

Reform ready checklist

Content in this checklist was prepared by [Social Futures](#) and [Community Industry Group](#) Commonwealth Home Support Program (CHSP) Sector Support and Development teams.

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Governance

- Strategic plan
- Skills-based board
- Clinical governance
- Performance data informs planning

Voice

Older people, families and carers:

- have control over their care
- participate in service planning
- communicate with staff
- are satisfied with your communication.

Workforce

- Strengths and challenges
- Strategy for current and future workforce
- Recruitment, onboarding, training and retention

Finance

- Transitioning to payment in arrears
- Managing unit costing
- Reporting
- Client contribution policy

Info technology

- Realtime client notes, reporting and data
- Data security
- Staff IT literacy
- Older people's IT literacy
- System development

Quality and safety

- Understanding community need
- Continuous improvement and accountability
- Policy and procedure review
- Project management
- Managing organisation change



We acknowledge the Traditional Custodians of the land where we live and work and their continuing connection to land, water, sea and community. We pay respects to Australia's First Peoples, to their unique and diverse cultures, and to Elders past, present and future.

Inclusion is about the actions we take every day. We welcome, support, and celebrate diversity.

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Introduction

[The Royal Commission into Aged Care Quality and Safety](#) is driving wide-ranging changes to laws, regulations and funding requirements governing aged care in Australia, including community and in-home care. The commissioners expressed their concern about the extent of substandard care reflecting poor quality on the part of some aged care providers and fundamental systemic flaws in the design and governance of the Australian aged care system. New legislation will shift our focus from the funding requirements of providers to the care needs of older people.

The purpose of the new aged care system is “to deliver an entitlement to high quality care and support for older people, and to ensure that they receive it. The care and support must be safe and timely and must assist older people to live an active, self-determined and meaningful life in a safe and caring environment that allows for dignified living in old age”.ⁱ

The new Act (Aged Care Bill 2023) aims to move the sector to a rights-based and person-centred approach that incentivises continuous quality improvement, which is fundamental to high quality care. It includes a Statement of Rights recognising an individual’s need for funded aged care services to be assessed, reassessed, and delivered in a manner that is culturally safe, culturally appropriate, trauma aware and healing informed, and accessible and suitable for individuals living with dementia or other cognitive impairment.

This checklist has been developed to assist Commonwealth Home Support Program (CHSP) providers to assess how you are going in preparing for the reforms and consider and prioritise your efforts in business transformation, systems development, and enhancing governance and practice. Discussions with individual providers about reform readiness through our Sector Support and Development program aim to inform your priority setting and identify how we can best support you. The information won’t be used in any other way without your agreement.

The details of some changes are still unknown. While some changes do not apply to providers who only deliver CSHP services they may apply when the Support at Home program commences on 1 July 2025. Here is what we know now about the reform timeline.

This checklist does not replace advice from the Australian Government or related agencies about in-home aged care reforms or aged care service delivery requirements.

Table 1: Reform timeline (as at 22 Jan 2024)

July 2024	Single assessment system - all assessment organisations able to assess for all aged care services.
	New Aged Care Act (subject to passage through Parliament).
	New Aged Care Quality Standards.
July 2025	Support at Home replaces Home Care Packages (HCP) and Short-term Restorative Care. Providers funded separately for care management.
	New Assistive Technology and Home Modification program – improving access to some higher cost equipment.
	Older people continue to have a single provider for packages under Support at Home.
	Care Partners to help people make the most of their aged care services (initially <u>within</u> the older person’s service provider).
	Alignment of some CHSP services to Support at Home may commence before July 2027.
No earlier than July 2027	CHSP transitions to new Support at Home program.
	Single Assistive Technology and Home Modification Scheme.
	Older people can choose multiple providers and Care Partners independent from their service provider.

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Governance	Needs attention	On track	Achieving
1. Does your strategic plan explain how your organisation and board will implement new aged care legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do clinical governance requirements apply to your organisation? Are they in place and working well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Does your Board have the skills and diversity to meet the objectives of the incoming Aged Care Act (person-centred and rights-based)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does your organisation's monthly performance and financial data inform your strategic and operational planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key governance resources and links

- > Governance requirements for approved providers <https://www.agedcarequality.gov.au/for-providers/strengthening-governance/governing-body-determinations>; and additional responsibilities commencing on 1 December 2023 for providers approved before 1 December 2022 <https://www.agedcarequality.gov.au/providers/strengthening-provider-governance>. Director ID requirements (all providers) <https://www.abrs.gov.au/director-identification-number/who-needs-apply-and-when>
- > Code of conduct for approved aged care providers <https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-providers>

Older people's voice – engaging, assessing and planning with older people and their families and carers (and supporters and representatives under the new Aged Care Act)	Needs attention	On track	Achieving
1. Do staff take every opportunity to ask older people's permission – routinely offering opportunities for control of their care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do older people and their families and carers:			
a. know and use your formal feedback and complaints processes (feel safe to use them)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. communicate informally with your staff about their care needs, successes and concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. participate actively in planning and design of their own care (how do you demonstrate regular communication and partnership with older people and their support people for ongoing assessment and planning?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. participate actively in organisational planning and design processes or activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are older people and their families and carers satisfied with the communication they have with your staff and organisation? How do you know/collect this information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key voice and engagement resources and links

