

# Getting reform right

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*IT'S UP TO US*



01

TO HELP PEOPLE

02

TO MAKE A FAIR  
LIVING

03

TO BE  
RECOGNISED AND  
RESPECTED

# 9 basic policy goals

Access based on need

Funding based on cost of meeting needs + the same margin as other health services

Mechanism to assess areas of unmet need within the system (e.g. allied health)

Standards articulate best practice rather than vague aspirations

Recognition and rewards for quality, and efficiency

Consequences for poor performance (including exiting bad providers)

Competitively paid and respected workforce

Fair contributions from individuals to the cost of supports

Health system integration (same access; operational coordination, subacute support)

Independent  
Transparent  
Evidence based

**Public support and confidence**

**Fiscal sustainability**

# Polling shows clear support for extra funding



70 PER CENT OF PEOPLE

*Important or very important to fund improvements in aged care quality in the October budget*

Essential Report, August 2022



46 PER CENT OF PEOPLE

*More likely to vote for the party that supports increased aged care funding*

JWS research marginal seat polling  
for HSU Jan/Feb 2022

*The reform agenda  
actually looks pretty  
good*

AT LEAST FROM A DISTANCE

*IHACPA should be revolutionary*

*HCP wait times have been greatly reduced*

*Current care at home programs finally  
being replaced*

***Review of standards and regulator, star ratings and quality indicators***

*More time to care is critical*

But implementation is key

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# On the ground sentiment remains...negative

- Reform agenda has gaps:
  - No independent standards or assessment, IHACPA only partial
  - No indexation for short-term costs
- And suffers from implementation problems
  - Standards, star ratings, quality indicators based on what sounds good rather than evidence
  - Little recognition of staff or funding shortages
- Operational pressures building
  - Occupancy decline, widening deficits, staff turnover and vacancies, non-compliance

What are our priorities?

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# Acknowledge and address workforce issues by

- agreeing the steps that providers and government will respectively take to find the additional staff the sector needs and mitigate any shortfalls
- consulting on specific options for funding the Work Value Case to address sector concerns about underfunding
- implementing an aged care migration strategy which includes:
  - a UK-style Health and Care Worker visa,
  - a government facilitated international recruitment campaign and/or
  - fast-track industry and company labour agreements

## Address historic underfunding by

- implementing the Royal Commission's recommendations on interim indexation for 2022-23 for all aged care programs, and for 2023-24 for home care and CHSP
- consulting on a long-term approach for funding COVID-19 costs
- consulting on evidence-based mechanisms for evaluating and funding unmet needs
- undertaking reviews as recommended by the Royal Commission, of hotel services and accommodation funding for residential care

## Get support at home reform right by

- ensuring that there is adequate funding for care management, scope for people to adjust their services and care plans quickly as needs change, and flexibility for people to choose different care models at different price points
- only applying home care price caps to outliers, with efforts instead focused on making it easier for people to find providers that suit their budget and preferences

## Get regulatory reform right by

- implementing independent standard setting (including for star ratings and quality indicators) consistent with the Royal Commission's recommendations
- directing regulatory efforts towards lifting quality by identifying common problems and promoting best practice or clarifying interpretations
- bringing aged care regulation into line with Regulatory Powers Act, including introducing external review mechanisms and fault element so that providers can be appropriately excused when they've taken reasonable steps to comply and appropriately penalised where non-compliance was reckless or malicious
- ensuring that the duty of care that applies in aged care is consistent with the duty of care that applies in healthcare

# Advocacy challenges

Easier to say things will be fixed than to actually fix them

Easy to blame the others parties for not doing your bit

Time honoured tradition of superficial regulatory measures to avoid fiscal challenges

Unified front needed to sell a positive vision (perception becomes reality)

# Solutions

- 
- Get involved with ACCPA
  - Bring diverse voices of current consumers to the table through new board advisory structures
  - Organise locally – ACCPA is piloting local aged care networks based on PHN regions
  - Work in partnership with Government

How are you feeling about  
the aged care reform  
agenda?

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<https://www.surveymonkey.com/r/QB9NJTF>