



Department of Health and Aged Care update on progress of recommendations contained within the Royal Commission into Aged Care Quality and Safety Final Report

On 20 October 2023, Senator Rice requested the Department of Health and Aged Care (the department) provide an update on the implementation of recommendations from the Royal Commission into Aged Care Quality and Safety Final Report. The [previous response](#) was tabled in the Senate Standing Committee on Community Affairs on 2 June 2023.

While significant progress continues to be made since the update tabled in June 2023, the Government's position remains unchanged with 21 recommendations completed and 10 recommendations closed. As a result, 111 of 148 recommendations are 'in progress'. Six recommendations have 'not yet commenced' noting 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 the Royal Commission recommendations is provided at [Attachment A](#), current as at October 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.

The department has primary policy and program responsibility for aged care, noting responsibility for aged care rests across a number of Commonwealth departments and agencies. State and territory governments can also have a role in implementing some Royal Commission recommendations, noting all governments will continue to engage on these recommendations through existing multilateral forums, as required. The attachment aims to identify where there may be other bodies responsible for elements of a recommendation.

The department utilises the following definitions to categorise progress:

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. This could mean that all subcomponents of the recommendation may or may not be addressed.
In Progress	Work to progress the recommendation is in train. <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>

Status	Definition
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	Current Status	What steps have been taken to deliver the recommendation?
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. Public consultation on the content of the proposed Statement took place throughout August-September 2023.
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. Public consultation on the content of the proposed Statement took place throughout August-September 2023.
4	Integrated long-term support and care for older people	State and Territory Governments	In progress	<p>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.</p> <p>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 ageing people in Australia 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 address these.</p>
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 National 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. The National Aged Care Advisory Council has 17 members (inclusive of the Chair) drawn from various geographical locations. The Council met 16 times in 2022 with 7 meetings scheduled for 2023, and 8 scheduled for 2024. Advice is provided in writing to the Minister after each meeting. Communiqués outlining the deliberations of the Council of Elders are published on the Department's website for public access at https://www.health.gov.au/resources/collections/national-aged-care-advisory-council-communicues-0
8	Cabinet Minister and Department of Health and Aged Care		In progress	<p>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 has been completed and a response from the Department to the APSC in respect of the actions it is undertaking to address some of its maturing capabilities is being finalised.</p> <p>The state and territory office network of the department (the network) has transitioned to delivery of the stewardship model and are building connections and engaging closely with sector stakeholders to ensure the system is functioning well, spotting trends and workshopping issues, and providing a much-needed link between Canberra-based policy teams and the rest of Australia. Regional sites have been established in Launceston (TAS) and Wollongong (NSW). Following ministerial approval, more sites are being established in Coffs Harbour and Dubbo (NSW); Bendigo (VIC); Cairns (QLD); Bunbury (WA); Port August (SA) and; Alice Springs (NT).</p> <p>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.</p> <p>The work to develop the New Aged Care Act (cf. Recommendation 1) is progressing, including in respect of legislative frameworks for annually reporting to Parliament on all important aspects of the aged care system, which continue to be met under current legislation via the annual Report on the Operation of the Aged Care Act 1997 and related reporting. Opportunities for improvements and enhancements to reporting, as well as data improvements (cf. Recommendation 108) are being explored in parallel and also are in progress.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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. The Council of Elders has 14 members (inclusive of the Chair) who have a diverse mix of skills, expertise, and backgrounds. They have been drawn from various geographical locations, to incorporate views from rural, regional and remote Australia. The Council met 13 times in 2022. Ten meetings are scheduled for 2023 and 8 scheduled for 2024. Advice is provided in writing to the Minister after each meeting. Communiqués outlining the deliberations of the Council of Elders are published on the Department's website for public access at https://www.health.gov.au/committees-and-groups/aged-care-council-of-elders . Expressions of interest have been sought from people interested in serving on the next term of the Council of Elders. The Minister for Aged Care is considering the appointments.
10	Aged Care Safety and Quality Authority		Not commenced pending decision/direction	This recommendation has not yet commenced and is pending further decision/direction.
11	Independent Hospital and 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.
12	Inspector-General of Aged Care	Office of the Inspector-General of Aged Care	In progress	The Interim Inspector-General of Aged Care (IIG), Mr Ian Yates AM, was appointed on 30 January 2023. The Office of the IIG was established within the Department. The Minister's announcement is at https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/mr-ian-yates-am-appointed-as-interim-inspector-general-of-aged-care . The Inspector-General of Aged Care Act 2023 (the Act) and Inspector-General of Aged Care (Consequential and Transitional Provisions) Act 2023 commenced on 16 October 2023, after the Governor-General signed a commencement proclamation at Executive Council on 29 September 2023. The Office of the Inspector-General of Aged Care (statutory agency) was established on 16 October 2023 upon commencement of the Act. An acting Inspector-General of Aged Care, Mr Ian Yates AM, was appointed on commencement of the Act.
13	Embedding high quality 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. The new Act will include a definition of high quality care. Public consultation on the proposed definition took place throughout August-September 2023.
14	A general duty to provide high quality and safe 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. 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. Public consultation on this and related duties took place throughout August-September 2023.
15	Establishment of a dementia support pathway		In progress	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. Expanded services, including peer support and counselling, consumer education, and other services, are available through the National Dementia Support Program. The Improving respite care for people with dementia and their carers program is being implemented, with new organisations engaged in May 2023. A National Centre for Monitoring Dementia has been established to improve information and data that will inform the design of post-diagnostic support.
16	Specialist dementia care services		In progress	Specialist Dementia Care Units continue to be rolled out nationally, with 15 units operational and additional units opening in 2023 and 2024. The rollout has been delayed due to COVID-19 and the challenge of finding suitable providers. A review of the Specialist Dementia Care Program has been completed as recommended and the release of the program evaluation report concludes the Government's response to subcomponents 16 1(b) and 1(c). Recommendation 16 1(a) will require ongoing monitoring as rollout of the program continues. Since the program's inception, people with a mental health condition are able to be supported by the program provided they meet other eligibility criteria (including a diagnosis of dementia).

