

**Update on progress of recommendations contained within the Royal Commission into Aged Care
Quality and Safety Final Report
2 June 2023**

Department of Health and Aged Care response to questions from Senator Rice contained within correspondence to Professor Murphy, dated 22 May 2023:

- 1. The position of the Australian Government on each recommendation; and**
- 3. Steps that have been taken to implement the recommendations**

The former Government released a response to the Royal Commission into Aged Care Quality and Safety Final Report in May 2021.

The current Government has always embraced the spirit and intent of the Royal Commission recommendations and regards it as a blueprint for its reforms to the aged care system.

The former Government funded measures in response to the Royal Commission Final Report. Since May 2022, the current Government has addressed 69 recommendations, in full or in part, through legislation or Budget measures.

As a result, the Government considers 111 of 148 recommendations have work 'in progress'. The Government considers 21 recommendations are 'completed' and 10 recommendations are 'closed'. Six have 'not yet commenced' as the Department is working with the Government on its reform priorities to determine what further action is required.

It is important to note that several of the recommendations in the Royal Commission Final Report are alternatives and so it is not possible to complete all recommendations.

A high-level overview of steps taken to implement recommendations is provided at [Attachment A](#), current as at May 2023. Noting the significant scope and complexity of the Royal Commission recommendations, the attachment does not capture all steps taken by the Department across successive governments. For some recommendations, there is work occurring that remains internal to Government.

Given the very high number of recommendations and complexity of action against each, the status is dynamic and will change regularly.

- 2. Any other bodies (such as state and territory governments) that are responsible.**

Responsibility for aged care rests across a number of Commonwealth departments and agencies, noting the Department of Health and Aged Care has primary policy and program responsibility.

State and territory governments have a role in implementing some Royal Commission recommendations. All governments will continue to engage on these recommendations through existing multilateral forums, as required.

The Australian Government is working closely with the sector to prepare for implementation of reforms to the aged care system, including peak bodies, unions, Primary Health Networks, advocacy bodies, and relevant education and training bodies (such as universities, TAFEs, and registered training organisations).

4. Whether the Australian Government believes the recommendation has been fully implemented:

The Government's position is 21 recommendations have been completed. The definition for 'completed' assesses whether the overall objective or intent of the recommendation has been met.

For a completed recommendation, this could mean the Government considers all subcomponents of the recommendation, or the intent or objectives of the recommendation, has been delivered.

The Government's position is that the following recommendations are completed:

- 6 – Australian Aged Care Pricing Authority
- 9 – The Council of Elders
- 11 – Independent Hospital and Aged Care Pricing Authority
- 17 – Regulation of restraints
- 24 – Star ratings: performance information for people seeking care
- 29 – Care finders to support navigation of aged care
- 63 – Access to specialist telehealth services
- 64 – Increased access to medication management reviews
- 79 – Review of certificate-based course for aged care
- 94 – Greater weight to be attached to the experience of people receiving aged care
- 100 – Serious Incident reporting
- 112 – Immediate changes to the Basic Daily Fee
- 114 – Immediate funding for education and training to improve the quality of care
- 115 – Function and objects of the Pricing Authority
- 120 – Case-mix-adjusted activity-based funding in residential aged care
- 121 – Incentives for an enablement approach to residential care
- 122 – Reporting of staffing hours
- 123 – Payment on accruals basis for care at home
- 126 – Fees for respite care
- 145 – Report on recommendations
- 147 – An implementation taskforce.

Definitions:

There are multiple ways that progress of Royal Commission recommendations can be framed.

'Addressed' recommendations refers to those recommendations that have been significantly actioned, in full or in part, from a Government decision taken (for example, through a Budget measure or legislation). A recommendation can be addressed, without being completed.

With respect to the specific status of all 148 recommendations, and to inform advice provided to Government, the Department utilises the following definitions in the attached table to categorise progress when conducting monitoring and reporting processes:

Status	Definition
Completed	Completed recommendations are those for which the Government has implemented a response and the overall objective or intent of the recommendation has been met.

Status	Definition
	This could mean that all subcomponents of the recommendation may or may not be addressed.
In Progress	<p>Work to progress the recommendation is in train.</p> <p><i>This does not imply that Government has agreed to complete the recommendation and may be used in instances where further work is underway to inform a decision of Government.</i></p>
Yet to commence, pending further decision or direction from Government	The response to the recommendation is pending further decision or direction from the Government in the context of its reform priorities.
Closed	The recommendation is closed due to no further action being required from Government, or because the position is that it should not be pursued further.

Attachment A: Overview of steps taken to implement recommendations of the Royal Commission into Aged Care Quality and Safety Final Report

Attachment A: Overview of steps taken to implement recommendations from the Royal Commission into Aged Care Quality and Safety Final Report				
Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
1	A new Act		In progress	Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023.
2	Rights of older people receiving aged care		In progress	Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. It is proposed that the new Act adopt a rights based approach and incorporate a Statement of Rights. Consultation on a draft Statement is expected to progress in advance of the exposure draft.
3	Key Principles		In progress	Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. It is proposed that the new Act incorporate a Statement of Principles. Consultation on a draft Statement is expected to progress in advance of the exposure draft.
4	Integrated long-term support and care for older people	State and Territory Governments	In progress	This recommendation is currently being progressed through the Senior Officials Working Group which has been set up to consider joint Commonwealth and state and territory related recommendations. Other work is ongoing internal to the Australian Government with respect to this recommendation. This includes the development of a 10-year Ageing Well in Australia Strategy, which focuses on how we can support our older people live their best life their whole life. It will be accompanied by an Outcomes Framework that will enable us to measure the success of current programs, identify gaps and target policies and programs to identify these.
5	Australian Aged Care Commission		Closed	The alternative Government-led departmental governance model proposed by Commissioner Briggs was adopted.
6	Australian Aged Care Pricing Authority		Completed	The legislation for establishing the Independent Health and Aged Care Pricing Authority (IHACPA) received Royal Assent on 5 August 2022, with relevant functions commencing 12 August 2022. Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.
7	Aged Care Advisory Council		In progress	The Aged Care Advisory Council has been established as at December 2021. It is actively advising the Minister and the department on aged care reforms. Work to broaden the Council membership in line with the Royal Commission recommendation is in progress.
8	Cabinet Minister and Department of Health and Aged Care		In progress	The Australian Government has appointed a senior Cabinet Minister as the Minister for Health and Aged Care. The Department of Health has been renamed the Department of Health and Aged Care. A capability review of the Department is underway. The state and territory offices (the network) has transitioned to delivery of the stewardship model. A regional site has been established in Launceston. Ministerial approval has been provided for the establishment of seven new sites in Coffs Harbour and Dubbo (NSW); Bendigo (VIC); Cairns (QLD); Bunbury (WA); Port August (SA) and; Alice Springs (NT). Other work is ongoing internal to Government with respect to this recommendation. This includes the development of a 10-year Ageing Well in Australia Strategy, which focuses on how we can support our older people live their best life their whole life. It will be accompanied by an Outcomes Framework that will enable us to measure the success of current programs, identify gaps and target policies and programs to identify these.
9	The Council of Elders		Completed	The Council of Elders has been established with membership announced on 24 December 2021 and is actively providing advice to the Minister and the Department, and engaging with and informing older people in Australia, on the reforms to aged care.
10	Aged Care Safety and Quality Authority		Not commenced pending decision/direction	This recommendation has not yet commenced and is pending further decision/direction.

