My Aged Care

A key element of the Australian Government's aged care reforms

Department of Social Services

April/May 2014
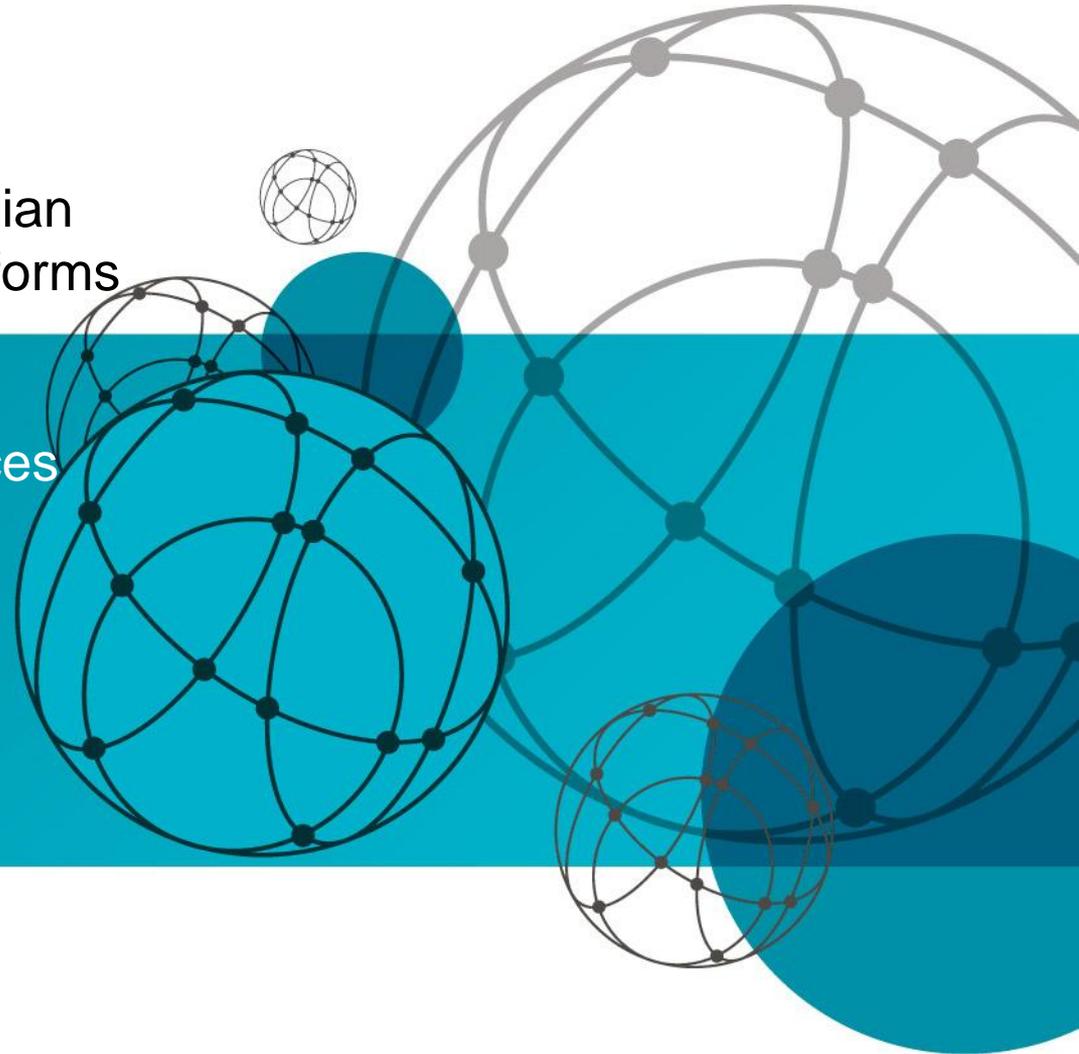
Overview of Aged Care Reforms and My Aged Care

Australian Government's aged care reforms

Our aged care system is currently world class and touches the lives of millions of Australians.

The Australian Government is committed to providing a sustainable system that supports older people who need care.

Australia's population is ageing rapidly and our current aged care system needs to change to keep up with future demand.

