

Regional NQ Provider

Sector Briefing

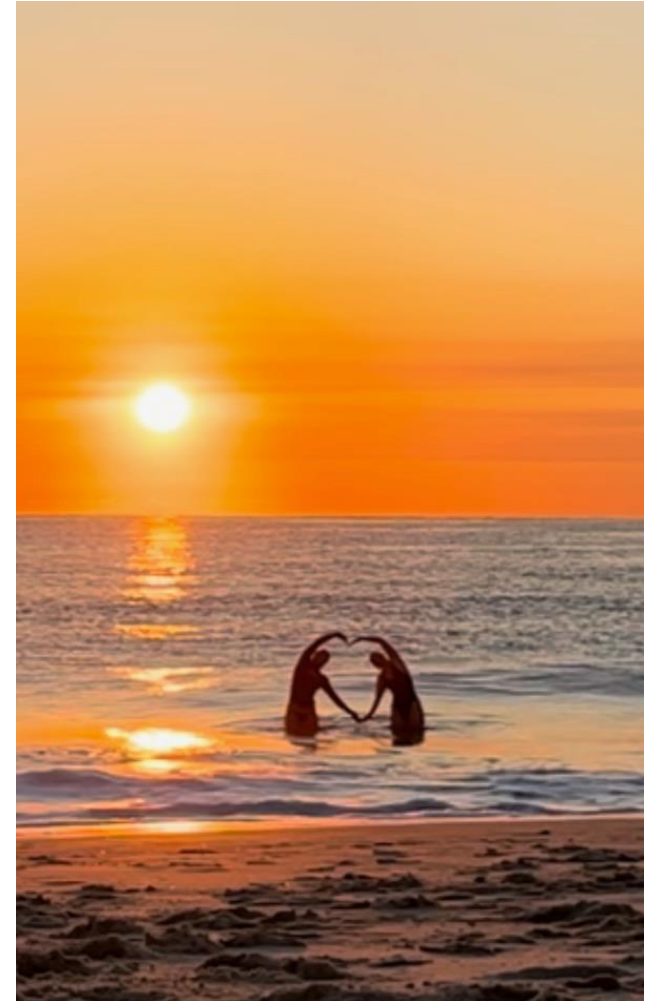
25 July 2024

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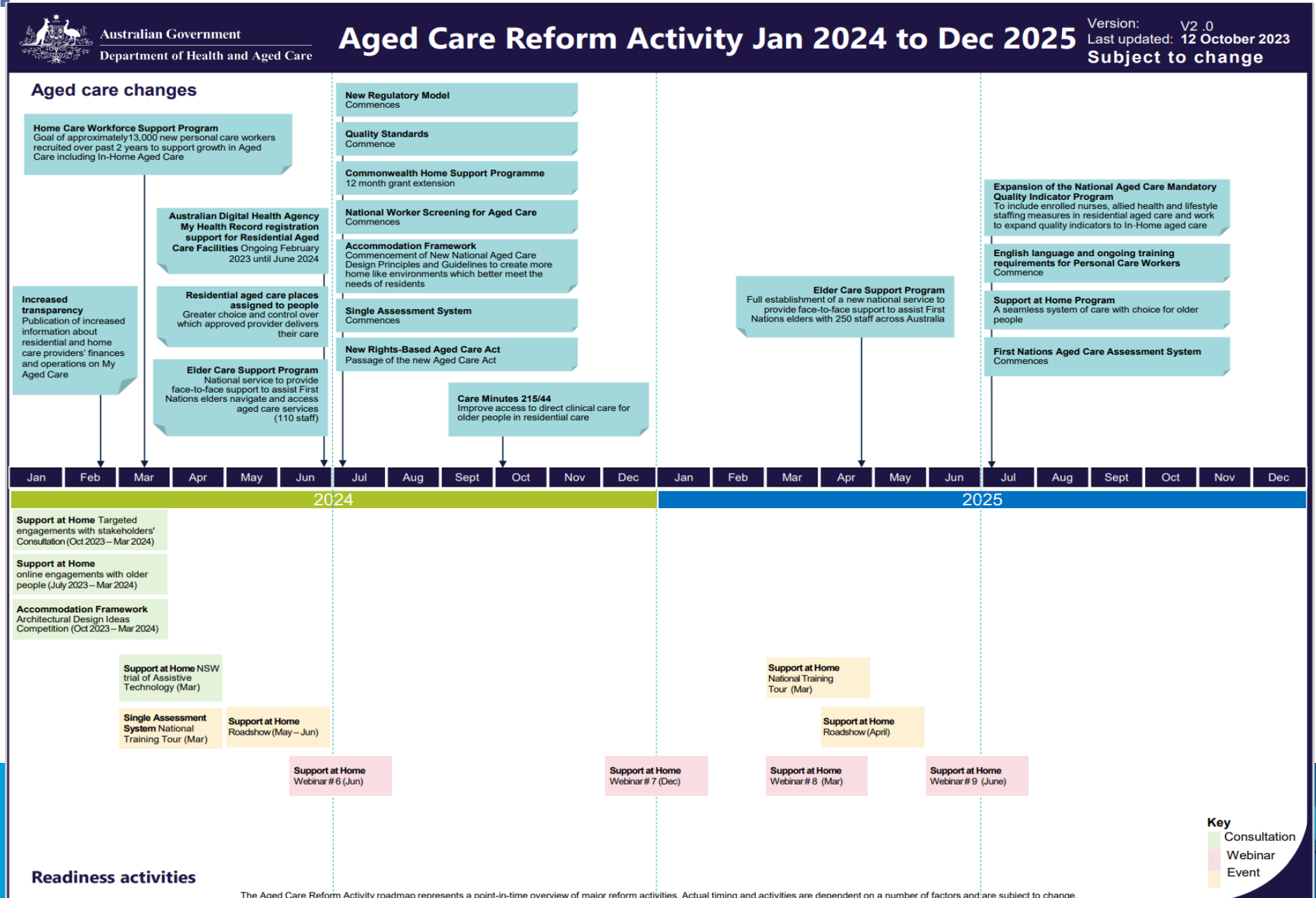
Welcome!