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
11	Independent Hospital and Aged Care Pricing Authority		Completed	<p>The legislation for establishing the Independent Health and Aged Care Pricing Authority (IHACPA) received Royal Assent on 5 August 2022, with relevant functions commencing 12 August 2022.</p> <p>Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.</p>
12	Inspector-General of Aged Care		In progress	<p>The Interim Inspector-General of Aged Care, Mr Ian Yates AM, was appointed on 30 January 2023. The Office of the Interim Inspector-General of Aged Care was established within the Department of Health and Aged Care concurrently.</p> <p>Enabling legislation is required to implement this recommendation. The Inspector-General of Aged Care Bill 2023 and Inspector-General of Aged Care (Consequential and Transitional Provisions) Bill 2023 were passed by the House of Representatives on 30 March 2023 and introduced in the Senate on 10 May 2023.</p> <p>The Office of the Inspector-General of Aged Care (statutory agency) is to be established in mid-late 2023 subject to passage of the enabling legislation.</p> <p>An Inspector-General of Aged Care (including in an acting capacity) will need to be appointed following passage of the enabling legislation through the standard process for such appointments.</p>
13	Embedding high quality aged care		In progress	<p>Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. The new Act will include a definition of high quality care. Consultation on the proposed definition is already underway as part of consultation on the proposed new regulatory model that will be a feature of the new Act.</p>
14	A general duty to provide high quality and safe care		In progress	<p>Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. As part of the proposed new regulatory model that will be a feature of the new Act, an overarching duty on providers is also being considered, in addition to any existing duties (for example under common law or work, health and safety legislation); consistent with the Government's 2022 election commitment.</p>
15	Establishment of a dementia support pathway		In progress	<p>Dementia Pathways, including tools for GPs, are in place in the majority of Primary Health Networks (PHNs), and consumer resources are being finalised in all PHNs.</p> <p>Expanded services, including peer support and counselling, consumer education, and other services, are available through the National Dementia Support Program.</p> <p>The Improving respite care for people with dementia and their carers program is being implemented, with new organisations engaged in May 2023.</p> <p>A National Centre for Monitoring Dementia has been established to improve information and data that will inform the design of post-diagnostic support.</p>
16	Specialist dementia care services		In progress	<p>Specialist Dementia Care Units continue to be rolled out nationally, with 12 units currently operational and a further 6 opening in 2023-24. The roll-out has been delayed due to COVID-19 and the challenge of finding suitable providers. A review of the Specialist Dementia Care Program is being finalised and will be provided to Government shortly.</p>

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17	Regulation of restraints		Completed	<p>A legislative framework was implemented on 1 July 2021 to prevent the inappropriate use of restrictive practices in residential aged care. On 1 December 2022, consent requirements for the use of restrictive practices were further strengthened through additional legislative reform. A Restrictive Practices Unit was established within the ACQSC to develop policy and guidance on the use of restrictive practices.</p> <p>Policy for use of restrictive practices in home care settings is to be considered using data gathered under the Serious Incident Response Scheme expansion into home and community care which commenced 1 December 2022.</p>
18	Aged care standard-setting by the renamed Australian Commission on Safety and Quality in Health and Aged Care	Australian Commission on Safety and Quality in Health Care	Closed	<p>Since 1 July 2021, responsibility for developing the clinical components of the strengthened Quality Standards was transferred to the Australian Commission on Safety and Quality in Health Care. The Department retained responsibility for the non-clinical aspects of the standards, in line with the Department's knowledge of aged care and regulatory reforms and to support development of a cohesive set of strengthened Quality Standards.</p>
19	Urgent review of the Aged Care Quality Standards	Australian Commission on Safety and Quality in Health Care, Aged Care Quality and Safety Commission	In progress	<p>Public consultation on a set of draft strengthened Quality Standards occurred from October to November 2022. The strengthened Quality Standards have been updated in response to feedback and are being piloted by the Aged Care Quality and Safety Commission from April to September 2023.</p>
20	Periodic review of the Aged Care Quality Standards		In progress	<p>A periodic review is expected to be legislated as part of the new Aged Care Act.</p>
21	Priority issues for periodic review of the Aged Care Quality Standards		In progress	<p>These priority issues were considered as part of the urgent review of Aged Care Quality Standards and consulted on as part of a proposed set of strengthened Quality Standards. The strengthened Quality Standards are now being piloted by the Aged Care Quality and Safety Commission and, subject to Government decisions, are expected to be legislated in line with a new Aged Care Act.</p>
22	Quality Indicators		In progress	<p>Six new quality indicators, including consumer experience and quality of life, have been developed and implemented in residential aged care.</p>
23	Using Quality Indicators for continuous improvement		In progress	<p>An expanded suite of quality indicators and associated supporting resources have been delivered to support providers with benchmarking and improved performance. This was supported through the passage of Aged Care Legislation Amendment (Quality Indicator Program) Principles - which commenced on 1 April 2023.</p>
24	Star ratings: performance information for people seeking care	Aged Care Quality and Safety Commission	Completed	<p>Star Ratings were first published in December 2022, following required amendments to primary legislation, on the 'Find a Provider' page of the My Aged Care website. Star Ratings make it easier for older people and their representatives to compare the quality and safety of residential aged care homes, supporting informed choice and transparency. Star Ratings provide nationally consistent quality measures for residential aged care providers to monitor, compare and improve the care they deliver. The system will be iteratively enhanced, as required and as new data sources become available.</p>
25	A new aged care program		In progress	<p>Proposed program design has been developed and tested extensively with stakeholders since the Royal Commission. Further technical work and policy engagement with stakeholders is in progress.</p>

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
26	Improved public awareness of aged care		In progress	<p>With the large volume of reform activities and the Department's genuine desire to engage with older people on changes to aged care, communication has focused on reforms and engagement in the reforms:</p> <ul style="list-style-type: none"> - Information about aged care and the aged care reforms is regularly delivered through the Department's channels, and via stakeholders, including peak bodies, PHNs, and advocacy bodies. - The Aged Care Engagemen Hub regularly receives around 6,000 users monthly. - The EngAged newsletter focussed on older people, their families and carers, has been delivered 6 times (April) to 3,184 subscribers with an average 60% open rate. - As at 12 April 2023, 63 engagement activities targeted older people, their families and carers, including surveys, focus groups, events, and expos. These activities have engaged with up to 5,000 attendees. - Over 3,000 hard copy booklets on reforms impacting older people have been delivered at events, almost 400 copies have been downloaded. - The Department has hosted (or representatives have appeared in) 48 webinars on aged care reforms, with 41,527 total attendees - The Department has sent 81 email campaigns to target audiences via the Engagement Hub; there are 6,385 people registered, with roughly half identifying as an older person or carer/family member. - The Department has established the Health and Aged Care Consultation hotline to which 358 calls have been made. - The Council of Elders has 12 comminques and channels have been made available for older people to engage with the Council, including a new Facebook group. - Since 1 May 2022, information access through My Aged Care services has included over 6 million website sessions, about 1.4 million calls handled, and more than 13,000 Aged Care Specialist Officers appointments. - Minister Wells has visited 25 aged care homes, distributed 22 media releases, and delivered 6 speeches.
27	More accessible and usable information on aged care		In progress	<p>The Aged Care Engagement Hub regularly receives around 6,000 users monthly.</p> <p>Work is ongoing internal to Government with respect to this recommendation, particularly in relation to the interactions with B2G, Star Ratings, National Mandatory Quality Indicators Program, Aged Care Data Strategy and the Aged Care National Minimum Data Set.</p>
28	A single comprehensive assessment process		In progress	<p>The Department is engaging with assessment providers to implement a single assessment system by 1 July 2024.</p>
29	Care finders to support navigation of aged care	PHNs & Services Australia	Completed	<p>Primary Health Networks were funded to establish a network of care finders to help vulnerable people who need intensive support to understand and access aged care and other services in the community. Services started rolling-out from 1 January 2023. Information about the services in each Primary Health Network region is on the My Aged Care website.</p> <p>In addition, 81 Aged Care Specialist Officers are providing face-to-face support in Services Australia offices.</p>
30	Designing for diversity, difference, complexity and individuality		In progress	<p>Since June 2022, with the implementation of the Specialised Verification Framework and verification process, providers who claim on My Aged Care to deliver specialised services for people with diverse backgrounds and life experiences are required to have these claims verified.</p> <p>Work is ongoing internal to Government with respect to this recommendation, including appropriate data collection and evaluation of this measure.</p>
31	Approved providers responsibility for care management		In progress	<p>All approved providers under the Home Care Package Program must provide a care management service to all home care clients. The approved provider should work with the care recipient to deliver care management services in line with their preferences wherever possible, including ensuring the care recipient can play an active role in decision-making about their care. Policy has been drafted to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy and design details are being tested with stakeholders.</p>
32	Respite supports category		In progress	<p>Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested with stakeholders.</p>

