

## ROYAL COMMISSION INTO AGED CARE QUALITY AND SAFETY

### COUNSEL ASSISTING'S FINAL SUBMISSIONS

#### Annexure A—Implementation of the new aged care system

Date	Milestone	Recommendation
<b>June/July 2021</b>	An administrative unit or body is established to implement the recommendations of the Aged Care Royal Commission.	123
	The renamed Australian Commission on Safety and Quality in Health and Aged Care is conferred functions for aged care safety and quality including the responsibility for the urgent review of the Aged Care Quality Standards and aged care quality indicators.	23; 24; 30
	The Aged Care Quality and Safety Commissioner adopts graded assessments of approved providers against the Aged Care Quality Standards. There is greater utilisation and transparency of consumer experience reports for accreditation, assessment and compliance monitoring.	116; 113
	Increase the home care packages available and commence clearing the waitlist.	9
	Additional funding of the Basic Daily Fee offered to approved providers of residential aged care.	82
	A National Cabinet Reform Committee on Aging and Older Australians is established. Work on the integrated long-term support and care for older people strategy commences.	2
	The Inspector-General of Aged Care is established under administrative arrangements and commences oversight of implementation of Aged Care Royal Commission's recommendations.	6; 123; 85
	Mechanisms are put in place to achieve and monitor the Australian Government's 25 November 2019 commitment to bring an end to younger people living in residential aged care in all but exceptional circumstances.	59
	The <i>Quality of Care Principles 2014</i> (Cth) are amended to limit the use of restrictive practices.	29
	The National Mandatory Indicator Program is expanded to include new domains of falls and fractures and medication management.	30
	Aboriginal and Torres Strait Islander organisations are assisted to expand into aged care delivery.	35
	The Aged Care Workforce Council is given more resources and its membership is reviewed and amended.	40
	The existing employment programs and initiatives for potential Aboriginal and Torres Strait Islander aged care workers are reviewed for alignment to the needs of the aged care sector.	36
	More funding is provided to support providers to recruit, train and support volunteers. The Community Visitor Scheme is expanded into the Aged Care Volunteer Visitors Scheme.	51
	A new program to assist providers to improve their governance arrangements commences.	54

	Measures to improve access to quality medication management reviews for people receiving aged care begin.	70
	The Rural Health Outreach Fund is increased, and its priorities are extended to geriatrician and medical specialist services to people received aged care.	68
	Indexation arrangements for residential aged care and home care are increased and amended.	80; 81
	The 30% increase in the viability supplement that commenced in March 2020 continues.	83
	Education and training scheme to improve the quality of the current aged care workforce commenced.	84
	A standardised format for home care statements which records the services and costs incurred on behalf of home care package holders is used.	93
<b>September 2021</b>	First quarterly public report on the status of home care package waitlist clearance process.	9
	Home care providers are funded on an accrual basis in arrears.	92
<b>November 2021</b>	Short-term amendments to the Medicare Benefits Schedule to improve access to primary and allied health services commence.	67
	The Medicare Benefits Schedule is changed to fund specialist services via telehealth. Approved providers are required to assist people to access telehealth consultations.	69
	The Medicare Benefits Schedule is amended so that only a psychiatrist or a geriatrician can initially prescribe antipsychotics.	71
<b>December 2021</b>	Home care package wait list is cleared.	9
	The Aged Care Advisory Council is established.	4
	The <i>Aged Care Act 1997</i> is amended to give effect to the characteristics of high-quality care.	21
	The Aboriginal and Torres Strait Islander Commissioner starts under administrative arrangements ahead of the establishment of the Australian Aged Care Commission in July 2023.	33
	The Multipurpose Services Program is maintained and extended.	79
	The Aged Care Quality and Safety Commission is given additional powers to undertake investigations and inquiries.	112
	The Standards for General Practice are amended to allow accreditation for general practices that exclusively service people receiving aged care services at residential facilities or in their homes.	63
	The National Health Reform Agreement is amended to clarify the roles and responsibilities of approved providers and State and Territory Governments to provide health care, allied health and specialist services	75
	The <i>Quality of Care Principles 2014</i> (Cth) are amended to clarify the roles and responsibilities of approved providers to deliver allied health care, mental health care, and oral and dental health care.	75
	Inadequate services in regional, rural and remote areas are identified with a response in place to supplement services.	78