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
17	Regulation of restraints	Aged Care Quality and Safety Commission	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.</p> <p>A Restrictive Practices Unit was established within the ACQSC to develop policy and guidance on the use of restrictive practices.</p> <p>Legislative requirements for the use of a restrictive practice apply to residential aged care. Policy for use of restrictive practices in home care settings would need 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 October 2023.</p>
20	Periodic review of the Aged Care Quality Standards		In progress	<p>A periodic review every five years is expected to be legislated in the new Aged Care Act.</p>
21	Priority issues for periodic review of the Aged Care Quality Standards		In progress	<p>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. Periodic reviews every five years are expected to be legislated in the 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 on 1 April 2023. Preparatory work will begin in 2023-24 on the development of new Staffing indicators for residential aged care and expanding the Quality Indicator Program to home 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>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
25	A new aged care program	IHACPA (advice on prices) State and territory governments (proposed AT loans scheme - TBC) Services Australia (revised payment arrangement) Department of Social Services (revised grant agreements)	In progress	Proposed program design continues to be developed and tested with stakeholders. Further technical work (including study into prices; study in potential higher levels of care) and policy engagement with stakeholders is in progress. Funding has been approved for a trial of an Assistive Technology loans scheme with states and territories in 2024 - 25. A trial of the new Integrated Assessment Tool concluded in July 2023.
26	Improved public awareness of aged care		In progress	<p>With the large volume of reform activities and the department's desire to engage with older people, their families and carers, on changes to aged care, communication has focused on reforms and engagement in the reforms:</p> <p>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.</p> <ul style="list-style-type: none"> • The Engagement Hub website is a central repository for aged care reform consultation. It receives around 6,000 visitors per month. 169* engagement opportunities have been posted. • The EngAged newsletter focused on older people, their families and carers is delivered monthly to around 3,500 people. It includes information about changes to aged care, updates from the Council of Elders and information about ageing well. The open rate averages around 60%. • The department hosts public webinars to promote and explain individual consultations or areas of reform such as in-home care, quality standards, legislation and regulation. <p>engagement activities targeted older people, their families and carers, including surveys, focus groups, events and expos. We have hosted on aged care reforms with 45,876* total attendees.</p> <ul style="list-style-type: none"> • The department attends events targeted at older people such as state seniors weeks, local seniors and awareness events (i.e. dementia awareness). The department has hosted a booth at 41* events for older people. • Over 3,000* hard copy booklets on reforms impacting older people have been delivered at events, almost 2,500 copies have been downloaded. • The department has a Health and Aged Care Consultation hotline. Depending on the consultation approach, people can call to ask for a hard copy of the paper or survey, plus a reply-paid envelope, or answer survey questions over the phone. • The Council of Elders talk to older people about changes being made to aged care and listen to their experiences. The Council use this information to give independent advice to Government about the aged care system and ageing well. Council of Elders Facebook group has 439 members who can leave comments and an average of 1700 page views per month. <p>All figures above as at October 2023.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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, particularly in relation to the interactions with B2G, Aged Care Data Strategy and the Aged Care National Minimum Data Set. Information on the kinds of services the provider delivers, including whether providers of home care services offered in regional, rural and remote areas are locally available. This is available through the find a provider function in My Aged Care https://www.myagedcare.gov.au/find-a-provider.</p> <p>Work is also continuing on this recommendation with respect to Star Ratings providing older people with comparisons across residential aged care across resident experience, compliance information, quality indicators and staffing measures with more enhancements delivered across 2023. Further annual information about residential and home care providers is expected to be available by February 2024. The Australian Government is also publicly consulting on Aged Care Data and Digital Strategy which will look for further opportunities.</p>
28	A single comprehensive assessment process		In progress	<p>The Single Assessment System will commence from 1 July 2024. The new system will ensure aged care assessments are accurate and consistent and that older Australians and their families experience a more seamless entry to aged care.</p> <p>The Department has commenced negotiations with state and territory governments to inform a tender approach to the new Single Assessment System. An approach to market to engage other organisations, including existing Regional Assessment Services and AN-ACC Assessment Management Organisations, is being developed and will be released in the coming weeks.</p> <p>A new and improved assessment tool to replace the National Screening and Assessment Form -- the Integrated Assessment Tool (IAT) -- has been developed. A live trial of the IAT was undertaken from April to July 2023, with assessors using the tool in the field with over 22 thousand clients. Feedback from the trial is being used to improve the tool's usability, and the data collected in the trial will support development of the Support at Home classification system. The IAT will replace the NSAF from 1 July 2024.</p>
29	Care finders to support navigation of aged care	PHNs & Services Australia	Completed	<p>Care finders - All 31 PHNs have been funded to commission care finder organisations. A total of 168 care finder organisations have commenced operations with a further 2 expected to be operational by 1 July 2023. 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 from 1 January 2023. Information about the services in each Primary Health Network region is on the My Aged Care website.</p> <p>Face to face service offer - Since December 2022 a total of 81 Aged Care Specialists Officers (ACSOs) are providing face-to-face support in Services Australia offices including 10 outreach ACSOs. In addition General Service Officers (GSOs) are providing support in all Services Australia centres.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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. 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>The strengthened Quality Standards are currently being piloted by the Aged Care Quality and Safety Commission and include requirements for regular training for workers in core matters such as culturally safe, trauma aware and healing informed care in Standard 2. As part of the Enhancing Nursing Skills and Leadership Capability in Aged Care 2020–21 Budget measure, \$5.3 million was allocated to support the aged care workforce to be well equipped to ensure the care and protection of the people in their care. This measure includes funding to develop a Skills Development Program for Aged Care Staff (Skills Program). The Skills Program provides voluntary targeted training to nurses and personal care workers to ensure they have the skills required to deliver quality care in contemporary aged care settings. There are 14 module topics including: Trauma Informed Care, Cross Cultural Awareness and Aboriginal and Torres Strait Islander Cultural Awareness.</p> <p>Care finders are required in the policy guidance to “have completed training in cultural safety and trauma-informed care”. Care finder organisations can complete this either in the MAClearning system or alternative sources.</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	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). Engagement with providers to test policy and design details were held.
32	Respite supports category		In progress	Policy is being 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. Rec 31 (c) has been fully implemented.