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
33	Social supports category		In progress	Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested with stakeholders.
34	Assistive technology and home modifications category		In progress	Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested with stakeholders.
35	Care at home category		In progress	Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested with stakeholders.
36	Care at home to include allied health care		In progress	Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested with stakeholders.
37	Residential care category		In progress	A process is underway to facilitate a literature review of best practice for residential care and services, including allied health and mobility aids. A discussion paper will be released throughout 2023 and supported by sector consultation.
38	Residential aged care to include allied health care (including Aged Care On-site Pharmacist measure)		In progress	<p>The QFR collects information quarterly on the volume of service provision and expenditure on allied health services. A new QI will be developed focused on allied health services, and the proposed revisions to the Quality Standards make requirements clearer. AN-ACC provides funding for all care required to be delivered under the quality standards and list of specified care services.</p> <p>Work is ongoing internal to Government with respect to this recommendation.</p> <p>In Budget 2023-24, the Government decided a change in policy for the aged care on-site pharmacists measure for community pharmacies to be funded to place pharmacists on-site in residential aged care homes.</p>
39	Meeting preferences to age in place		In progress	<p>The wait time for a HCP has dropped significantly since the announcement of the Royal Commission recommendation. In the 2023 Budget, the Government announced an additional 9,500 home care packages for the 2023-24 financial year.</p> <p>The Department continues to report on the National Priority System at a national, state and territory and Aged Care Planning Region level on a quarterly basis.</p>
40	Transition to care at home		In progress	Development of a draft Transition and Implementation Project Plan, including extensive consultation, research and communications and engagement plans to support transition for providers and consumers has been undertaken. Further consultation will be undertaken when policy in relation to recommendation 25 is finalised.
41	Planning based on need, not rationed		In progress	Work is ongoing internal to Government with respect to this recommendation.
42	Support for informal carers		In progress	<p>Consultations with the sector were undertaken throughout February to April 2023.</p> <p>My Aged Care Screening and Assessment workforce (including aged care specialist officers) can now collect carer contact information in the MyAssessor portal and application, and Staff portal. With the carer and client's consent, their information will be shared with Carer Gateway Service Providers and Dementia Australia who can download a daily report. Carer Gateway and Dementia Australia can then contact carers and offer advice on support services.</p> <p>As part of these changes, the My Aged Care (MAC) Website, MAC welcome packs, CHSP brochure and contact centre scripts have been updated to provide information about support services for carers.</p>
43	Examination of Leave for Informal carers		In progress	The Productivity Commission released a position paper on the case for an extended unpaid carer leave entitlement on 28 February 2023. The final report is to be handed to Government in May 2023 and as such, work is ongoing internal to Government with respect to this recommendation.

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
44	Volunteers and Aged Care Volunteer Visitors Scheme	Department of Social Services	In progress	<p>Aged Care Volunteer Visitors Scheme (ACVVS) model delivered, open-competitive grant round undertaken, short-listed applicants notified, grant agreements expected to be executed by end-April/ early-May. DSS sent ACVVS offers to shortlisted applicants in mid/late May. A total of 157 agreements were offered, as of 24/05/23 there are 12 still to be executed. Anticipate all will be executed by end of May 2023.</p> <p>This recommendation is being jointly progressed with the Department of Social Services.</p>
45	Improving the design of aged care accommodation		In progress	<p>Two stages of consultations have been completed, including circulation of discussion papers, survey, targeted consultations and a National Workshop.</p> <p>Draft National Aged Care Design Principles and Guidelines have been developed for release and testing with the sector in 2023.</p> <p>Planning for an architectural design ideas competition is underway to test and promote awareness of the draft Design Principles and Guidelines.</p> <p>Stage 1 of an infrastructure stocktake of aged care homes is underway.</p>
46	Capital grants for 'small household' models of accommodation		In progress	<p>Stage 1 of an infrastructure stocktake of aged care homes is underway. Findings may assist in informing Government decisions in relation to targeted grant funding in the future to support uptake and adoption of National Aged Care Design Principles and Guidelines and small home models (in accordance with recommendation 45).</p>
47	Aboriginal and Torres Strait Islander aged care pathway within the new aged care system		In progress	<p>A contract has been executed for National Aboriginal Community Controlled Health Organisation (NACCHO) to deliver this program through its members and affiliates. NACCHO has commenced the first roll out of services with 68 FTE being trained to commence providing support from July 2023. The development of a National communication and marketing campaign has commenced and expected to be completed in July 2023.</p>
48	Cultural safety		In progress	<p>The Department of Health and Aged Care has contracted the University of Tasmania to develop and host a series of short online learning modules designed to support direct care workers continuing learning and development. There will be 14 topics covered. As at 25 May 2023, 10 of the 14 learning modules are available. The remaining modules, including an Aboriginal and Torres Strait Islander Cultural Awareness module, are expected to be available by 30 June 2023.</p> <p>In February 2023, the Department engaged the National Aboriginal and Torres Strait Islander Ageing and Aged Care Council to develop a definition of Cultural Safety as it relates to First Nations Ageing and Aged Care, as well as provide advice to Government on the development of Cultural Safety frameworks.</p> <p>Funding of \$5.3 million (over four years) has been committed in the 2023-24 Budget to embed Cultural Safety trauma-aware and healing-informed care principles and training across all aged care services. This commitment will build on the project being undertaken by the National Aboriginal and Torres Strait Islander Ageing and Aged Care Council.</p>
49	An Aboriginal and Torres Strait Islander Aged Care Commissioner		In progress	<p>The Budget 2023-24 committed \$1.7 million in 2023-24 to establish an interim First Nations Aged Care Commissioner to lead extensive public consultations with First Nations communities and stakeholders about the functions and location of the permanent First Nations Commissioner. The interim role will also provide a voice for First Nations people for a 12-month period until the permanent role is filled, which is expected in 2024.</p>

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
50	Prioritising Aboriginal and Torres Strait Islander organisations as aged care providers		In progress	<p>The Department has co-designed with the Aboriginal community controlled sector an integrated care model for First Nations people and has collaborated with rural and remote providers and communities on solutions in thin markets.</p> <p>The Department is working with other government agencies including State Government representatives to develop integrated care and commissioning trials in four locations: the Kimberley (WA), South-East NSW, Gippsland (VIC), Longreach (QLD) to develop place-based approaches to integrated care. This is currently in the discovery phase. Funding of \$27 million was committed in Budget 2023-24 to expand these trials to 10 sites and to support capacity building and organisational development activities to build integrated care systems at these locations.</p> <p>The 2023-24 Budget committed \$8.1 million over 3 years to assist 33 First Nations services funded under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program to transition from being administered under a grant agreement to being regulated under the new Aged Care Act.</p> <p>The Department funded an organisation to work with three Aboriginal Community Controlled Health Organisations in Perth, Darwin and Western Sydney to build capacity to deliver aged care services. Projects are progressing well and one organisation (Perth) has been granted approved provider status to deliver home care. Funding of \$8.2 million has been committed in Budget 2023-24 to support up to 10 Aboriginal Community Controlled organisations to develop capacity and capability to provide aged care services.</p>
51	Employment and training for Aboriginal and Torres Strait Islander aged care		In progress	<p>The employment training for Aboriginal and Torres Strait Islander aged care is being delivered under the Indigenous Employment Initiative (IEI) program. Current agreements have been in place since July 2019 and are being varied for a further 12 months, 2023-2024.</p> <p>An evaluation of the IEI program is being undertaken, the findings from the evaluation will contribute the First Nations Aged Care Workforce Plan. The Department is working with peak bodies and advisory group in developing a First Nations Aged Care Strategy/Plan.</p>
52	Funding cycle		In progress	<p>Additional funding has been provided to services funded through the National Aboriginal and Torres Strait Islander Flexible Aged Care Program to assist First Nations people retain their connection to Country and in recognition of costs associated with travel to and from appointments and cultural events.</p> <p>The 2023-34 Budget provided an additional \$52.1 million over 2 years for the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program to better align residential aged care service in very remote areas with the AN-ACC funding model. The Independent Health and Aged Care Pricing Authority will examine the NATSIFAC program as part of their annual costing studies. This work will inform long-term policy for the funding of NATSIFAC.</p>
53	Program streams		In progress	<p>The Aged Care Capital Assistance Program (ACCAP) has been established to provide an ongoing funding stream which will support delivery of Rec 53(1)(b)(i) – aged care capital development and expenditure and Rec 53(1)(c)(iii) – infrastructure to maintain connection with Country. \$115 million has been allocated to support the rebuild of four services under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.</p> <p>The Department is currently trialling place-based approaches to integrated care and commissioning in four sites and will expand to 10 sites by July 2024. Some of these sites will have a First Nations focus aimed at improving access to care and support services including aged care, disability and veterans care. The Department will continue to engage with First Nations communities and providers at these sites to improve access to culturally-safe aged care services.</p>