- What does the future hold for all of us?
- A note on leadership based on “[Gratitude](#) (which) is good for you (and me). It improves wellbeing, reduces stress, and builds resilience” and I am grateful for you. Thank you!
- The future of aged care is evolving rapidly due to demographic shifts, technological advancements, changes in societal expectations AND THE REFORMS!
- We will touch on key trends and considerations for understanding and preparing for the next 12 months (and beyond)



Landscape next 12 months

The ROADMAP!





Aged Care Reform Activity Jan 2024 to Dec 2025

Aged care changes

Home Care Workforce Support Program
Goal of approximately 13,000 new personal care workers recruited over past 2 years to support growth in Aged Care including In-Home Aged Care

Australian Digital Health Agency My Health Record registration support for Residential Aged Care Facilities Ongoing February 2023 until June 2024

Increased transparency
Publication of increased information about residential and home care providers' finances and operations on My Aged Care

Residential aged care places assigned to people
Greater choice and control over which approved provider delivers their care

Elder Care Support Program
National service to provide face-to-face support to assist First Nations elders navigate and access aged care services (110 staff)

~~New Regulatory Model Commences~~

~~Quality Standards Commence~~

Commonwealth Home Support Programme
12 month grant extension

National Worker Screening for Aged Care
Commences

Accommodation Framework
Commencement of New National Aged Care Design Principles and Guidelines to create more home like environments which better meet the needs of residents

~~Single Assessment System Commences~~

~~New Rights-Based Aged Care Act~~
Passage of the new Aged Care Act

Care Minutes 215/44
Improve access to direct clinical care for older people in residential care

Elder Care Support Program
Full establishment of a new national service to provide face-to-face support to assist First Nations elders with 250 staff across Australia

Expansion of the National Aged Care Mandatory Quality Indicator Program
To include enrolled nurses, allied health and lifestyle staffing measures in residential aged care and work to expand quality indicators to In-Home aged care

English language and ongoing training requirements for Personal Care Workers
Commence