Elements of the aged care reforms

- Home Care Packages – commenced on 1 August 2013 and replaced CACPs, EACH and EACH-D packages
- Changes to the financial base of aged care with income testing and means testing changes commencing on 1 July 2014
- My Aged Care (the Aged Care Gateway) - commenced on 1 July 2013 with a website and phone line
- Commonwealth Home Support Programme – will commence on 1 July 2015
- Australian Aged Care Quality Agency - commenced 1 January 2014

Why was My Aged Care introduced?

Productivity Commission made a number of findings that have brought about My Aged Care, including:

- Challenge of finding reliable information about aged care
- Difficulty in understanding how to navigate aged care
- People are often asked to provide the same information multiple times
- Varied assessment approaches can lead to different outcomes for people with similar needs

How will My Aged Care help?

My Aged Care will assist older people, their families and carers by:

- making it easier to access information from a trusted source

- simplifying, and standardising, the way older people have their needs assessed

- providing support for locating and accessing services needed

- maintaining a client record containing assessment and service information accessible by the client, representatives, assessors and service providers.

What does My Aged Care do now?

My Aged Care assists older people, their families and carers to access aged care information and referrals to assessment and service providers

Phone line (1800 200 422) operates 8am-8pm weekdays and 10am-2pm on Saturdays, across Australia.

Website (myagedcare.gov.au) provides general information on aged care and finders to locate local services (support at home, residential and ACATs).

Current Operations

Since 1 July 2013:

- My Aged Care contact centre has answered an average of 12,000 calls per month

- My Aged Care website has received an average of 38,000 unique visitors each month

What is next for My Aged Care?

The next stage of My Aged Care will be implemented incrementally from January 2015 and will include:

- a registration process for a central client record
- a standardised national approach to assessment
- access to telephone screening
- face-to-face assessment through assessment organisations to determine care needs with a focus on reablement
- a service matching and referral capability
- access portals for clients, carers, assessors and providers to access the system

What is next for My Aged Care?

Promotion of current and future services and continued engagement on design of future capabilities.

Demonstration Project – two regions using the end to end system from January 2015

National roll-out of capabilities for Commonwealth Home Support on 1 July 2015

Gradual roll-out of capabilities to ACATs over 6 months to December 2015 (being negotiated with jurisdictions).

We are commencing work with the sector on the introduction of Business to Government capabilities to support the electronic exchange of information.

Who have we been working with?

Since July 2013, we have been working with service providers, assessors, peak bodies and government representatives to design the next stage of My Aged Care.

There has been significant change as a result of the consultation.

In early 2014 we conducted a series of detailed workshops with assessors, service providers, government and peak bodies to:
- validate the draft National Screening and Assessment Form, which is a key element of the new assessment capability
- develop the Proof of Concept

We will continue to work closely with stakeholders.

Where are we up to now?

Our consultation to date has produced a proposed service delivery model and pathway.

We will be explaining and seeking feedback on this through the My Aged Care proof of Concept and Roadshows.

The My Aged Care Proof of Concept assists people to visualise how the proposed changes (policy, procedures, technology) may impact users and stakeholders.

Consultation Expectations

The Roadshows provide a unique opportunity to:

- test the proposed design of the system with the aged care sector (including service delivery pathways, system capability and functionality).

- demonstrate where the consultation to date has taken the design.

- demonstrate the Proof of Concept – how different participants might use the system (e.g. pathway, information provision, and actions).

- start receiving your feedback.

What are our next steps?

We will continue to work closely with stakeholders as we progress through the design and build of the next stage.

We will continue to identify opportunities for broad engagement, for instance webinars, future Roadshows.

Information about the development of My Aged Care will be listed on the Department's website at dss.gov.au

My Aged Care functions and Client service pathways

Vision for the Aged Care Gateway

"To make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to locate and access services available to them."