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
54	Ensuring the provision of aged care in regional, rural and remote areas		In progress	<p>A Market Intelligence and Supply Gaps project was undertaken to identify service gaps in regional, rural and remote Australia, including a dashboard which identifies aged care supply and labour gaps at the SA2 level. This information is informing policy responses including the targeting of capital infrastructure and viability funding in regional, rural and remote areas, and the expansion of the Multi-Purpose Services.</p> <p>A Rural Locum Assistance Program grant agreement is in place to assist aged care providers affected by high staff turnover or sudden departures of key personnel, or those requiring coverage for staff on leave in rural and regional areas. Work is ongoing internal to Government with respect to this recommendation.</p>
55	The Multi-Purpose Services Program		In progress	<p>The Department is progressing these recommendations through a cross-jurisdictional MPS Working Group with all states and territories, chaired by the Commonwealth.</p> <p>An MPS allocation round opened in April 2023 and closes 8 June 2023. The round will deliver up to 100 additional flexible aged care places for expansion of existing or establishment of new MPS.</p>
56	A new primary care model to improve access		In progress	<p>The Practice Incentives Program Aged Care Access Incentive was boosted in the 2021-22 Budget providing an additional \$42.8 million over two years (bringing the total funding over two years to \$84.8 million) to further increase face to face delivery of services to patients in Residential Aged Care. A new General Practice in Aged Care Incentive associated with a voluntary patient registration model (MyMedicare) was announced at Budget to replace the current incentive, commencing 1 July 2024. It will reward GPs and general practices that provide continuity of care for enrolled aged care residents.</p>
57	Royal Australian College of General Practitioners accreditations requirements		In progress	<p>The RACGP has undertaken a consultation process on a revised definition of general practice for accreditation purposes. The draft revised definition opens the door for age specific business models of general practice to achieve accreditation. The consultation process closed March 2023. The RACGP will need to work through its internal governance processes to agree to amend the definition.</p>
58	Access to specialists and other health practitioners through Multidisciplinary Outreach Services	State and Territory Governments	In progress	<p>Current policy will implement trials, which will be subject to evaluation. Aged Care Volunteer Visitors Scheme (ACVVS) grant agreements to commence 1 July 2023. Work is ongoing internal to Government with respect to this recommendation.</p> <p>The Commonwealth has committed \$22.1 million to implement multidisciplinary outreach services trials in conjunction with states and territories (2022-23 March Budget). Work is ongoing internal to Government with respect to this recommendation. Implementation timing is to be confirmed. Trials will be subject to evaluation.</p>
59	Increase access to Older Persons Mental Health Services		In progress	<p>Implementation of this recommendation is subject to the National Health Reform Agreement (NHRA). The current NHRA is in place until 2025. The Department anticipates discussions on a future agreement will commence by end of 2023, following the mid-term review. The Department is working with states and territories to map and analyse current models for providing Older Persons Mental Health Services, and will report back to the Senior Officials Group in the second half of 2023.</p>
60	Establish a Senior Dental Benefits Scheme		Not commenced pending decision/direction	<p>The Department has done some preliminary analysis of options for a Seniors Dental Benefit Program. Options are being considered as part of the Long-Term Dental Reform work. Options are being presented to Health Ministers' consideration at their June 2023 meeting.</p>
61	Short-term changes to the Medicare Benefits Schedule to improve access to medical and allied health services		In progress	<p>Temporary items to improve access to allied health services were introduced in December 2020 and will cease on 30 June 2023.</p> <p>Temporary changes to the MBS to allow benefits to be paid under GP mental health treatment items were available between 10 December 2020 and 31 December 2022. Uptake of these items was very low. The findings of the Better Access evaluation completed in December 2022 do not support continuation of these arrangements, and recommended further investigation to determine the best mechanism to provide mental health services to aged care residents. Note, aged care residents continue to be able to access up to 10 Better Access treatment sessions with a psychologist or appropriately trained GP, occupational therapist or social worker in line with pre-pandemic arrangements.</p> <p>Work is ongoing internal to Government with respect to this recommendation.</p>

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
62	Enhance the Rural Health Outreach Fund to improve access to medical specialists for people receiving aged care		Not commenced pending decision/direction	<p>Funding for this program (and corresponding Agreement) remains in place until the end of 2023-24.</p> <p>The National Medical Workforce Strategy is guiding long-term collaborative medical workforce planning across Australia. It identifies achievable and practical actions to build a sustainable, highly trained and well-distributed medical workforce. Key priority areas include rebalancing supply and distribution and reforming training pathways to improve access to care.</p>
63	Access to specialist telehealth services		Completed	<p>Access to specialist telehealth services through the MBS was expanded in March 2020, as part of the Government’s response to the COVID-19 pandemic. This supported access to specialist services for all Australians, regardless of their location, with the addition of services by phone and other providers including General Practitioners.</p> <p>New permanent telehealth arrangements through the MBS took effect on 1 January 2022, with an additional Government investment of \$106 million over four years (announced in December 2021). Funding was also provided through the Primary Health Network (PHN) to support telehealth arrangements in Residential Aged Care Facilities (RACFs).</p>
64	Increased access to medication management reviews		Completed	<p>HMR (Home Medicines Review)</p> <ul style="list-style-type: none"> • From 1 March 2020, the number of HMR services a pharmacist can deliver each calendar month increased from 20 to 30. • From 21 April 2020 follow up services were implemented. Up to two follow up services after the initial HMR service is undertaken are now funded and the referral pathway was expanded to include specialists and medical practitioners based in hospitals. <p>QUM (Quality Use of Medicines) Program</p> <ul style="list-style-type: none"> • From 1 January 2020, the funding paid to pharmacists to undertake QUM program activities in Residential Aged Care Facilities was doubled from \$240 per facility/\$24 per bed per year to \$500 per facility/\$50 per bed per year. <p>RMMR (Residential Medication Management Reviews)</p> <ul style="list-style-type: none"> • From 21 April 2020 follow up services were implemented. Up to two follow up services after the initial RMMR service is undertaken are now funded and the referral pathway was expanded to include specialists and medical practitioners based in hospitals. • Also, restrictions were removed on the number of service providers an eligible residential aged care facility can contract with to provide RMMRs. Previously, each facility could only enter into a contract with one RMMR service provider. • *The RMMR Program provided for 64a) prior to the above-mentioned changes, for b) RMMRs for those in transition care for more than 14 days were also permitted prior to implementation of the above changes. RMMRs are not permitted to be undertaken for those in respite care as the HMR Program would provide for medication review when respite care recipients return to their home. <p>The administration of Seventh Community Pharmacy Agreement (7CPA) Pharmacy Programs, including Residential Medication Management Reviews (RMMR), does not have funding or infrastructure to perform quality and consistency checks of medication reviews. Compliance and monitoring of Pharmacy Programs is undertaken by the administrator, however not in relation to the quality or consistency of the medication reviews. To implement recommendation c) new structure, processes and funding would have been required to have been set up, possibly outside the existing administration arrangements. RMMRs will be replaced with on-site pharmacists who will have much more extensive involvement in the aged care home and be much more responsive to medication issues. On-site pharmacists are in the process of being implemented in response to Recommendation 38.</p>