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). Monash University have been commissioned to provide advice on an inclusions list for the Assistive Technology and Home Modifications Scheme. Policy is being tested with stakeholders. Funding has been approved for a trial of an Assistive Technology loans scheme (\$10.9m) with states and territories in 2024-25.
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. The department has discussed the assessment and funding approach for short-term restorative care and broader program design under Support at Home with AHPA.
37	Residential care category		In progress	The department will undertake a review of the current Schedule, to create a more user-friendly care and services framework. The department will consult directly with a range of aged care and health stakeholders, and a discussion paper will be circulated for public comment. It is anticipated the revised framework will be introduced to align with the new Aged Care Act.
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. It is not proposed that further work be undertaken to implement this recommendation in full.</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. Further decisions on final policy settings are required.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
39	Meeting preferences to age in place		In progress	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. 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.
40	Transition to care at home		In progress	An Implementation Plan has been developed outlining stakeholder analysis, change impacts, key activities and timeframes (including final program design, grants arrangements, data migration and ICT development) and key communication messages and channels, to support transition for providers and consumers. 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	Consultations with the sector were undertaken throughout February to April 2023 on how respite bookings could be streamlined. Findings indicate a lack of carer awareness of respite services and that Carer Gateway providers would prefer more visibility of carer details in My Aged Care in lieu of a respite booking system. The communications team posted information about respite through the department's social media accounts during Carers Week 2023 (mid Oct) to raise awareness. In addition, the project team is investigating how the agents as a representative model might be adapted to link Carer Gateway providers to carers in the My Aged Care system. Since 3 October 2022, the My Aged Care Screening and Assessment workforce (including aged care specialist officers) can 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. 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.
43	Examination of Leave for Informal carers		Recommend Completion	The Productivity Commission released the final report on 15 September 2023 with six key recommendations. As part of recommendation 2, the department will work to ensure carers understand where they can access support.
44	Volunteers and Aged Care Volunteer Visitors Scheme	Department of Social Services	In progress	Aged Care Volunteer Visitors Scheme (ACVVS) model commenced 1 July 2023. A total of 141 community organisations have been funded to provide 18,163 ACVVS placements across Australia. ACVVS activities have also commenced, including the Community of Practice; the Diversity, Complex Vulnerability and Cultural Advisory panel; provision of training and onboarding resources; and development of awareness raising strategy.
45	Improving the design of aged care accommodation		In progress	Two stages of consultations have been completed, including circulation of discussion papers, survey, targeted consultations and a National Workshop. Draft National Aged Care Design Principles and Guidelines were released on 6 September 2023 for testing with the sector before being finalised for introduction on 1 July 2024. An architectural design ideas competition was launched on 17 October 2023 to further develop and promote awareness of the draft Design Principles and Guidelines. Stage 1 of an infrastructure stocktake of aged care homes, including MPS and NATSIFACP services closed in early October 2023 with responses currently being analysed.
46	Capital grants for 'small household' models of accommodation		In progress	Results from an infrastructure stocktake of aged care homes, including MPS and NATSIFACP services are being analysed. 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).

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
47	Aboriginal and Torres Strait Islander aged care pathway within the new aged care system		In progress	<p>The department is currently working with other government agencies to develop place-based approaches to integrated care and commissioning in 4 locations: the Kimberley (WA), South-East NSW, Gippsland (VIC), Longreach (QLD) and will expand to this to 10 sites by 2024. This includes developing approaches to integrated care which allow First Nations peoples to better access the services they need.</p> <p>National Aboriginal Community Controlled Health Organisation (NACCHO) is being funded to establish the Elder Care Support to support older First Nations people to access and navigate the aged care system. NACCHO has commenced the first roll out of services with 68 FTE being trained to commence providing support from November 2023 and a further 115 FTE are planned to commence service delivery in 2024. NACCHO is developing community engagement activities to coincide with the roll out of the training program and web-based information. The program has been rebranded to Elder Care Support Program, it is proposed to launch the Program and new name in late 2023.</p> <p>Work on a 2023-24 Budget measure (\$5.3 million over 4 years from July 2023) has commenced to embed cultural safety trauma-aware and healing-informed care principles and training across all ageing and aged care services. Relevant to 47(a).</p> <p>Three Aboriginal and Torres Strait Islander Community Controlled Organisations (ACCOs) are currently being assisted to become approved aged care providers (\$2m over two years). A further 10 ACCOs will be supported to build their capacity and capability and help them enter the aged care market (\$8.2 million over 2 years from July 2023).</p> <p>\$52.1m has been allocated for additional funding for NATSIFAC services in MMM7 to meet higher operating costs and continue provision of care on Country.</p> <p>Currently, First Nations interpreting services are available through My Aged Care contact centres, but not through aged care providers. The department is currently exploring opportunities to work with First Nations translating and interpreting organisations to deliver government-funded First Nations interpreting services through aged care providers. This will ensure that older First Nations peoples are given access to interpreters on at least the same basis as members of culturally and linguistically diverse communities when seeking or obtaining aged care. Services are intended to be funded through the 2021-22 Budget Measure: Connecting older Australians to aged care services - better connecting with diverse audiences.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
48	Cultural safety	National Aboriginal and Torres Strait Islander Ageing and Aged Care Council	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 30 June 2023, 13 of the 14 learning modules are available. The remaining modules, including an Aboriginal and Torres Strait Islander Cultural Awareness module have been completed.</p> <p>In February 2023, the department engaged the National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC) 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. Engagement with key stakeholders has commenced and a desktop study is being undertaken into current training options as part of a gaps analysis.</p> <p>National Aboriginal Community Controlled Health Organisation (NACCHO) is being funded to establish the Elder Care Support to support older First Nations people to access and navigate the aged care system. NACCHO has commenced the first roll out of services with 68 FTE being trained to commence providing support from November 2023 and a further 115 FTE are planned to commence service delivery in 2024. NACCHO is developing community engagement activities to coincide with the roll out of the training program and web-based information. The program has been rebranded to Elder Care Support Program, it is proposed to launch the Program and new name in late 2023.</p> <p>The Department partnered with First Nations assessment organisations and organisations which specialise in providing care to First Nations people to co-design the First Nations assessment model. The model was tested during the living lab trial that was held in 2022. Consultation with First Nations elders and providers on assessment reforms has been conducted to inform the establishment of a culturally sensitive and appropriate assessment system.</p>