	The first bi-annual Ministerial report on progress towards ending younger people living in residential aged care is delivered.	59
	Paramedics who are called to a facility are provided with an up-to-date summary of the resident's health status by approved provider.	72
	Review of the capability of the Aged Care Quality and Safety Commission commences.	122
<b>January 2022</b>	The Human Services Skills Organisation completes initial review of specialist aged care Certificate II and IV courses and starts a cycle of annual course reviews.	43
	The <i>Aged Care Act 1997</i> (Cth) and the <i>Freedom of Information Act 1982</i> (Cth) are amended to improve provider governance and transparency.	52
	Aged Care Workforce Planning Division established within Department of Health.	39
	The Rural, Regional and Other Special Needs Building Fund is expanded.	58
	Local hospital-led multidisciplinary outreach services and mental health outreach services are funded for people accessing aged care at home or in residential aged care homes.	64; 65
	Pharmacists are funded to conduct medication management reviews.	70
<b>June/July 2022</b>	Funding agreements for the new respite supports category, social supports category, and assisted technology and home modifications category are in place.	13; 15; 16
	Approved providers become responsible for care management.	14
	Star ratings of approved providers are published on My Aged Care. Similar providers are now benchmarked against each other and quality indicators are made public.	117; 31
	A minimum staff time standard for residential care is introduced.	47
	The Australian Commission on Safety and Quality in Health and Aged Care is referred priority issues to consider as part of the first comprehensive review of the Aged Care Quality Standards.	25
	The Inspector-General's first bi-annual report on the implementation of the recommendations of the Aged Care Royal Commission is made to the responsible Minister and Parliament.	123
	The <i>Accountability Principles 2014</i> are amended to require approved providers to participate in cost data reviews, to provide quarterly reports on direct care staffing hours and to notify the Australian Aged Care Commission of any proposed sub-contracting of general management of care.	86; 91; 108
	Residential aged care funded through casemix-adjusted funding model.	88
	Enablement incentives incorporated into the rules, principles and guidelines for assessment and funding eligibility.	90
	Providers issue standardised monthly statements to older people receiving home care packages.	93
	A dedicated Aged Care Research Council established.	55

	Public awareness of aged care education and information campaign commenced.	11
	Certain Australian Government employees, care finders and staff of providers must be trained in cultural safety and trauma informed care.	19; 34
	Requirements in place for certain Australian Government employees, care finders and staff of providers to undertake regular dementia and palliative care training.	44
	Aged care providers promoting their services to Aboriginal and Torres Strait Islander people must train staff in cultural safety and trauma informed care, and demonstrate advanced implementation of the Aboriginal and Torres Strait Islander Action Plan.	34
	Approved providers who claim to provide specialised services for people with diverse experiences or backgrounds must demonstrate this expertise to the satisfaction of the system governor.	19
	The National Health Reform Agreement is amended to include explicit commitments for States and Territories to provide health services to aged care residents.	76
	Australian and State and Territory Governments implement hospital protocols for people discharged to residential aged care.	72
	A standard dataset and data collection mechanism to collect, analyse and use data about the diverse characteristics and life experiences of older people is established.	19
	Interim Workforce Strategy and Planning Framework is developed.	39
	Aged Care Workforce Council completes its revision of aged care occupations, competency and accreditation requirements for those occupations. It starts to document aged care sector careers pathways and achieves Australian Government consensus for an application to the Fair Work Commission.	40
	A clear set of career pathways for the aged care sector is developed.	40
	The Human Services Skills Organisation develops multimedia careers information for prospective aged care workers.	40
	The Australian Health Practitioner Regulation Agency establishes a National Board for registering personal care workers.	48
	Consultation on unmet need for advocacy services completed to inform increase of funding for the National Aged Care Advocacy program.	7
	My Aged Care and Carer Gateway linked to enable direct referral and information sharing.	50
	An aged care identifier is added to the Medicare Benefits Schedule and Pharmaceutical Benefits Schedule to enable reporting on the number and type of services to people received aged care.	73
	With support of the Australian Digital Health Agency, approved providers are required to adopt digital care management systems and, subject to consent, keep up to date care records on My Health Record to record an aged care services to individuals.	74
	Publication of a comprehensive set of national aged care design principles and guidelines on accessible and dementia-friendly design for residential aged care.	57