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65	Restricted prescription of antipsychotics in residential aged care		Closed	<p>On 11 June 2021, a delegate of the Minister for Health and Aged Care formally referred the matter of Recommendation 65 to the PBAC for consideration.</p> <p>In November 2021, the PBAC did not recommend making amendments to PBS listings of antipsychotic medications per Recommendation 65 of the Royal Commission into Aged Care Quality and Safety Final Report. Following consultation with stakeholders, the PBAC considered Recommendation 65 is not implementable at present due to substantial risk of unintended consequences. The PBAC noted that changes already made to the PBS restrictions for risperidone, the only medicine registered in Australia for the treatment of behavioural and psychological symptoms of dementia, have reduced utilisation.</p> <p>On 17 December 2021, the PBAC outcome was published.</p>
66	Improving the transition between residential aged care and hospital care		In progress	<p>Consultation is underway with jurisdictions on improvements to hospital discharge protocols. This is informed by deeper analysis on the challenges with hospital discharge summaries, including timeliness, quality and any potential legislative barriers.</p> <p>Functionality is available in My Health Record for hospitals to upload discharge summaries that can then be accessed by residential aged care facilities (who are connected to My Health Record).</p> <p>Aged Care Transfer Summary clinical content requirements have been delivered. A digital Aged Care Transfer Summary is under development with delivery expected in 2023. Draft conformance profiles have been sent to the aged care software industry for their consideration.</p>
67	Improving data on the interaction between the health and aged care systems	State and Territory Governments	In progress	<p>While work on these subcomponents are being progressed through National Health Reform Agreement (NHRA) working groups and the Senior Officials Working Group, the ability of the Commonwealth to influence state and territory legislative frameworks and preparation of National Minimum Datasets is yet to be determined.</p> <p>The Department is partnering with the Australian Institute of Health and Welfare on a range of data improvement activities. This includes the development of an aged care data strategy, which sets the vision for the approach to capture, collection and use of aged care data into the future; a National Minimum Dataset, which sets the standards/specifications for how a core set of data items should be collected and captured to ensure consistency; and a National Aged Care Data Asset, which will be made publicly available for policy and research use.</p> <p>Version 1.0 of the NMDS will be brought online from 1 July 2023 and expanded to capture more data items into the future. The Aged Care Data Strategy has been through a series of public consultations and is expected to be released as final by the end of the 2023 calendar year.</p>

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68	Universal adoption by the aged care sector of digital technology and My Health Record		In progress	<p>Several projects have been initiated to address this recommendation.</p> <p>Electronic medication management systems are available to residential aged care facilities under a tightly-governed arrangement to ensure quality. Software vendors are integrating medication charts with My Health Record.</p> <p>Government has invested up to \$30million in grants to support aged care facilities (including NATSIFAC and MPS that provide aged care services) to adopt electronic medication management systems.</p> <p>The My Health Record Registration project commenced in January. Residential aged care facilities in Vic have commenced registering. Discussions have commenced with NT, NSW and WA Primary Health Networks. Many RACFs have demonstrated interest in signing up - over 250 sites have commenced signing up to My Health Record or have shown interest.</p> <p>Software developers are being supported to integrate their aged care systems with My Health Record. Through industry financial assistance, 3 aged care software vendors are now connected to My Health Record.</p> <p>Clinical Information System Standards are being developed to align the quality of information shared with My Health Record. This stream is commencing external consultations commencing in May 2023.</p>
69	Clarification of roles and responsibilities for delivery of health care to people receiving aged care	State and Territory Governments	In progress	The Health Chief Executives have established an Intergovernmental Health and Aged Care Senior Officials Group (SOG) to progress Royal Commission recommendations that require collaboration with state and territory governments.
70	Improved access to State and Territory health services by people receiving aged care	State and Territory Governments	In progress	<p>The Health Chief Executives have established an Intergovernmental Health and Aged Care Senior Officials Group (SOG) to progress Royal Commission recommendations that require collaboration with state and territory governments.</p> <p>The Commonwealth is finalising a clarification statement in close partnership with jurisdictions after a period of consultation with the health and aged care sector in early 2023. This is currently under consideration by the SOG, and will soon progress to Health Chief Executives and Health Ministers for endorsement, prior to publication.</p>
71	Ongoing consideration by the Health National Cabinet Reform Committee	State and Territory Governments	Not commenced pending decision/direction	This recommendation has not yet commenced and is pending further decision/direction.
72	Equity for people with disability receiving aged care		In progress	In February 2023, a research study commenced that will consider the cost effectiveness of providing a higher level of support for people living at home. The study will finish in August 2023.
73	Annual reporting to Parliament by the Disability Discrimination Commissioner and the Age Discrimination Commissioner		Not commenced pending decision/direction	The implementation of this recommendation is being considered as part of the review of the National Disability Strategy, which is expected to take place at the end of the 2023 calendar year once the Disability Royal Commission Final Report is handed down.

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74	No Younger People in residential aged care	Department of Social Services and National Disability Insurance Agency	In progress	<p>Establishment of a grant with Ability First Australia (AFA) for a network of YPIRAC System Coordinators to assist people aged under 65 to obtain age-appropriate accommodation and support services. YPIRAC System Coordinators provide dedicated and individualised support for people aged under 65 within residential aged care, or at risk of entering residential aged care.</p> <p>Changes to the entry pathway for aged care assessments which will ensure that younger people seeking an aged care assessment will work very closely with either the NDIA or AFA to find alternative options prior to being referred for an aged care assessment were introduced in February 2022, and updated on 1 May 2023.</p> <p>On 1 May 2023, the Approval of Care Recipients Principles 2014 were also amended to strengthen the evidence requirements for younger persons who are applying to become approved as a recipient of residential care under the Aged Care Act 1997.</p> <p>The Department has commissioned the Australian Institute of Health and Welfare (AIHW) to undertake data analysis and quarterly reporting on the YPIRAC population to allow a better understanding of the YPIRAC cohort and demonstrate action against the YPIRAC targets.</p>
75	Aged Care Workforce planning		In progress	<p>Long-term workforce supply and demand modelling has been undertaken and is being continually updated. An Aged care workforce supply and demand model has been created.</p> <p>Commitment to up-to-date data collection on aged care workforce through biennial workforce and provider surveys.</p> <p>Funding provided to increase in number of Nursing Scholarships, operate a Transition to Practice Program for graduate nurses and develop a clinical placements program in aged care.</p> <p>Work is ongoing internal to Government with respect to this recommendation.</p>
76	Aged Care Workforce Industry Council Limited	Aged Care Workforce Industry Council (ACWIC)	In progress	<p>The Department executed a contract with ACWIC, valued at \$9.4million, on 17 December 2020. The contract ends on 30 June 2023.</p> <p>Some of ACWIC's achievements include:</p> <ul style="list-style-type: none"> -Delivered a social change campaign 'Bring Your Thing' promoting a career in aged care. -Published frontline insights into the culture of the aged care workforce. -Facilitated the development of a consensus statement on aged care wages for the Fair Work Commission. -Launched a Workforce Planning Tool to support proactive workforce planning practices. -Working with the sector to consider the future structure of the workforce, including career pathways. <p>In 2022, ACWIC broadened its original membership to include the four unions involved in the aged care sector.</p> <p>The Government funded the 'Life Changing Life Campaign' to promote careers in the care and support sector, including aged care.</p>
77	National registration scheme		In progress	<p>The Code of Conduct for Aged Care was implemented on 1 December 2022. The proposed new Aged Care Act will respond to the remainder of this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. Negotiations with state and territories to support worker screening commencement from July 2024 are also ongoing.</p>