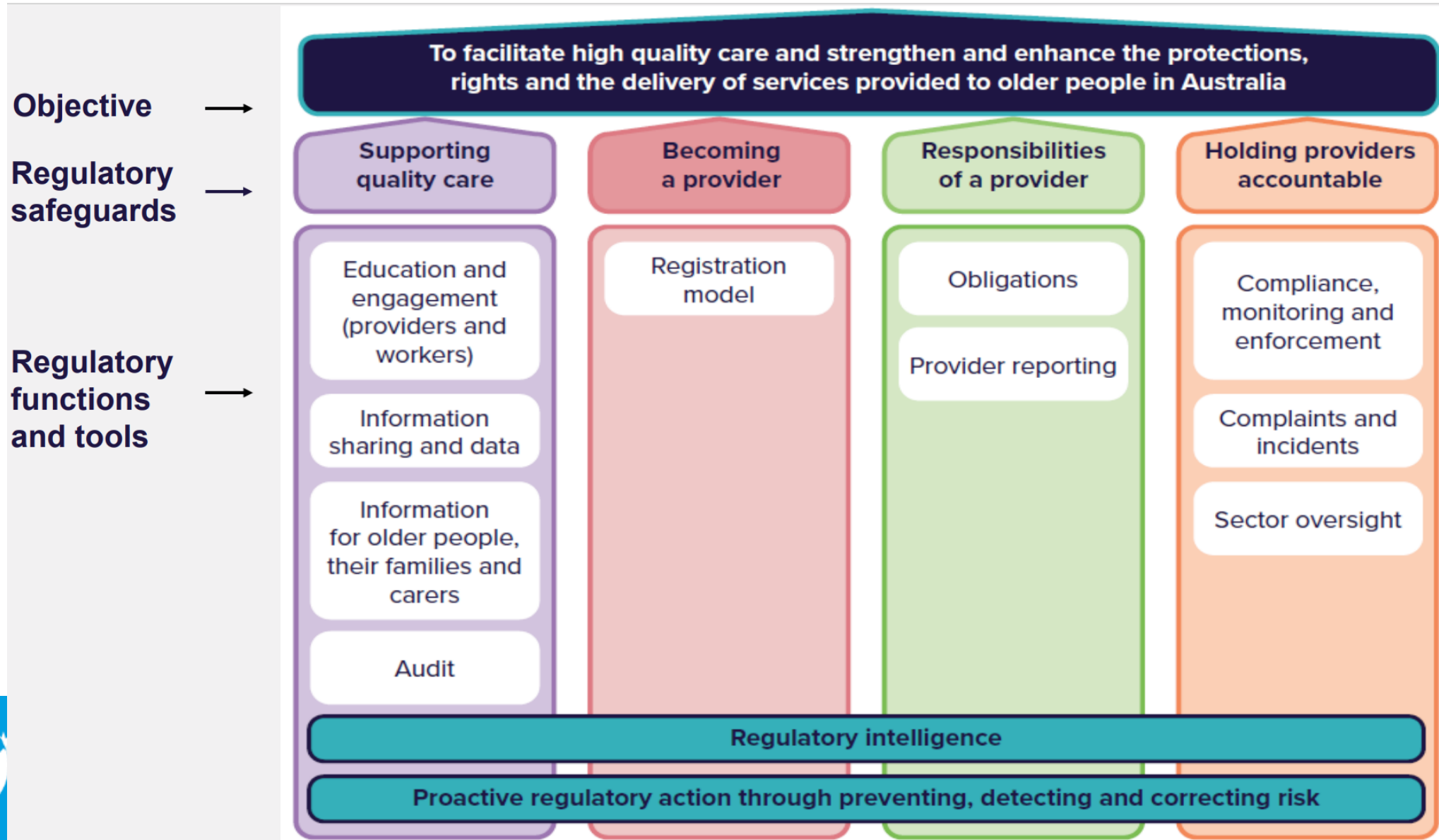
Support at Home Program
A seamless system of care with choice for older people

First Nations Aged Care Assessment System
Commences



Monthly care statements

- The Aged Care Act and new registration process involving all aspects of the business
- Increased provider obligations and reporting requirements
- Increased monitoring



Meeting the needs of older people and lifting aged care quality and safety in Australia through registration and obligations on providers

Provider registration categories

Registration Category 1
Home and Community Service

Registration Category 2
Assistive technology and home modifications

Registration Category 3
Social Support

Registration Category 4
Clinical and specialised supports

Registration Category 5
Home or Community based respite

Registration Category 6
Residential care

Registration requirements

Provider registration



Standard registration period

3 years

3 years

3 years

3 years

3 years

3 years

Registration / re-registration process

Digital declaration

Quality assessment

Obligations architecture

Conditions that apply to all providers (e.g. the Code of Conduct for Aged Care)

Conditions that apply to all providers – specific requirements and evidential requirements vary

Category-specific conditions

Category-specific conditions

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Category-specific conditions