49	An Aboriginal and Torres Strait Islander Aged Care Commissioner		In progress	<p>The 2023-24 Budget 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. Interviews were held in late October and an interim Commissioner is expected to commence in November/December 2023.</p>
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 to enable more ACCOs to become aged care providers. This will be inform the 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 including a specific focus on growing First Nations services. \$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 services. 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. Engagement with key stakeholders has commenced to identify areas of greatest need for First Nations specific aged care services.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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. 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> <p>The Elder Care Support Program also provides an opportunity to increase the Aboriginal and/or Torres Strait Islander workforce by up to 250 over a 4-year period, with 68 FTE being trained to commence providing support from November 2023 and a further 115 FTE are planned to commence service delivery in 2024. Work is also underway on developing a First Nations Single Assessment sector that will see further employment of First Nations people.</p>
52	Funding cycle	Department of Social Services, the National Disability Insurance Agency, the Department of Veterans Affairs, and the National Indigenous Australians' Agency	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 2023-24 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.</p> <p>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> <p>\$27 million over 4 years from July 2023 has been allocated through the 2023-24 Budget to expand the Integrated Care and Commissioning Project trial sites from 4 to 10. This project will provide the opportunity to trial block funding and other flexible funding arrangements and inform funding policy for First Nations organisations. This will partially address Recommendation 52.</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. 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. Further funding rounds are scheduled to open in late 2023 and early 2024, with the 2023 round focused on First Nations and homeless services.</p>
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. 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. AN-ACC, which increases funding for regional, rural and remote residential aged care services, has been implemented. The Aged Care Capital Assistance Program (ACCAP) has been established to provide an ongoing funding stream to support infrastructure projects in thin markets.</p>
55	The Multi-Purpose Services Program	State and Territory Governments	In progress	<p>There are multiple elements to progress under this recommendation which will have different delivery timeframes. The Department is progressing these recommendations through a cross-jurisdictional MPS Working Group with all states and territories, chaired by the Commonwealth. The Department is also working with IHACPA to determine the timing and parameters of a funding model review. The 2022-23 MPS allocation round closed on 8 June 2023. Applications for 58/100 available places were received to expand existing or establish new MPS. The finalisation of the round and announcement of allocation of places is expected to occur in late October 2023. The Department is also commencing bilateral planning workshops with the states and territories to determine joint priorities for MPS expansion.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
56	A new primary care model to improve access		In progress	<p>The Practice Incentives Program (PIP) Aged Care Access Incentive (ACAI) 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 (GPACI) commencing August 2024, linked with the new voluntary patient registration model (MyMedicare) was announced at the 2023-24 Budget to replace the ACAI. It will incentivise GPs and general practices to provide regular visits and better care planning for MyMedicare registered patients permanently living in Residential Aged Care Homes (RACHs).</p> <p>Primary Health Networks (PHNs) will be funded to work with RACHs to match residents with a regular GP and practice in MyMedicare, if they do not already have one, and will be able to commission services in areas where there is a lack of providers or practices willing to provide this care.</p> <p>From 1 October 2023, RACH residents have been able to register for MyMedicare to formalise their relationship with their regular general practice and GP. The department is encouraging GPs to begin registering their patients in RACHs with MyMedicare as a priority to fully benefit from GPACI.</p>
57	Royal Australian College of General Practitioners accreditations requirements		In progress	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 in March 2023. Once the definition has been agreed, the RACGP will undertake further work to consider updates to the Standards.
58	Access to specialists and other health practitioners through Multidisciplinary Outreach Services	State and Territory Governments	In progress	The Commonwealth has committed \$22.1 million to implement multidisciplinary outreach services trials in conjunction with states and territories (2022-23 March Budget) and consultations have commenced. States and territories currently deliver varying levels of outreach services for aged care recipients. Work is ongoing internal to Government around how best to implement the trials to maximise the benefits of the program.
59	Increase access to Older Persons Mental Health Services		In progress	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 analyse current models for providing Older Persons Mental Health Services, and will report back to the Senior Officials Group in early 2024 when Western Australia is able to report their findings.
60	Establish a Senior Dental Benefits Scheme	State and Territory Governments (via the National Dental Reform Oversight Group)	Not commenced pending decision/direction	The National Dental Reform Oversight Group, represented by each state and territory and the Commonwealth, is currently conducting analyses to consider improved access to public dental services for priority groups, including people in residential aged care. Options will be presented to Health Ministers in early 2024.
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 ceased on 30 June 2023.</p> <p>In line with recommendations from the MBS Review Taskforce, the department is currently undertaking a review of all health assessment services under the MBS to help inform their effectiveness and any future improvements. This includes comprehensive health assessments for residents of residential aged care facilities. As a first step in this review, the Institute for Evidence Based Healthcare at Bond University has been engaged to undertake a systematic (literature) review of evidence on the efficacy and effectiveness of health assessments within primary care. The department intends to engage with stakeholders on the outcomes of the systematic review and on additional MBS data insights on the use of health assessment services in 2024.</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. Future arrangements will be informed by the Government's response to the evaluation and ongoing mental health reform work. Aged care residents continue to be able to access up to 10 Better Access treatment sessions via a referral from a psychiatrist in line with pre-pandemic arrangements.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
62	Enhance the Rural Health Outreach Fund to improve access to medical specialists for people receiving aged care		Not commenced pending decision/direction	Funding for this program (and corresponding Agreement) remains in place until the end of 2023-24. 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.
63	Access to specialist telehealth services		Completed	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. 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).
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. QUM (Quality Use of Medicines) Program • 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. RMMR (Residential Medication Management Reviews) • 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. 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.
65	Restricted prescription of antipsychotics in residential aged care		Closed	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. 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. On 17 December 2021, the PBAC outcome was published.