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78	Mandatory minimum qualifications for personal care workers		In progress	<p>The Government, through a \$1 billion agreement with states and territories, are making 180,000 Fee Free TAFE places available in 2023, this includes at least 15,000 places for courses in aged care. This will assist and encourage more personal care workers to undertake training to increase their skills, knowledge and confidence to provide safe, high-quality care.</p> <p>A further 300,000 Fee-Free TAFE and Vocational Education and Training places were announced as part of the 2023-24 Budget in high skill needs areas from 2024 to 2026, subject to agreement with states and territories.</p>
79	Review of certificate-based course for aged care	Department of Employment and Workplace Relations	Completed	<p>The review of the Certificate III in Individual Support (the review) considered the skill needs of aged care support workers including any new or updated skill sets to support the professional development of aged care workers. The review was completed last year and approved by Skills Ministers in November 2022, the superseded qualification has a 12-month teach out period in place until November 2023. A process is in place to fast-track the development of new skill sets should new or urgent unmet skills needs be identified in the future.</p>
80	Dementia and palliative care training for workers		In progress	<p>New dementia training is being delivered to GPs and care workers with additional dementia care training in development.</p> <p>Work is ongoing internal to government with respect to this recommendation.</p>
81	Ongoing professional development of the aged care workforce	Department of Employment and Workplace Relations	In progress	<p>Fee Free TAFE is available for Australians looking to complete accredited training in key sectors, including aged care and disability support. DOHAC has also funded the development of the EQUIP learning modules which is a series of short online learning modules designed to support direct care workers continuing learning and development. The training is free of charge for aged care workers, including nurses, personal care workers and allied health workers as well as volunteers and informal carers. 10 of the 14 learning modules are now available, with all modules to be available by 30 June 2023. The Human Services Skills Organisation also developed the Entry into Care Skillset to provide a starting point for new entrants to the sector, which was less onerous to complete than the Certificate III in Individual Support.</p> <p>As a result of the review of the Certificate III in Individual Support, the following skill sets have been reviewed or newly developed during this project specifically for personal care workers in:</p> <ul style="list-style-type: none"> • CHCSS0000121 Entry to Certificate IV in Ageing Support (new) • CHCSS00122 Client-oriented service delivery • CHCSS00123 Dementia Support • CHCSS00126 Facilitate independent travel • CHCSS00127 High support and complex care – aged care • CHCSS00129 Individual support – ageing • CHCSS00131 Individual support – home and community (ageing) • CHCSS00135 Mealtimes support (new) • CHCSS00137 Palliative approach • CHCSS00138 Mental health assistance (new) <p>Each of these include nationally recognised units of competency that can offer a pathway to a formal qualification.</p>
82	Review of health professions' undergraduate curricula	Medical Board of Australia Australian Medical Council All university medical schools	In progress	<p>Australian Medical Council review of Medical School standards now requires curriculum to provide students with exposure to diverse patient groups, including aged care patients.</p> <p>Other accreditation authorities will review their standards as part of their regular review cycle over the next 2-5 years.</p> <p>The NMWS has a focus on reforming regulation of vocational training programs to strengthen focus on learning outcomes, promote flexibility, quality and safety and reward rural practice and experience. This includes working with the AMC and specialist medical colleges stakeholders to review and reform accreditation standards and processes to consider local contexts and promote more rural and regional specialist medical training. AMC review of specialist education and accreditation standards will commence in late 2023.</p>

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83	Funding for teaching aged care programs		In progress	<p>Five suppliers have been contracted to deliver the Government's Aged Care Clinical Placements Program to support 5,250 Bachelor of Nursing students to undertake high quality clinical placements in the care and support sector (aged care, disability and veterans support). The program will include recruitment of clinical facilitators and the development of an online hub to support students during their placement.</p> <p>Funding has also been provided to expand the Rural Health Multidisciplinary Training (RHMT) Program for Aged Care. Under the RHMT Program Aged Care expansion project, 150 students per year will receive rural clinical training in an aged care setting for extended periods.</p>
84	Increase in award wages		In progress	<p>The Fair Work Commission (FWC) decision for an interim increase of 15% to minimum award wage for many aged care workers to take effect from 30/6/2023 was announced on 21 February 2023. The Government announced arrangements to support this decision through the May 2023-24 Budget. The collaboration process between Government, unions and employers in the FWC process is ongoing.</p>
85	Improved remuneration for aged care workers		Closed	<p>IHACPA is able to take into consideration wage adjustments made by the Fair Work Commission, but not recommend funding to support an increase in wages. The Government addressed wage increases in aged care directly through supporting the FWC aged care work value case.</p> <p>Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.</p>
86	Minimum staff time standard for residential care		In progress	<p>Providers have been funded to deliver 200 care minutes since October 2022, and policy parameters for how this applies to residential aged care services are finalised. Reporting of care minutes through QFR commenced for Q1 2022-23 (this formed the basis of the staffing star rating published in Dec 2022). An increase in AN-ACC funding from 1 October 2024 to fund the delivery of 215 care minutes.</p> <p>Requirements to have an RN on site 24/7 have been finalised. The 24/7 RN supplement will be delivered from July 2023, along with compliance and exemption policies. 24/7 RN exemptions process has commenced (opened 3 April 2023). The Department has commissioned a project for completion by August 2023 to recommend approach to exemptions in specialised and co-located services.</p> <p>The Department has contracted the University of Wollongong to undertake a project on alternative clinical care arrangements to the 24/7 RN responsibility and alternative skills mix arrangements.</p> <p>24/7 RN legislation has passed, and subordinate legislation on exemptions and reporting is registered. Subordinate legislation on care minutes requirements, and 24/7 RN supplement is under development.</p> <p>24/7 RN reporting and supplement IT build still in development (requirements being developed/coding/testing/UAT). The care minutes IT build is complete.</p> <p>Addressed in the Royal Commission Response Act 2022 and Implementing Care Reform Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.</p>
87	Employment status and related labour standards as enforceable standards		In progress	<p>The Government has committed to implementing a direct employment preference in aged care. Stakeholders have been consulted on Direct Employment Guiding Principles, but more consultation with the sector is planned.</p>
88	Legislative amendments to improve provider governance		In progress	<p>Amendments to primary legislation which respond to this recommendation commenced on 1 December 2022, with all related subordinate legislation expected to be finalised by 1 July 2023. Draft subordinate legislation to enable the Secretary to publish additional information on provider operations was provided for public consultation from 2-16 May 2023, with improved provider operations information on My Aged Care to be promoted once available.</p>

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89	Leadership responsibilities and accountabilities		Closed	Primary legislation in place requiring governing bodies of certain approved providers to: <ul style="list-style-type: none"> • ensure staff training, professional development and continuous learning, staff feedback and engagement, and team building. • have at least one member with experience in providing clinical care, and • establish quality care advisory body and offer to establish a consumer advisory body to help inform governing body.
90	New Governance Standard		In progress	Primary and subordinate legislation in place which requires certain approved providers to: <ul style="list-style-type: none"> • have at least one member with experience in providing clinical care • establish quality care advisory body • offer to establish a consumer advisory body to help inform governing body • attest annually whether the provider has complied with its duties under aged care legislation and if such an attestation cannot be given, explain why and action being taken to remedy.
91	Program of assistance to improve governance arrangements		In progress	The Governing for Reform Program commenced in 2021–22 and continues into 2022–23 with the aim of strengthening provider governance. The program being undertaken by the Commission for 2021-22 and 2022-23. Program to be made available to 3700 aged care leaders by 30 June 2023.
92	Approval of providers		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. This recommendation will be addressed as part of the new regulatory model which will be a key feature of the new Act. Consultation on the new model is currently underway. The Department has released A new model for regulating Aged Care, Consultation Paper No. 2: Details of the proposed new model on 26 April 2023 and are inviting feedback until 23 June 2023 via the Aged Care Engagement Hub. Consultation Paper 2 builds on targeted workshops to support the evidence base for the definition of registration categories (December 2022), Consultation Paper 1 (released in September 2022) and the Concept Paper (released in February 2022).
93	Accreditation of high-level home care services		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. This recommendation will be addressed as part of the new regulatory model which will be a key feature of the new Act. Consultation on the new model is currently underway. The Department has released A new model for regulating Aged Care, Consultation Paper No. 2: Details of the proposed new model on 26 April 2023 and are inviting feedback until 23 June 2023 via the Aged Care Engagement Hub. Consultation Paper 2 builds on targeted workshops to support the evidence base for the definition of registration categories (December 2022), Consultation Paper 1 (released in September 2022) and the Concept Paper (released in February 2022).
94	Greater weight to be attached to the experience of people receiving aged care		Completed	The residents experience surveys were conducted with 20% of older people in residential aged care during 2022, and the results published as part of Star Ratings in December 2022 (Residents Experience rating with the weight of 33% of the Overall Star Rating). Work is ongoing internal to government with respect to this recommendation.
95	Graded Assessments and performance ratings	Aged Care Quality and Safety Commission	In progress	Graded assessment of performance against the strengthened Aged Care Quality Standards is being tested by the Aged Care Quality and Safety Commission through a Pilot occurring from April to September 2023.
96	Responding to Coroner's reports		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023.