Category-specific conditions

Category-specific conditions

Quality Standards 1–4

Quality Standards (Clinical Care)

Quality Standards (Clinical Care)

Quality Standards (Clinical Care; Food & Nutrition; The Residential Community)

Conditions applied to address provider-specific risks (e.g. additional reporting requirements imposed to address an identified risk)

Risk-based monitoring to confirm a provider's ongoing suitability to deliver aged care services (including complaints and other regulatory intelligence)

Landscape next 12 months

- The shift from accreditation to registration: from assessment to audit involving all aspects of the business
- Shift to risk based approach by the Commission and the Department of Health and Aged Care

Key changes

Approach

- Provider Audit Program
- Assessing Provider performance against Standards, systems and process approach
- Providers notified of audits to ensure preparedness
- Sampling approach of Home Service Providers

Evidence gathering

- Interlinked nature of the Strengthened Standards
- Evidence mapping by theme
- Request for Information (RFI) – emphasis on its review and use as evidence

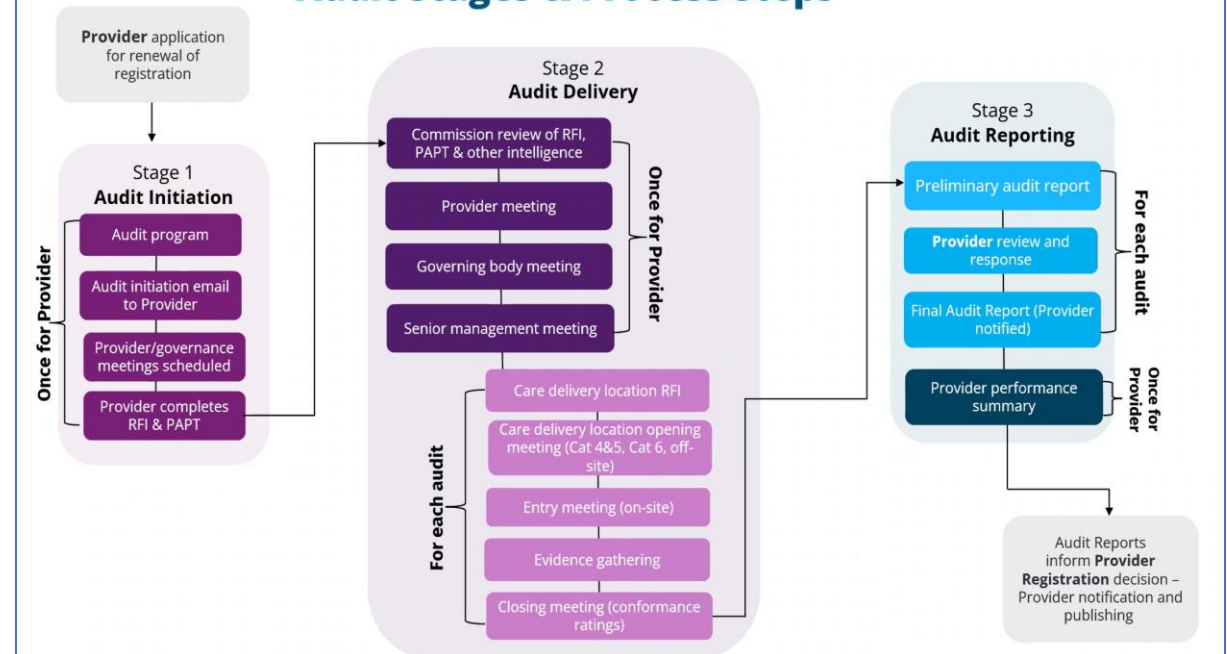
On-site protocols

- Digital tool used on-site to gather evidence (read-only access to evidence collected will be provided)
- Announced visits for residential services
- Identified non-conformance will be advised at closing meeting

Report and response

- One report instead of 2 different reports
- Targeted provider response requested for any non-conformance identified