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 and supporting paramedics to access the discharge summary. This is informed by deeper analysis on the challenges with hospital discharge summaries, including timeliness, quality and any potential legislative barriers. Functionality is available in My Health Record for hospitals to upload discharge summaries that can then be accessed by GPs and RNs in residential aged care facilities (who are connected to My Health Record).</p> <p>An electronic Aged Care Transfer Summary is in its technical delivery phase, expected to be completed by October 2023.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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 continues to partner 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. Version 1.0 of the NMDS was published on 1 July 2023 and will be progressively expanded to capture more data items into the future.</p> <p>The Aged Care Data Strategy has been through a series of public consultations and is expected to be released as final by 30 June 2024 (or earlier). In October 2023, the Minister for Aged Care approved the integration of the National Aged Care Data Strategy with the Aged Care Digital Strategy. The integrated Strategy, developed in partnership with AIHW and also the Australian Digital Health Agency, underpins the broader aged care reform agenda, and responds to recommendations 67, 108 and 109 of the Royal Commission into Aged Care Quality and Safety. It is intended to be an outward-facing strategy, for older people, aged care providers and the broader sector to improve care at the point of delivery through data and digital initiatives.</p>
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.</p> <p>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 2023. 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. Clinical Information System Standards are being developed to align the quality of information shared with My Health Record. This stream commenced external consultations 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	<p>Following establishment of the Health and Aged Care Roles and Responsibilities (HACRR) working group by the Intergovernmental Health and Aged Care Senior Officials Group (SOG), working group members developed a statement on the differing roles and responsibilities across all levels of government and the sector. The SOG endorsed the statement on 4 August 2023 and progressed to Health Chief Executive Forum (HCEF) who endorsed the final draft statement on 27 September 2023. Victoria and South Australia endorsed the statement seeking further discussion on the intent and publication of the document. The SOG endorsed a two-page summary version of the statement at the 18 October 2023 meeting with a caveat noting the statement is not exhaustive and subject to change through upcoming reform activities.</p>
70	Improved access to State and Territory health services by people receiving aged care	State and Territory Governments	In progress	<p>Following establishment of the Health and Aged Care Roles and Responsibilities (HACRR) working group by the Intergovernmental Health and Aged Care Senior Officials Group (SOG), working group members developed a statement on the differing roles and responsibilities across all levels of government and the sector. The SOG endorsed the statement on 4 August 2023 and progressed to Health Chief Executive Forum (HCEF) who endorsed the final draft statement on 27 September 2023. Victoria and South Australia endorsed the statement seeking further discussion on the intent and publication of the document. The SOG endorsed a two-page summary version of the statement at the 18 October 2023 meeting with a caveat noting the statement is not exhaustive and subject to change through upcoming reform activities.</p>
71	Ongoing consideration by the Health National Cabinet Reform Committee	State and Territory Governments	Not commenced pending decision/direction	<p>This recommendation has not yet commenced and is pending further decision/direction.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
72	Equity for people with disability receiving aged care		In progress	In February 2023, a research study commenced that will provide insight on the service requirements and safety implications supporting older people with more complex needs at home, including those with a disability. The study which was due to be finalised in August was extended to November 2023 to add an additional cohort of clients to the study, and will inform decisions about higher levels of care under Support at Home. Work is also underway on the design of an expanded assistive technology and home modifications scheme under Support at Home that would better support older people with a disability.
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 occur in late 2023 or early 2024. This follows the tabling of the Disability Royal Commission Final Report.
74	No Younger People in residential aged care	Department of Social Services, National Disability Insurance Agency and State and Territory Governments	In progress	<p>Establishment of a grant with Ability First Australia (AFA) for a network of YPIRAC System Coordinators to provide dedicated and individualised support for people aged under 65 living in, or at risk of entering, residential aged care to obtain age-appropriate accommodation and support services, with a particular focus on those who are not eligible for the NDIS.</p> <p>Changes to the entry pathway for aged care assessments were introduced in February 2022, and updated on 1 May 2023 to ensure that younger people seeking an aged care assessment work very closely with either the NDIA or AFA to find alternative options prior to being referred for an aged care assessment.</p> <p>On 1 May 2023, the Approval of Care Recipients Principles 2014 were amended to strengthen the evidence requirements for younger persons who are applying to become approved as a recipient of residential aged care under the <i>Aged Care Act 1997</i>.</p> <p>Strengthened entry requirements for residential aged care through the establishment of a central function in the Department to support nationally consistent decision making on the eligibility of younger people seeking to enter residential aged care. Due to commence in late 2023, this will ensure that all required processes aimed at finding better long-term care options for younger people with high care needs have been explored and entry to residential aged care is only approved as a last resort, in exceptional circumstances.</p> <p>Development of targeted education and training materials for general practitioners, clinicians and key change agents within the care systems that support and influence YPIRAC to promote an understanding of age-appropriate alternatives to residential aged care for younger people.</p> <p>The Department 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. The current AIHW data released on 28 June 2023 covers data to 31 December 2022. The next AIHW release of YPIRAC data up to 30 June 2023, will be published on 21 November 2023.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
75	Aged Care Workforce planning		In progress	<p>A long-term Aged care workforce supply and demand model has been created and is updated for new data, including from the Quarterly Financial Report and provider surveys as received. Data collection is taking place for the aged care workforce through a biennial aged care provider survey starting 2023 and a worker survey each alternate year (commencing 2024). Data collection for the 2023 provider survey has been completed and data supplied to the AIHW for analysis and reporting. Initial data is expected to be available for internal use end of November 2023 with public data available early 2024. Long term workforce modelling on the supply of and demand for health professionals, including allied health professionals is also being undertaken.</p> <p>Funding has been provided to increase the 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 including in regard to migration policy and programs for aged care workers. Long-term workforce modelling on the supply of and demand for health professionals, including allied health professionals, and care workers is also being undertaken, including through modelling, consultation with providers and consideration of immigration measures. 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>Funding has been provided for a range of workforce supports, including to support training, clinical placements, scholarships and other initiatives to respond in a targeted manner to the workforce challenges.</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 ended on 30 June 2023. Some of ACWIC's achievements include: 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; Worked with the sector to consider the future structure of the workforce, including career pathways.</p> <p>In 2022, ACWIC broadened its original membership to include the four unions involved in the aged care sector. The Government funded the 'Life Changing Life Campaign' to promote careers in the care and support sector, including aged care. On 4 August 2023, ACWIC publicly announced that the Company's Board of Directors had decided to cease operations as an organisation effective as of this date.</p> <p>The Department has established a new Aged Care Workforce Committee as a primary source of industry expertise at the national level on workforce issues. The Committee will provide advice to the Department on short, medium and long-term actions to build, train and support the aged care workforce and held its first meeting in September 2023.</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>
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. The Department is currently exploring options of implementing this recommendation, and will be undertaking consultations with the sector in late 2023/early 2024. Consultations will take into consideration important recommendations and areas of actions from significant linked reform across the care and support economy including the National Care and Support Strategy and the Royal Commission into Violence, Abuse and Neglect and Exploitation of People with Disability.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
79	Review of certificate-based course for aged care	Department of Employment and Workplace Relations	Completed	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. From July 2023, the new Jobs and Skills Council (JSC) for the early educators, health and human services sectors, HumanAbility, will have responsibility for reviewing and updating health and care related qualifications, including considering the Certificate IV in Ageing and any future updates to the Certificate III and associated skill sets.