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97	Strengthened monitoring powers for the Quality Regulator		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. Revised monitoring powers will form part of the new regulatory model which will be a key feature of the new Act. These powers will also be informed by the independent capability review of the Aged Care Quality and Safety Commission (ACQSC) submitted by Mr David Tune AO PSM to the Government on 31 March 2023.
98	Improved complaints management		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. In the interim, a new Aged Care Complaints Commissioner has been appointed and commenced work at the Aged Care Quality and Safety Commission (ACQSC). The ACQSC is actively recruiting an additional 21 ASL for complaint/contact officers to support the complaint management process.
99	Protection for whistle-blowers		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. In the interim, the scope of existing whistleblower protections were also significantly expanded in 2021 and 2022 in the context of the Serious Incident Reporting Scheme.
100	Serious Incident reporting		Completed	The Serious Incident Response Scheme (SIRS) was enacted via legislation and commenced on 1 April 2021 for residential aged care services. Legislation was enacted to expand SIRS to aged care services provided in home and community settings from 1 December 2022.
101	Civil penalty for certain contraventions of the general duty		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. Revised penalty provisions will form part of the new regulatory model which will be a key feature of the new Act.
102	Compensations for breach of certain civil penalty provisions		In progress	Linked to introduction of the New Aged Care Act as the vehicle for delivery. Drafting instructions being prepared.
103	A wider range of enforcement powers		In progress	The proposed new Aged Care Act will respond to this recommendation. Development of the Bill for the new Aged Care Act is well underway, with drafting progressing and an exposure draft targeted for release in late 2023. Revised monitoring powers will form part of the new regulatory model which will be a key feature of the new Act. These powers will also be informed by the independent capability review of the Aged Care Quality and Safety Commission (ACQSC) submitted by Mr David Tune AO PSM to the Government on 31 March 2023. In the interim, compliance notices for Code of Conduct violations and banning orders have also been added to the ACQSC enforcement powers.
104	Aged Care Quality and Safety Commission capability review		In progress	On 16 December 2022, Mr David Tune AO PSM submitted the preliminary report for the independent capability review of the Aged Care Quality and Safety Commission (ACQSC) to Government for consideration. On 31 March 2023, Mr Tune submitted the final report for the independent capability review of the ACQSC to Government for consideration. Work is ongoing internal to government with respect to this recommendation.
105	Transparency around the performance of the Quality Regulator		In progress	On 16 December 2022, Mr David Tune AO PSM submitted the preliminary report for the independent capability review of the Aged Care Quality and Safety Commission (ACQSC) to Government for consideration. On 31 March 2023, Mr Tune submitted the final report for the independent capability review of the ACQSC to Government for consideration. Work is ongoing internal to government with respect to this recommendation.

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106	Enhanced Advocacy		In progress	<p>All activities under the National Aged Care Advocacy Program (NACAP) now launched, including the completion of recruitment of the expanded advocacy workforce, establishment of all new points of access, monitoring and evaluation frameworks for the expanded access project and the launch of the Self-Advocacy Toolkit.</p> <p>Work is ongoing internal to government with respect to this recommendation.</p>
107	Aged Care Research and Innovation Fund		In progress	<p>Work is ongoing internal to government with respect to this recommendation.</p> <p>The Department notes that the Dementia, Ageing and Aged Care Mission is currently allocated \$185 million over ten years for research into this space. Similarly, Aged Care Research and Industry Innovation Australia is funded \$34 million over three years to provide research funding for aged care research and translation priorities.</p>
108	Data governance and a National Aged Care Data Asset		In progress	<p>Work is ongoing internal to government with respect to this recommendation.</p> <p>The Department is partnering with the Australian Institute of Health and Welfare on a range of data improvement activities. This includes the development of an aged care data strategy, which sets the vision for the approach to capture, collection and use of aged care data into the future; a National Minimum Dataset, which sets the standards/specifications for how a core set of data items should be collected and captured to ensure consistency; and a National Aged Care Data Asset, which will be made publicly available for policy and research use.</p> <p>Version 1.0 of the NMDS will be brought online from 1 July 2023 and expanded to capture more data items into the future. The Aged Care Data Strategy has been through a series of public consultations and is expected to be released as final by the end of the 2023 calendar year.</p>
109	ICT Architecture and investment in technology and infrastructure		In progress	<p>Work on an Aged Care Digital Strategy is being developed and will be subject to consultation with the sector. An exposure draft will be available in September, and the strategy anticipated to be launched by the end of 2023.</p> <p>GPMS - Was launched for residential aged care providers (3 April 2023), followed by a Star Ratings application (11 April 2023) that enables services to preview their ratings prior to publication.</p> <p>B2G - A Beta phase of B2G has been completed, the delivery of a developer portal and API are well progressed following extensive collaboration with the sector.</p>
110	Amendments to residential aged care indexation arrangements		Closed	<p>Alternative approach implemented from 1 July 2023. From 1 July 2023 the Independent Hospital and Aged Care Pricing Authority will inform Government on annual funding increases in residential aged care.</p>
111	Amendments to aged care in the home and Commonwealth Home Support Programme indexation arrangements		In progress	<p>This recommendation is being considered as a part of the development of the Support at Home program.</p>
112	Immediate changes to the Basic Daily Fee		Completed	<p>From 1 July 2021 eligible residential aged care providers who entered into an undertaking with the Department were receiving an additional \$10 per resident, per day. The Basic Daily Fee supplement supported aged care providers to deliver better care and services to residents, with a focus on food and nutrition.</p>