Audit Stages & Process Steps



ACQSC Regulatory Strategy 2024/25

- The Regulatory Strategy 2024/25 is not yet published but [slides from the webinar](#) are available
- This document, sets out how the Commission will deliver on their goals and strategy as set out in their [Corporate Plan](#)
- Principles of best practice regulation will inform it
 - Continuous improvement
 - Risk based and data driven,
 - Collaboration and the development of trust between the Commission and Providers
- We must listen to older people, be fair and consistent; the Commission will recognise providers who are “getting it right”
- REMEDY, RESTORE, PREVENT: Take meaningful steps to prevent problem from reoccurring using a CI approach
- The Commission will:
 - Analyse the provider’s risk level to enable bespoke and targeted responses
 - Use specific regulatory tools in response to risk
 - Always be responsive and risk-focused
- The overarching aim is always about improving the care outcomes for older people
- The law requires all providers to be accountable for all services provided and the Commission’s role is to ensure this compliance is in place



How we regulate

Risk surveillance of all providers

Preventative regulation

Data analysis

What we do

- Sector education and campaigns targeting specific areas for improvement
- Targeted monitoring of specific issues with groups of services or providers
- Evaluate effectiveness and impact of prevention

Outcomes

- Confirm risks and manage any non-compliance
- Identify areas for sector capability uplift and publish insights
- Update data analysis and inform future regulation

Strategic Purpose

- Prevent, where possible, future failures in care
- Improve sector performance for targeted issues



Responsive regulation

Contacts and events

What we do

- Supervise risk and failures in care:
- Engage with providers to seek quick responses
 - Request information/visit site
 - Manage non-compliance
 - Apply enforceable consequences

Outcomes

- Regulatory effort is focused on unmanaged risks and stopping harm
- Providers remedy non-compliance, restore trust, and prevent harms to older people

Strategic Purpose

- Reduce risks, and manage non-compliance
- Deter future non-compliance

How will the Commission function in the new world?

What does this mean for you?

A strong regulator



Regulating in a practical and fair way, with trust - but also vigilance



Stronger investigative and enforcement powers for the Regulator and the Department



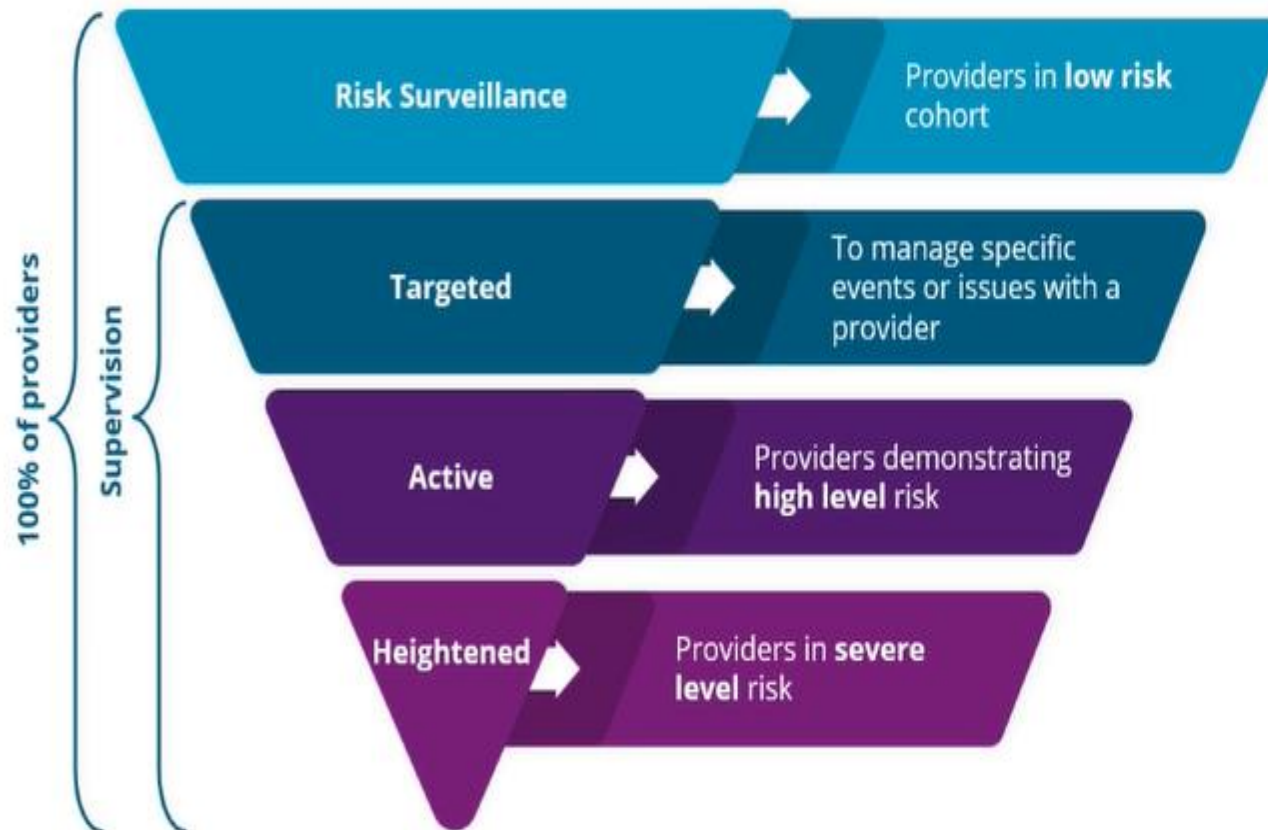
A stronger focus on connecting information and intelligence to prevent, detect, correct risk and poor provider performance