Productivity Commission Report 'Caring for Older Australians'

A national suite of standard assessment tools that:

- promote independence and utilise restorative options

- identify when a more in-depth assessment is needed

- provide adequate follow up

- use electronic records

- support care facilitation

National Aged Care Alliance Discussion Paper 'Assessment and the Aged Care Service System'

- **Foundation** - Assessment is the cornerstone of a responsive, well targeted and sustainable aged care service system

- **Current State** - Australia's current assessment system is fragmented, based on funding programs rather than on the individual, differs between organisations and creates variable outcomes for individuals

- **Opportunity** - The current reform process provides an opportunity to significantly improve the assessment approach

Source: 'Assessment and the Aged Care Service System', National Aged Care Alliance (January 2014)

National Aged Care Alliance Discussion Paper 'Assessment and the Aged Care Service System'

- **Support Independence** – the right services at any given time

- **Consistency** – people with similar needs have similar outcomes

- **Manage Access** – access to government funded services based on identified needs

Wellness Philosophy

'A philosophy that focuses on whole of system support to maximise clients' independence and autonomy…'

'It emphasises prevention, optimising physical function and active participation.'

'It focuses on finding the service solutions to best support each individual's aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections…'

Source: 'Assessment and the Aged Care Service System', National Aged Care Alliance (January 2014)

Reablement

'The use of timely assessment and short term, targeted interventions to:

- Assist people to maximise their independence, choice, health outcomes and quality of life;

- Appropriately minimise support required and reliance on future and or alternate support;

- Maximise the cost effectiveness of programs; and

- Support people to continue to participate and remain engaged in their local communities as they wish.'

Source: 'Assessment and the Aged Care Service System', National Aged Care Alliance (January 2014)

My Aged Care – Design Criteria

- Consumer focused

- Support aged care reforms outcomes

- Maintain positive working relationships

- Build upon good practice

Enquiries

My Aged Care today

Matching and Referral

My Aged Care – Key Functions

Inbound Referral

Enquiries

Registration

Screening

Assessment

Matching and Referral

Service Planning & Delivery

Inbound Referral

What
- Request for aged care assessment or access to services on behalf of person

How
- Referrer obtains consent from person and provides relevant information to My Aged Care
- Via telephone, webform, fax and in future B2G
- My Aged Care contacts person to complete registration

Outcome
- Efficient registration and screening
- Support existing relationships
- Minimise need for client to re-tell story
- In future, confirmation provided to Referrer

Registration

What
- Record Client and Representative details
- Establish who can access client information

How
- Register via telephone
- Register with assessor if telephone not viable
- Complete 'Identity Match' and 'Wallet Check'

Outcome
- Establish a Client Record
- Centrally available Screening, Assessment, Referral and Service history
- Minimise need for client to re-tell story

Screening

What
- Collecting information on function, carer, home and safety, and health
- Determine eligibility for care
- Identify appropriate assessment or service pathway

How
- Screening Questionnaire
- Triggers for referral for service or level of assessment
- Action plan
- Central Client Record updated

Outcome
- Referral to Home Support or Comprehensive assessment
- Referral direct to HACC / CHSP Service Provider

Assessment

What
- Home Support Assessor or Comprehensive Assessor undertakes assessment and makes recommendations
- Delegate approves aged care application where required

How
- Home Support Questionnaire or Comprehensive Questionnaire
- Assess and develop support plan

Outcome
- Recommend HACC / CHSP services
- Approve packaged care, residential care or transition care

Matching and Referral

What
- Search for assessment organisations or services that meet needs
- Referral to Home Support or Comprehensive assessment
- Referral to providers of funded aged care services
- Provide information about non funded services

How
- Contact Centre or Assessor uses My Aged Care Systems to locate assessors and service providers and to issue referrals
- Match based on need, preference and availability

Outcome
- Service provider acceptance or refusal
- Clients supported to access assessment and services

Service Planning and Delivery

What
- Accept referral and review support plan
- Develop service plan, record service information on system
- Monitor and review clients circumstances and needs

How
- Acceptance/rejection of electronic referrals
- Recording service information on Client Record
- Updating Client Record with key service events

Outcome
- Deliver services consistent with client's goals and needs
- Initiate re-assessment where circumstances change
- Attainment of client goals and reduced need for services