80	Dementia and palliative care training for workers		In progress	New dementia training is being delivered to GPs and care workers with additional dementia care training in development. The strengthened Quality Standards, expected to be implemented from 1 July 2024, will include dementia as a core training expectation. Fee Free TAFE is available for Australians looking to complete accredited training in key sectors, including aged care and disability support. From July 2023, the new Jobs and Skills Council (JSC) for the early educators, health and human services sectors, HumanAbility, will have responsibility for reviewing and updating health and care related qualifications, including considering the Certificate IV in Ageing and any future updates to the Certificate III and associated skill sets. Work is ongoing internal to government with respect to this recommendation. Palliative care education and training is being delivered to the aged care and primary care workforce, across all settings, through expansion of existing national projects.
81	Ongoing professional development of the aged care workforce	Department of Employment and Workplace Relations	In progress	Fee Free TAFE is available for Australians looking to complete accredited training in key sectors, including aged care and disability support. The Department has funded the development of the Equip training packages, 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. All learning modules are now available. The Australian and state and territory governments have committed to prioritising the delivery of system-wide reforms to vocational education and training quality, industry engagement and qualifications. These reforms include implementing a new framework for prioritising training product development, which sets expected maximum timeframes for training product development work to make the system more responsive to industry. A range of skill sets to support the professional development of aged care workers were delivered through the review of the Certificate III in Individual Support. 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. 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: <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 Mealtime support (new) • CHCSS00137 Palliative approach • CHCSS00138 Mental health assistance (new)Each of these include nationally recognised units of competency that can offer a pathway to a formal qualification.
82	Review of health professions' undergraduate curricula	Medical Board of Australia, Australian Medical Council, All university medical schools	In progress	Australian Medical Council review of Medical School standards now requires curriculum to provide students with exposure to diverse patient groups, including aged care patients. Other accreditation authorities will review their standards as part of their regular review cycle over the next 2-5 years. 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.

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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 up to 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> <p>Nurses who are eligible for the Aged Care Registered Nurses' Payment Program can receive an additional payment if they provide clinical supervision of undergraduate nurses.</p>
84	Increase in award wages		In progress	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. The FWC has commenced deliberations on the third and final Stage of the Aged Care Work Value Case.
85	Improved remuneration for aged care workers		Closed	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. Addressed in the Royal Commission Response Act 2022. FWC wage increases are taken into account when setting the annual Australian National Aged Care Classification (AN-ACC) price for delivery of residential aged care funding. Interim legislative amendments through the RCR Act will be picked up in the new Aged Care Act.
86	Minimum staff time standard for residential care		In progress	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 will fund the delivery of 215 care minutes. Requirements to have an RN on site 24/7 have commenced. The 24/7 RN supplement commenced from July 2023, along with compliance and exemption policies. The Department commissioned the University of Wollongong to undertake a project to recommend an approach to exemptions in specialised services and to develop alternative clinical care arrangements to the 24/7 RN responsibility. The final report is expected to be published by the end of 2023. 24/7 RN legislation has passed, and subordinate legislation on the 24/7 RN supplement exemptions and reporting is registered. Subordinate legislation on care minutes requirements has been made and is registered. 24/7 RN reporting and supplement IT build is complete. The care minutes IT build is complete. 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.
87	Employment status and related labour standards as enforceable standards		In progress	The Government has committed to implementing a direct employment preference in aged care. The Department engaged an IR specialist to conduct consultations with the sector (including unions, providers and peaks) with a final report and recommendations due in November 2023.
88	Legislative amendments to improve provider governance	Aged Care Quality and Safety Commission	In progress	Amendments to primary legislation which respond to this recommendation commenced from 1 December 2022. All related subordinate legislation was completed on 1 July 2023. Additional information about residential and home care providers' operations is to be submitted by 31 October 2023 and is expected to be published on My Aged Care from February 2023.
89	Leadership responsibilities and accountabilities	Aged Care Quality and Safety Commission	Closed	<p>Primary legislation in place requiring governing bodies of certain approved providers to:</p> <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 a quality care advisory body and offer to establish a consumer advisory body to help inform governing body.