All providers to be monitored

- The Commission may not be ‘as predictable’ :
 - Risk-proportionate approach: enables regulation to be applied differentially based on the risk associated with the care. If you have more than one site then this could affect the whole of your registration if one service is found to be non-compliant (NW = conformance; minor/ major)
 - Person-centred approach: we must be able to demonstrate individualised care and service ensuring the quality and safety of older people at all times
 - Rights-based: protections are in place and the rights of older people are upheld and respected – this will have to be balanced with other older people’s rights and your responsibilities as an approved (registered) provider
 - Continuous improvement: all parts of your business must demonstrate a CI focus. The incidents and feedback system must be embedded into the CI mindset

Provider Supervision



- Every provider is allocated a supervision status based on the level of assessed risk
- The four supervisory statuses, in order of increasing risk (and resourcing), are: **risk surveillance, targeted, active and heightened**
- The assessed risk will determine our intensity of engagement with each provider
- The supervision status of a provider may change as new intelligence and information come to light
- Providers can move up or down the supervision triangle; the choices they make are consequential

Landscape next 12 - 24 months

What else is on the radar?

- My Health Record – from 1 July 2024
- Monthly Care Statements – voluntary introduction from October 2024. It will become mandatory - TBA
- Support at home – how will this impact your business? (1 July 2025)
- Preparing for the introduction of quality indicators for in-home care (1 July 2026)
- Changes to the Privacy Act – are you conducting privacy impact assessments; are you ready? Date TBA
- Retirement Living – implementation of some form of accreditation process?
Residential Services (Accreditation) (Extension of Transitional Provision for Retirement Villages) Amendment Regulation 2020 (extended to August 2022; now what?)
- More partnerships, mergers and alliances between providers – who can you partner with?
- Increased focus on telehealth and ways to improve access to allied health and specialists in rural and remote

The proposed aims of the QI Program for in-home aged care services are:

1. Help older people (and their family, friends and carers) to find information about the quality of in-home aged care services when making choices about their care
2. Help providers of in-home aged care to measure, monitor, compare and improve the quality of their services, and
3. Help Government and other policymakers to make decisions and consider system-wide issues based on evidence of the quality of care delivered by providers.

Proposed QIs:

1. Consumer experience
2. Quality of life
3. Function
4. Service delivery/care planning
5. Workforce
6. Weight loss/nutrition
7. Falls/fractures/injury

Key Initiatives for you to consider

- Preparation for new Aged Care Act and registration process
- Skilling up teams in the new strengthened standards
- Working towards a risk based approach to care and service delivery
- Review of your risk framework particularly the high impact high prevalence risks
- Consider how you conduct internal audit across all business streams
- Embed a culture of learning and growth through research which is replicated/introduced to services where possible
- Embed continuous improvement as BAU
- Preparing for the quality indicators in home care program

Key Strategic Risks

- New Aged Care Act:
 - All services not invested in/know about the registration process
- Strengthened standards:
 - Unable to demonstrate conformance with new standards
 - Policy framework
 - Systems and processes not embedded
 - Inconsistent approaches to the 'way we do business'
- Risk based approach not adopted
- Risk framework:
 - Services not invested in understanding, documenting and analysing their risk profile
 - Lack of focus on emerging risks
 - No dedicated resource to support risk owners
- Internal audit:
 - Do not have the right knowledge and/or skills to undertake
 - No action as a result of internal audit findings
- Research initiatives – are you partnering with any universities?

Thank you