My Aged Care – Client Service Pathways
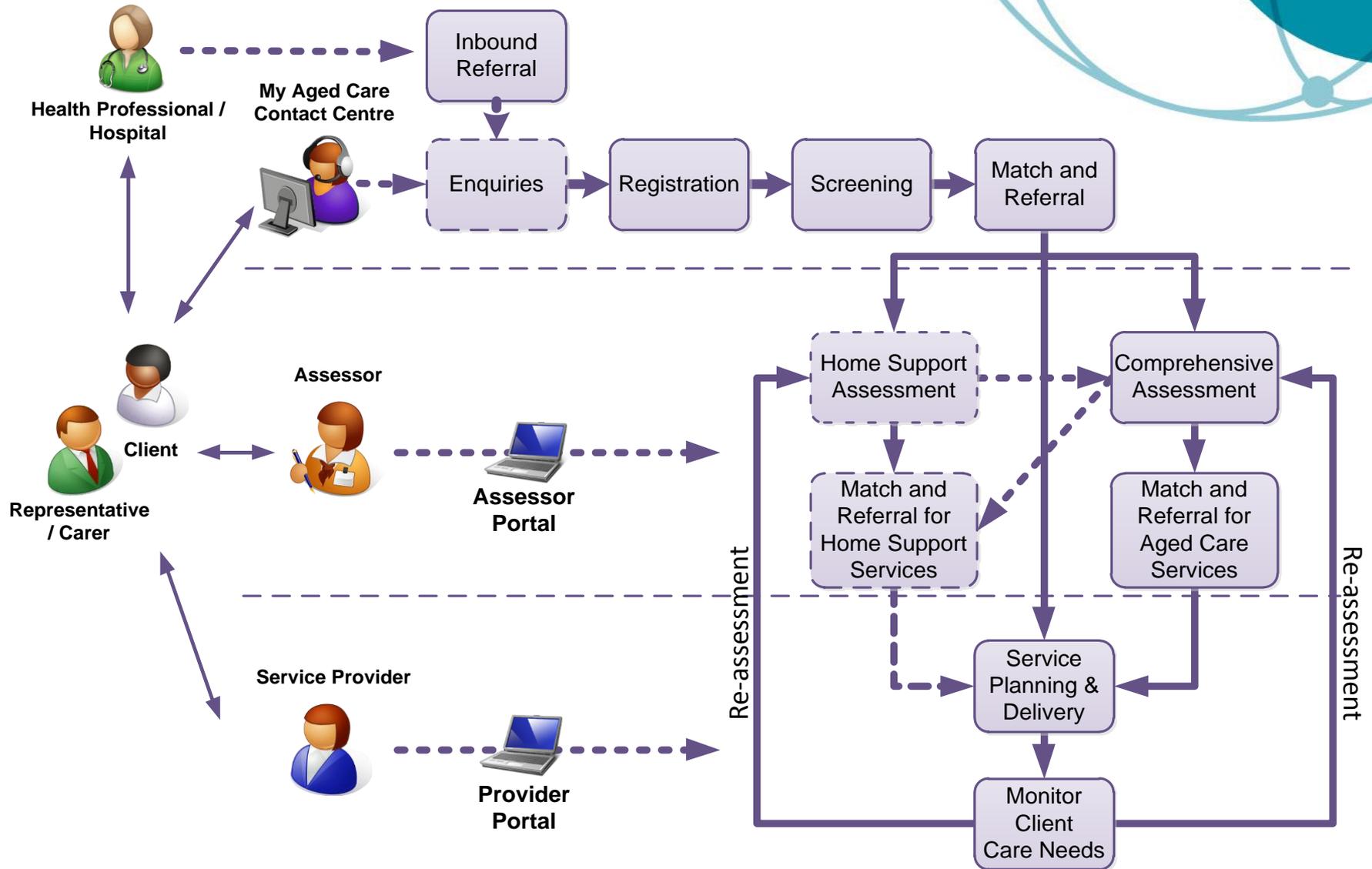
My Aged Care Proof of Concept

Overview

- What is the Proof of Concept?

- Why we built it

- What it demonstrates

- The journey

- Disclaimer

The Scenario

- Alexi Petrov, 88
- Screening in the contact centre
- Referral to Home Support Assessment
- Assessment
- Creation of a support plan
- Referral to a service provider
- Delivery of services

How to engage

- Chat with our team

- Send us an email: <u>GPO@health.gov.au</u>

- Visit our online Proof of Concept demo

Next Steps

- Provide Summary of Q&A from Consultations

- Consider Feedback about the Proof of Concept in the design of the system

- Work with sector to finalise detailed design

- Report on progress to sector

Thank you