90	New Governance Standard	Aged Care Quality and Safety Commission	In progress	<p>Primary and subordinate legislation in place which requires certain approved providers to:</p> <ul style="list-style-type: none"> * have at least one member with experience in providing clinical care * establish a 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 the action being taken to remedy. <p>These requirements commenced from 1 December 2022 for providers approved on or after that date, and from 1 December 2023 for providers approved prior to 1 December 2022.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
91	Program of assistance to improve governance arrangements	Aged Care Quality and Safety Commission	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	<p>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.</p> <p>Public consultation on 'A new model for regulating Aged Care, Consultation Paper No. 2: Details of the proposed new model' was open for 8 weeks from 26 April 2023 to 23 June 2023. Feedback was received through 81 written submissions, almost 200 responses to the detailed survey, and over 350 responses to the short survey. On 9 May the Department held a webinar on the new model, with over 1,000 attendees who asked 290 questions in total.</p> <p>Consultation Paper 2 built 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). Additionally, targeted consultations were held with a focus on including hard-to-reach groups. These stakeholders include Aboriginal and Torres Strait Islander people, culturally and linguistically diverse backgrounds, and people identifying as LGBTQIA+. Focus groups were completed with 86 people, a survey was completed by 3,536 people and there were 8 workshops with over 100 attendees.</p> <p>A series of workshops to finalise key areas of policy to be included in the new model are being held through to early September with the Aged Care Quality and Safety Commission. Outcomes of these workshops are supporting finalising drafting of the new Aged Care Act.</p>
93	Accreditation of high-level home care services		In progress	<p>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.</p> <p>Public consultation on 'A new model for regulating Aged Care, Consultation Paper No. 2: Details of the proposed new model' was open for 8 weeks from 26 April 2023 to 23 June 2023. Feedback was received through 81 written submissions, almost 200 responses to the detailed survey, and over 350 responses to the short survey. On 9 May the Department held a webinar on the new model, with over 1,000 attendees who asked 290 questions in total.</p> <p>Consultation Paper 2 built 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). Additionally, targeted consultations were held with a focus on including hard-to-reach groups. These stakeholders include Aboriginal and Torres Strait Islander people, culturally and linguistically diverse backgrounds, and people identifying as LGBTQIA+. Focus groups were completed with 86 people, a survey was completed by 3,536 people and there were 8 workshops with over 100 attendees.</p> <p>A series of workshops to finalise key areas of policy to be included in the new model are being held through to early September with the Aged Care Quality and Safety Commission. Outcomes of these workshops are supporting finalising drafting of the new Aged Care Act.</p>
94	Greater weight to be attached to the experience of people receiving aged care		Completed	<p>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).</p> <p>RES have continued in 2023.</p>
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 October 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.

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
97	Strengthened monitoring powers for the Quality Regulator	Aged Care Quality and Safety Commission	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 (and published on 21 July 2023).
98	Improved complaints management	Aged Care Quality and Safety Commission	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. The ACQSC undertook recruitment activities for an additional 21 ASL for complaint/contact officers to support the complaint management process, in line with funding provided through the October 2022 Budget.
99	Protection for whistle-blowers	Aged Care Quality and Safety Commission	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. Consultation on whistleblower arrangements took place throughout August - September 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	Aged Care Quality and Safety Commission	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	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. The compensation pathway will form part of the new regulatory model which will be a key feature of the new Act. Public consultation on the scope of this proposed new pathway took place throughout August-September 2023.
103	A wider range of enforcement powers	Aged Care Quality and Safety Commission	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 (and published on 21 July 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	Aged Care Quality and Safety Commission	In progress	On 31 March 2023, Mr David Tune AO PSM submitted the final report for the independent capability review of the Aged Care Quality and Safety Commission to Government for consideration. This report was then released publicly on 21 July 2023. The independent capability review made 32 recommendations to build on the capabilities of the Commission. Work is ongoing internal to government with respect to these recommendations. The 2023-2024 Budget provided funding for urgent matters raised in the preliminary report of the capability review that Mr David Tune prepared for Government in late 2022. This included \$1.3 million for implementation support for the report and \$19.8 million for the Commission for assessors. In September 2023, Minister Wells directed the department to establish the Implementation Steering Group, a senior-level group with representatives from both the Department and the Commission, to advise Government on prioritisation and implementation of the capability review recommendations.
105	Transparency around the performance of the Quality Regulator	Aged Care Quality and Safety Commission	In progress	ACQSC has taken a number of steps to improve their information transparency in key areas, and public disclosure has been improved through Star Ratings. On 31 March 2023, Mr David Tune AO PSM submitted the final report for the independent capability review of the Aged Care Quality and Safety Commission to Government for consideration (and published on 21 July 2023). Further improvements to transparency by ACQSC are being informed by the recommendations of the Capability Review (Rec 104) and work continues with respect to this recommendation.
106	Enhanced Advocacy		In progress	All activities under the National Aged Care Advocacy Program (NACAP) have commenced, including the completion of recruitment of the expanded advocacy workforce, establishment of all new points of access, the launch of the Self-Advocacy Toolkit and the commencement of monitoring and evaluation frameworks for the expanded services.

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
107	Aged Care Research and Innovation Fund		In progress	<p>Work is ongoing within government for this recommendation. The \$185 million over 10 years Dementia, Ageing and Aged Care Mission will continue to fund research in these topics. Aged Care Research and Industry Innovation Australia is funded \$34 million over three years (to July 2024) to provide research funding for aged care research and translation priorities. As part of its funding, ARIA has established a Knowledge and Information Hub (KIH) for stakeholders to access trusted and relevant information that will drive transformation in providing care and services to older people.</p> <p>Establishing an Aged Care Research and Innovation Fund, in line with this recommendation, that would see the Australian Government provide aged care research funding of 1.8% of total Australian Government expenditure on aged care. Current aged care research expenditure is around \$40 million per year, and delivering on recommendation 107 would cost around \$648 million per year, based on forecast aged care expenditure of \$36 billion in the 2023-24 financial year.</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. 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 was published on 1 July 2023 and implementation activities are underway; the NMDS V1 will be built upon 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. A draft version of the Aged Care Data Strategy is available for public consumption via the GEN aged care data website.</p> <p>In October 2023, the Minister for Aged Care approved the integration of the National Aged Care Data Strategy with the Aged Care Digital Strategy. The integrated Strategy, developed in partnership with AIHW and also the Australian Digital Health Agency, underpins the broader aged care reform agenda, and responds to recommendations 67, 108 and 109 of the Royal Commission into Aged Care Quality and Safety. It is intended to be an outward-facing strategy, for older people, aged care providers and the broader sector to improve care at the point of delivery through data and digital initiatives.</p>
109	ICT Architecture and investment in technology and infrastructure		In progress	<p>Work is continuing on this recommendation, with Star Ratings providing older people with comparisons across residential aged care across resident experience, compliance information, quality indicators and staffing measures with more enhancements delivered across 2023. Further annual information about residential and home care providers is expected to be available by February 2024. The Australian Government is also publicly consulting on Aged Care Data and Digital Strategy which will look for further opportunities.</p> <p><u>Specific information</u></p> <p>a. The Government has delivered a new technology, information and communications systems to support the aged care system, named the Government Provider Management System (GPMS). GPMS was launched on 3 April 2023 and has been expanded to include Star Ratings preview, 24/7 Nurse, Quality Indicator and Provider Operations reporting. GPMS delivers:</p> <ol style="list-style-type: none"> i. a new service-wide provider management system reporting system, with the ability to support real-time and automated reporting once available (expected 2024) through B2G ii. data and information that is accessible, complete, accurate and up to date iii. standardised tools to make the user experience easy and efficient, expanding over time to create one single streamlined portal for aged care providers. <p>b. Work on an Aged Care Digital Strategy is being developed and will be subject to consultation with the sector. A draft for public consultation will be available in September 2023, and the strategy anticipated to be launched by the end of 2023.</p> <p>c. The launch of the B2G Developer Portal in September 2023 is the first step toward Interoperability, which will enable data exchange between aged care and providers and government. Data exchange through the use of Application Programming Interfaces (APIs) is expected from 2024. The interoperability approach utilises Fast Health Care Interoperability Resources data standards and is supported by the Aged Care Data Compare project.</p>

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
110	Amendments to residential aged care indexation arrangements		Closed	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.