<b>December 2022</b>	The national integrated long-term support and care for older people strategy is agreed between Australian and State and Territory Governments.	2
	The Australian Commission on Safety and Quality in Health and Aged Care completes its urgent review of the Aged Care Quality Standards.	24
	A comprehensive Aboriginal and Torres Strait Islander Aged Care Workforce Plan for training and recruitment is developed.	36
<b>January 2023</b>	Senior Dental Benefits Scheme is established.	66
	Dementia post-diagnosis pathway is established.	27
	The reviews of health professions' undergraduate curricula to ensure they meet the needs of older people are completed.	45
<b>July 2023</b>	The Australian Aged Care Commission is established. Commissioners are appointed. Regional offices are established. Face-to-face assistance is provided by care finders. A single aged care assessment process commences. An aged care national minimum dataset is developed.	3; 10; 12; 33; 56
	The Australian Aged Care Commission takes on the role of prudential regulator of aged care and is given necessary enforcement powers. Development of prudential standards commences. Residential aged care providers are subject to continuous disclosure requirements and can be subject to regular financial reporting, liquidity and capital adequacy requirements.	100; 101; 102; 103; 104; 105; 106
	The Australian Aged Care Pricing Authority is established.	5
	The improved complaints scheme involving referral to the Inspector-General takes effect.	114
	Providers have a statutory duty to provide high quality and safe care.	22
	Quality indicators for residential aged care are expanded and quality indicators for care at home are developed.	30
	Ordinary cost of living fees and maximum amount for accommodation costs in residential aged care are determined by the Aged Care Pricing Authority and the means tested daily care fee is repealed.	97; 98
	A community-based Carers Hub network is funded.	50
	Teaching aged care programs are funded to deliver training to students in residential and home care settings.	46
	The National Minimum Datasets reported to the Australian Institute of Health and Welfare add an aged care identifier. National Minimum Datasets covering all State and Territory government-funded health services are implemented.	73
	All governments implement legislation to enable health and aged care data to be linked, shared and analysed.	73
	A program to promote the adoption of the National Aged Care Design Principles and Guidelines in design and construction of residential aged care buildings starts.	57
	Aboriginal and Torres Strait Islander or culturally trained and familiar care finders and assessors are available to older Aboriginal and Torres Strait Islander people.	34

	Aged care providers can access culturally appropriate advance care directive processes and guidance material in each State and Territory.	34
	Report on Specialist Dementia Care Units is publicly released and its outcomes are urgently implemented.	28
<b>January 2024</b>	A new primary care model accrediting general practices as aged care general practices begins.	62
<b>June/July 2024</b>	New aged care program including residential care, care at home and Aboriginal and Torres Strait Islander service arrangements is operational. There will be universal entitlement to aged care based on assessed need.	8; 17; 32; 37; 38
	The Aged Care Provision Ratio is replaced with a new planning regime.	20
	Residential aged care includes a level of allied health care appropriate to each person's needs.	18
	The minimum staff time standard for residential care is increased	47
	Maximum funding for a person receiving care at home is equivalent to the maximum funding available to them for care in a residential aged care service.	89
	New fee arrangements for social supports, assistive technology and home modifications, respite and care at home take effect.	94; 95; 96
	People living with a disability who are receiving aged care services receive daily living supports and outcomes equivalent to those available in the National Disability Insurance Scheme.	60
	Disability Discrimination Commissioner and Age Discrimination Commissioner report annually to Parliament on the number people with disabilities receiving aged care services who are accessing equivalent supports to those available under the National Disability Insurance Scheme	61
	The national diversity audit is completed.	19
	The Australian Commission on Safety and Quality in Health and Aged Care completes its comprehensive review of the Aged Care Quality Standards.	26
	New approval requirements apply to all aged care providers.	120; 121
<b>December 2024</b>	Australian Aged Care Commission to report on outcomes of the national diversity audit to the Inspector-General of Aged Care.	19
<b>January 2025</b>	Save for limited exceptions, no younger people are living in residential aged care.	59
<b>June/July 2025</b>	The 10 year Workforce Strategy and Planning Framework is developed by the Aged Care Workforce Planning Division of the Australian Aged Care Commission.	39
	The National Federation Reform Council considers a proposal to require the adoption of accessible and dementia-friendly design standards for new or substantially refurbished residential aged care buildings.	57
<b>February 2026</b>	The Inspector-General of Aged Care undertakes the first evaluation of the effectiveness of actions taken in response to the Aged Care Royal Commission's recommendations.	124

<b>June/July 2026</b>	The Australian Commission on Safety and Quality in Health and Aged Care completes its first planned review of the Aged Care Quality Standards.	26
<b>February 2031</b>	The Inspector-General of Aged Care undertakes the second evaluation of the effectiveness of actions taken in response to the Aged Care Royal Commission's recommendations.	124