- > OPAN's tool kit <https://opan.org.au/toolkit>
- > Helen Sanderson's person-centred tools <http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/>
- > Diversity and wellness toolkit for reflective conversations <https://csdgrampians.org.au/exploring-diversity-and-wellness/>

Reform ready checklist

Workforce development and retention	Needs attention	On track	Achieving
1. Do your board and management team understand the organisation's workforce strengths and challenges?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. a. Does the organisation have a workforce strategy or plan to meet workforce needs now and into the future?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Is there focus on organisational culture to support your workforce, and retain and attract staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have a culturally diverse workforce?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. a. Do you have a system for managing onboarding and training that identifies professional development needs and requirements, and records staff progress in learning and development,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. and is it working well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. a. How do your recruiting, onboarding and training policies, procedures and systems to meet requirements emerging through the in-home care reforms,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. including the objectives of the aged care diversity framework,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. staff understanding of the rights-based emphasis of the quality standards (and the incoming Aged Care Act)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key workforce resources and links

- > Free culture training and resources <https://www.findandkeepthebest.com/courses/neil-eastwood-s-recruitment-masterclass>
- > Aged Care Diversity Framework <https://www.health.gov.au/resources/publications/aged-care-diversity-framework>
- > Diversity framework online tools <https://innerwestagedcareservices.org.au/page/aged-care-diversity-framework-training>
- > Aged Care Register of Banning orders: <https://www.agedcarequality.gov.au/aged-care-performance/banning-orders-register/aged-care-register-banning-orders>

Reform ready checklist

Financial management and sustainability	Needs attention	On track	Achieving
1. Has the transition to payment in arrears impacted your organisation? How will you manage the shift from 1/12 of annual CHSP block funding per month to payment per unit in arrears?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Does your organisation have the financial skills and systems to manage unit costing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you tracking month-to-month costs against your organisation's contracted unit price?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Is your in-home aged care service financial sustainable into the future?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If needed, have you considered options such as sharing backend functions/resources with other providers, mergers, adding other income streams, etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. a. Do you have a client contribution policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Is it working well and covering the funding gap?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Will some clients need a transition plan if they need to start paying a contribution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key financial resources and links

- > Carrie Hayter's unit costing tool <https://www.carriehayter.com/training/calculate-the-cost-of-providing-home-support-services>
- > National guide to the CHSP client contribution framework <https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework> updated June 2022
- > Financial Modelling and sustainability framework ratios <https://www.csdgrampians.org.au/links-to-short-clips-videos-and-learning-modules/financial-modelling-template>

Reform ready checklist

Information technology: system development/digital transformation; staff IT skills; IT literacy among older people and carers.	Needs attention	On track	Achieving
1. Are your IT systems ready to:			
a. support real time access to client notes and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. meet data security requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. support current and changing reporting requirements, or make reporting more efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. analyse your service delivery, performance and finance data to inform organisational planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do your staff need to strengthen their IT literacy/skills to use your systems and access and submit notes and information on the go?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do older people you support and/or their families and carers need to strengthen their IT literacy/skills to engage in the new aged care system, assessment, planning or accessing care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does your organisation need to find additional expertise and investment to drive action in identified IT system and/or capability focus areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key IT resources and links

- > Digital transformation webinars and resources <https://www.health.gov.au/our-work/digital-transformation-for-the-aged-care-sector?language=en>
- > Telstra and NSW Government Tech Savvy Seniors learning tools and resources <https://www.telstra.com.au/tech-savvy-seniors>

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Quality and safety	Needs attention	On track	Achieving
1. Does your board and management team understand the needs of your communities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. As per the <i>draft Aged Care Bill 2023 Statement of Rights</i> , how does your organisation ensure assessment and service delivery occurs in ways that are:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. culturally safe, culturally appropriate,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. trauma aware and healing informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. accessible and suitable for individuals living with dementia or other cognitive impairment? ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. supporting opportunities and assistance for older people to stay connected to significant persons and pets, their community – including public life and leisure, cultural, spiritual and lifestyle activities, and if the individual is an Aboriginal or Torres Strait Islander person—community and Country.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are your continuous improvement processes and systems working well and supporting accountability in your services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. To respond to priorities you identified in this checklist, does your organisation:			
a. need to update policies, procedures and/or processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. have good project management systems, processes and skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. need to consider further training or professional development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. need to engage change management expertise?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key quality and safety resources and links

- > Strengthened Aged Care Quality Standards – Final draft (November 2023) <https://www.health.gov.au/resources/publications/the-strengthened-aged-care-quality-standards-final-draft?language=en>
- > Aged Care Quality Standards Draft Provider Guidance <https://www.agedcarequality.gov.au/get-involved/consultation-and-engagement-hub/standards-guidance-consultation>

ⁱ <https://agedcare.royalcommission.gov.au/news-and-media/final-report-calls-fundamental-and-systemic-aged-care-reform>