111	Amendments to aged care in the home and Commonwealth Home Support Programme indexation arrangements		In progress	This recommendation is being considered as a part of the development of the Support at Home program.
112	Immediate changes to the Basic Daily Fee		Completed	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 BDF supplement supported aged care providers to deliver better care and services to residents, with a focus on food and nutrition. Two Food and Nutrition reports detailing outcomes and trend analysis collected from the Basic Daily Fee food and nutrition reporting were published on the Department's website.
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 amended 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 Accountability Principles have been updated with effect from 15 August 2023 by the Accountability Amendment (Access and Assistance for the Independent Health and Aged Care Pricing Authority) Principles 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 provide insight on the service requirements and safety implications supporting older people with more complex needs at home, including those with a disability. The study which was due to be finalised in August was extended to November 2023 to add an additional cohort of clients to the study, and will inform decisions about higher levels of care under Support at Home.
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.
121	Incentives for an enablement approach to residential 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. 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. 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	Current Status	What steps have been taken to deliver the recommendation?
122	Reporting of staffing hours		Completed	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.
123	Payment on accruals basis for care at home		Completed	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.
124	Standardised statements on services delivered and costs in home care		In progress	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. 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) The Department has instated mandatory Quarterly Financial Reports since 1 July 2022. These reports collect direct care staffing hours and total allied health for each planning region.
125	Abolition of contributions for certain services		In progress	This recommendation will be considered by the Aged Care Taskforce.
126	Fees for respite care		Completed	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.
127	Fees for residential aged care-ordinary costs of living		In progress	This recommendation will be considered by the Aged Care Taskforce.
128	Fees for residential aged care accommodation		In progress	This recommendation will be considered by the Aged Care Taskforce.
129	Changes to the means test		In progress	This recommendation will be considered by the Aged Care Taskforce.
130	Responsibility for prudential regulation	Aged Care Quality and Safety Commission	In progress	The 2023-24 Budget announced the transfer of responsibility for financial monitoring of aged care providers from the department to the ACQSC, which occurred from 1 July 2023. Further functions for the Commission, including the power to set Financial and Prudential Standards, will be covered in the new Act.
131	Establishment of prudential standards	Aged Care Quality and Safety Commission	In progress	In the 2023-24 Budget, government agreed to expand the ACQSC's powers to set prudential standards. The New Aged Care Act will empower the ACQSC to set Financial and Prudential Standards for certain matters. This will include a liquidity standard for residential providers.
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 a liquidity and capital adequacy standard, including consultation to feed into the new Aged Care Act. Consultation is expected to occur in late 2023 and/or early 2024, with delivery expected through the new Aged Care Act.
133	More stringent financial reporting requirements		In progress	Phases 1 and 2 of the financial and prudential framework have been implemented which requires approved providers to submit financial information quarterly (commencing from July 2022), provide more information in their annual Aged Care Financial Reports. Phase 3 will be implemented in 2024 through the New Act.
134	Strengthened monitoring powers for the Prudential Regulator	Aged Care Quality and Safety Commission	In progress	The Government has 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). The transfer of financial monitoring from the Dept to the ACQSC from 1 July 2023 has been legislated.
135	Continuous disclosure requirements in relation to prudential reporting		In progress	Being considered for inclusion through the New Act.
136	Tools for enforcing the prudential standards and guidelines and financial reporting obligations of providers	Aged Care Quality and Safety Commission	In progress	Being progressed through the New Act.
137	Building the capability of the regulator	Aged Care Quality and Safety Commission	In progress	The Commission has received resourcing for its prudential regulation functions in the 2021-22 Budget, 2021-22 MYEFO and 2023-24 Budget.

Rec	Title	Any other bodies that are responsible	Current Status	What steps have been taken to deliver the recommendation?
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	Changes to the means test		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 will be considered by the Aged Care Taskforce.
143	Implementation of new arrangements for financial oversight and prudential regulation		Closed	See recommendations 130 - 137.
144	Introduce a new earmarked aged care improvement levy		In progress	This recommendation will be considered by the Aged Care Taskforce.
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. In mid-2021, a new aged care structure within the Department was established. This includes a Division dedicated to overseeing Reform Implementation. A cross-department Deputy Secretary level Aged Care Steering Committee has been established to oversee implementation of the Royal Commission's recommendations and other aged care reform activity.
148	Evaluation of effectiveness	Office of the Inspector-General of Aged Care	In progress	The Inspector-General of Aged Care Act 2023 (the Act) and Inspector-General of Aged Care (Consequential and Transitional Provisions) Act 2023 commenced on 16 October 2023. The Office of the Inspector-General of Aged Care (statutory agency) was established on 16 October 2023 upon commencement of the Act. The Act includes a requirement for implementation evaluations 5 and 10 years after the tabling of the Final Report. These will be delivered by the Inspector-General in 2026 and 2031 respectively.