clarified existing expectations

Practicalities of Transition

- The Commission must respond to non-compliance however has discretion in approach



Establishment of a National Aged Care Mandatory Quality Indicator Program for in-home aged care services
Consultation survey





Sector insights: Quality triangle

Time

- Just weeks before commencement

Scope

- Entire service and funding model
- Every area of business

Resources

- Funding
- Staffing

Transition and the future





Sector insights: The centrality of care management

The role of Care Managers/Partners

- Pivotal role in coordinating and delivering person-centred care
- Relationship-based model, as emphasised in the evolving Quality Standards
- Funding and recognition

Key functions of care management





Sector insights: Supporting our workforce

Workforce Challenge

- Attracting and retaining staff
- Pay and conditions

Balancing Worker Safety and Client Autonomy

- Policies guide decision making
- Fostering a Culture of reporting





Working toward: Well-designed reform

- Continued political engagement
- Continued engagement with the Department
- Ongoing engagement with members to ascertain key concerns and for examples/evidence
- Further engagement with subject matter experts on identifying and assessing risks





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Questions and Comments

Policy Timing

Scope Risks

Expectations

Statement of rights

Funding Quality

Agreements



Thank you

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