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113	Amendments to the Viability Supplement		Closed	Additional funding to small, rural and remote services was continued prior to the 1 October 2022 implementation of the AN-ACC residential care funding model. The AN-ACC includes weights for rural, remote, Indigenous and homelessness services which will be reviewed over time by IHACPA. Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.
114	Immediate funding for education and training to improve the quality of care	Department of Employment and Workplace Relations	Completed	As part of the 2022-23 Budget, the Australian Government committed \$493 million (matched by States and Territories) to support the delivery of training places across a number of areas of priority, including 15,000 places for aged care. A further 300,000 Fee-Free TAFE and Vocational Education and Training places were announced as part of the 2023-24 Budget in high skill needs areas from 2024 to 2026, subject to agreement with states and territories.
115	Function and objects of the Pricing Authority		Completed	The legislation for establishing the Independent Health and Aged Care Pricing Authority (IHACPA) received Royal Assent on 5 August 2022, with relevant functions commencing 12 August 2022. Functions conferred on IHACPA include advising the relevant Minister on aged care pricing and being the decision-maker for applications to set accommodation prices above the maximum otherwise permitted by the Aged Care Act and to set Extra Service fees. Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.
116	Requirement to participate in Pricing Authority activities		In progress	The Aged Care Act 1997 has been updated to enable the Accountability Principles to be updated to require participation in costing studies. Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act. The amendment to the Accountability Principles still needs to be made, and is planned for 2023. IHACPA will provide independent aged care costing and pricing advice to the Australian Government. This aims to ensure that Australian Government aged care funding is directly informed by the actual costs of delivering care. IHACPA's advice will inform Australian Government decisions on residential aged care and respite care funding from 1 July 2023.
117	Grant funding for support services to be funded through a combination of bloc and activity based funding		In progress	Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested widely with stakeholders.
118	New funding model for care at home		In progress	Policy has been developed to support the delivery of this recommendation under the new Support at Home Program (as specified in recommendation 25). Policy is being tested widely with stakeholders.
119	Maximum funding amounts for care at home		In progress	In February 2023, a research study commenced that will consider the feasibility (cost effectiveness and safety) of providing a higher level of support for people living at home. The study will finish in August 2023.
120	Case-mix-adjusted activity based funding in residential aged care		Completed	The primary legislation to establish AN-ACC, replace ACFI, and fund residential aged care on a case mix basis received Royal Assent 5 August 2022 and commenced 1 October 2022. Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
121	Incentives for an enablement approach to residential care		Completed	<p>The primary legislation to establish AN-ACC, replace ACFI, and fund residential aged care on a case mix basis received Royal Assent 5 August 2022 and commenced 1 October 2022.</p> <p>AN-ACC is underpinned by an in-built incentive for restorative care and reablement. Under the AN ACC, if the capability of a resident improves there is no requirement for them to be reassessed (and potentially reassigned to a lower payment class). This provides an inbuilt financial incentive for aged care providers to invest in restorative care such as physiotherapy. New QIs also provide incentives for providers to invest in restorative care.</p> <p>Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.</p>
122	Reporting of staffing hours		Completed	<p>The Accountability Principles 2014 (Cth) have been amended to require all approved providers of residential aged care to report care minutes delivered at the service level in the Quarterly Financial Report (QFR) from 1 July 2022. The Department is monitoring the care minute reporting data submitted by residential aged care providers and providers who submit late or fail to submit their QFR will be referred to the Aged Care Quality and Safety Commission. Care data reported in the QFR is used to calculate each service's Staffing Star Rating.</p>
123	Payment on accruals basis for care at home		Completed	<p>The Government fully implemented payment in arrears in the Home Care Packages Program from 1 September 2021. Home care providers are now only paid in line with services actually delivered. Care recipients remain entitled to any unused subsidy, however this is now managed by Services Australia in Home Care Accounts.</p>
124	Standardised statements on services delivered and costs in home care		In progress	<p>Section 21B of the User Rights Principles 2014 has been updated to mandate the provision of a monthly statement each payment period, and also details what should be included in the written statement.</p> <p>A template for the monthly statement was published in Feb 2022 (initial template), updated in Nov 2022 (provider and Commonwealth unspent funds split) and updated again in Mar 2023 (capping updates)</p> <p>The Department has instated mandatory Quarterly Financial Reports since 1/7/22. These reports collect direct care staffing hours and total allied health for each planning region.</p>
125	Abolition of contributions for certain services		In progress	<p>This recommendation will be considered by the Aged Care Taskforce.</p>
126	Fees for respite care		Completed	<p>Under existing arrangements, respite care recipients are already required to pay a Standard Resident Contribution (also known as the basic daily fee) equivalent to 85% of the single basic age pension. The new arrangements also include payment of the Accommodation Supplement.</p>
127	Fees for residential aged care-ordinary costs of living		In Progress	<p>This recommendation will be considered by the Aged Care Taskforce.</p>
128	Fees for residential aged care accommodation		In progress	<p>This recommendation will be considered by the Aged Care Taskforce.</p>
129	Changes to the means test		In progress	<p>This recommendation will be considered by the Aged Care Taskforce.</p>
130	Responsibility for prudential regulation		In progress	<p>The 2023-24 Budget announced:</p> <ul style="list-style-type: none"> (i) transfer responsibility for financial monitoring of aged care providers from the department to the ACQSC from July 2023; (ii) resource the ACQSC for 2023-24 to perform these functions and prepare for further functions from the new Act; (iii) including financial and prudential regulatory amendments in the new Aged Care Act; and (iv) enabling the ACQSC to consult on changes to the Financial and Prudential Standards.
131	Establishment of prudential standards		In progress	<p>The 2023-24 Budget provided funding and authority to enable the ACQSC to consult on changes to the prudential standards.</p>

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
132	Liquidity and capital adequacy requirements	Aged Care Quality and Safety Commission	In progress	The 2023-24 Budget provided funding and authority to the ACQSC to undertake work in relation to liquidity and capital adequacy standard, including consultation to feed into the new Aged Care Act.
133	More stringent financial reporting requirements		In progress	Departmental and ACQSC agreement required on preferred mechanism to implement the recommendation. Linked to introduction of the new Aged Care Act as the vehicle for delivery. Drafting instructions being prepared.
134	Strengthened monitoring powers for the Prudential Regulator		In progress	Legislated a power for the Commissioner to request information from borrowers of a loan made with a Refundable Deposits or Accommodation Bonds to determine whether they were put to a permitted use addressed in the Royal Commission Response Act 2022 (RCR Act).
135	Continuous disclosure requirements in relation to prudential reporting		In progress	Departmental and ACQSC agreement required on preferred mechanism to implement the recommendation. Linked to introduction of the new Aged Care Act as the vehicle for delivery. Drafting instructions being prepared.
136	Tools for enforcing the prudential standards and guidelines and financial reporting obligations of providers		In progress	The 2023-24 Budget provided funding and authority to develop the Financial and Prudential Framework, including to feed into the new Aged Care Act.
137	Building the capability of the regulator		In progress	ACQSC resourcing increase agreed in 2021-22 Budget, 2021-22 MYEFO and 2023-24 Budget. Significant capability uplift of ACQSC staff achieved through new ACQSC SES and ongoing work between ACQSC and the Department. Agree additional measures in response to independent Capability Review of the ACQSC.
138	Productivity Commission investigation into financing of the aged care system through an Aged Care Levy		In progress	This recommendation will be considered by the Aged Care Taskforce.
139	Parliamentary scrutiny of determinations by the Pricing Authority		Closed	IHACPA provides advice to government on an AN-ACC price whereas for hospitals IHACPA sets the price. The Australian Government is accountable for Government expenditure on aged care services and, having considered IHACPA's advice, the Government remains responsible for price setting and other changes to the AN-ACC funding model through Ministerial determinations. Addressed in the Royal Commission Response Act 2022. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.
140	Fees for residential aged care accommodation		In progress	This recommendation will be considered by the Aged Care Taskforce.
141	Planning based on need, not rationed		In progress	This recommendation will be considered by the Aged Care Taskforce.
142	Phasing out of Refundable Accommodation Deposits		Not commenced pending decision/direction	This recommendation has not yet commenced and is pending further decision/direction.
143	Implementation of new arrangements for financial oversight and prudential regulation		Closed	Recommendations 130-137 are being progressed to implement the ACQSC as the prudential regulator.
144	Introduce a new earmarked aged care improvement levy		In progress	This recommendation will be considered by the Aged Care Taskforce.

Rec	Title	Any other bodies that are responsible	Australian Government position	Steps that have been taken to implement the recommendations
145	Report on recommendations		Completed	The previous Australian Government released a formal response to the recommendations of the Final Report on 11 May 2021. It is available on the Department of Health and Aged Care website.
146	An implementation unit		Closed	The alternative recommendation 147 proposed by Commissioner Briggs was adopted.
147	An implementation taskforce		Completed	An implementation taskforce was established within the Department of Health and Aged Care to oversee the implementation of aged care reforms that align with the intent of the Royal Commission recommendations.
148	Evaluation of effectiveness		In progress	The Inspector-General of Aged Care Bill 2023 and Inspector-General of Aged Care (Consequential and Transitional Provisions) Bill 2023 were passed by the House of Representatives on 30 March 2023 and introduced in the Senate on 10 May 2023.