



LASA

**LEADING AGE SERVICES
AUSTRALIA**

The voice of aged care

LASA Update March 2022

**Ian Poaloes
State Manager - QLD**

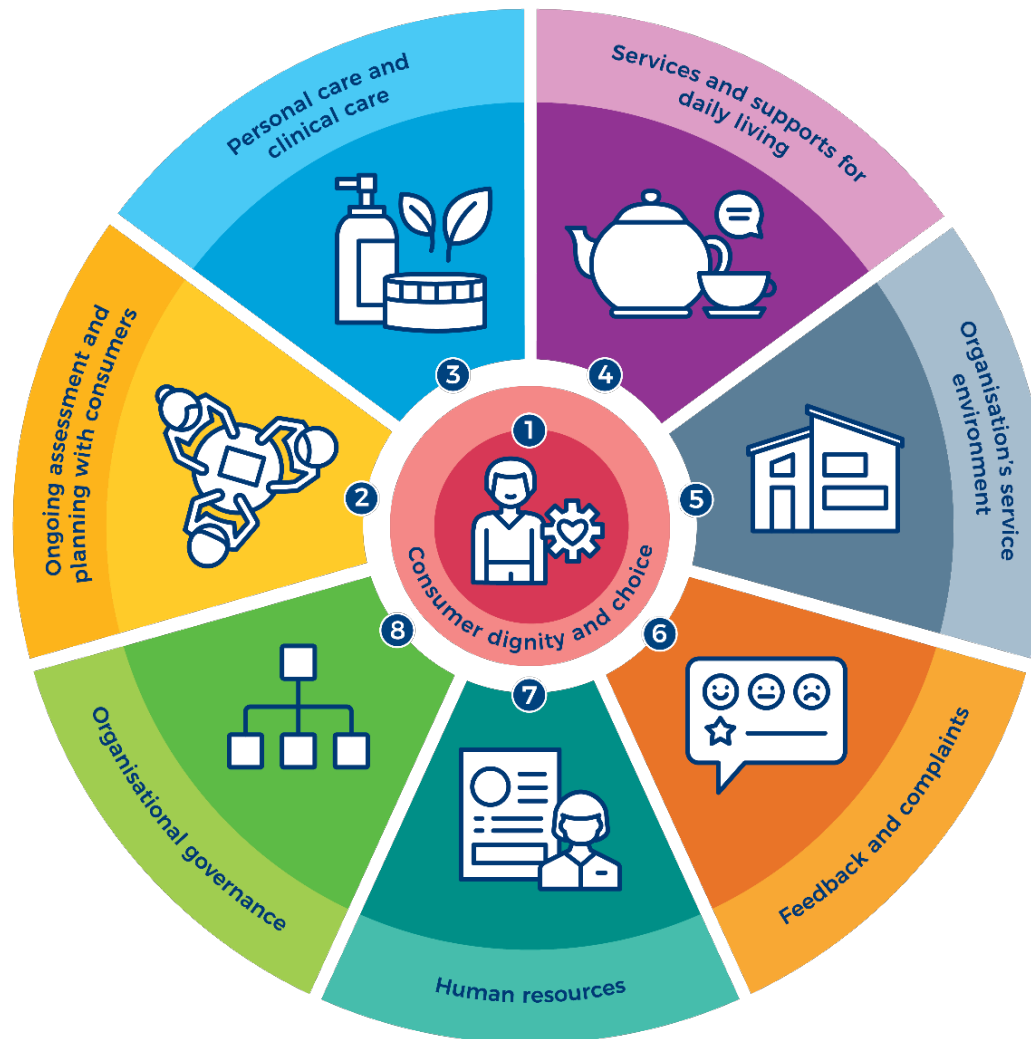


AGED CARE – THE BIGGER PICTURE

Aged Care – The Bigger Picture

- **Legacy & History**
- **Regulation & Government**
- **Environment**
- **Market**

Aged Care – The Bigger Picture





Home Care Update

“Support at Home” Program - July 2023



Re-imagining the HC and CHSP Business models:

- 1. Independence at home:** domestic assistance, home maintenance, meals, digital monitoring, education and support
- 2. Social connections:** social support, transport
- 3. Personal care:** personal care, nursing
- 4. Health & specialised support:** allied health, specialised supports, assistance with care and housing
- 5. Care management**
- 6. Digital technologies, equipment & home modifications**
- 7. Respite care:** in-home, community, centre, family, cottage respite, residential respite

“Support at Home” Program - July 2023



New Assessment domains:

General and personal health

Functional decline

Cognition and behaviour

Psychological condition

Community engagement and support

Medical conditions

Home and personal safety

Carer support

<https://www.health.gov.au/resources/publications/support-at-home-program-overview>

“Support at Home” Program - July 2023



Low complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone

Medium complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, living alone

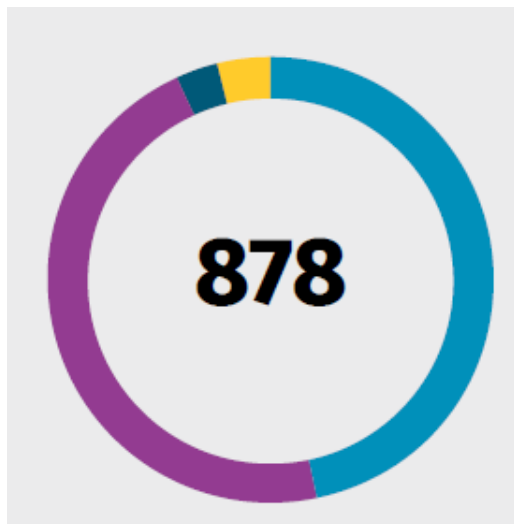
High complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone

New home care provider approvals



- Processing of applications slow – approvals very low.
- Possibly more than a hundred applications waiting to be processed.
- Reports of providers waiting more than 8 months.
- An application fee imposed in December (\$8,000+) expect application reductions

ACQSC Complaints Sept-Dec '21



Top 10 complaint issues

Lack of consultation or communication	161
Fees and charges	132
Management of finances	129
Consistent client care and coordination	112
Domestic assistance	88
Financial - Reimbursements	82
Case management	78
Financial - Statements	63
Communications about fees and charges	59
Care planning	56

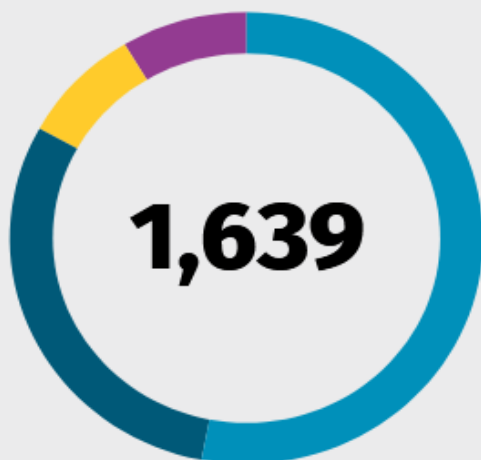


Residential Care Update

- Based on studies before RC (Neglect?)
- New Aged Care Act & Standards?
- On schedule for 1 October 2022
- Re-train your ACFI staff and teams regarding the Assessment tools used for AN-ACC
- Check your software vendor is ready

ACQSC Complaints Sept-Dec '21

Complaints by complainant



Representative or family member	871
Anonymous	492
Other interested person*	139
Resident	137

Top 10 complaint issues

Personnel number/sufficiency	226
Medication administration and management	201
Personal and oral hygiene	177
Falls prevention and post fall management	174
Representative/family consultation	133
Constipation and continence management	123
Change of clinical status/deterioration	116
Lack of consultation/communication	114
Personnel behaviour/conduct	114
Food and catering – quality and variety	112



Retirement Living & Seniors Housing

RL & Seniors Housing

- Taxation of meals and GST – review with the ATO.
- Big Movie Studio Licence (BMSL)
- Code of Conduct & ARVAS – Australian Retirement Village Accreditation Scheme. Exit Entitlement Review
- Buy-Back still at 18 months. Still nothing out of Dept Housing
- Stage 3 HLAA – Contracts and Financial Reporting & Budgets. No announcement yet - Commencement 1 July 2023
- Smoke Alarms – Photoelectric now ‘compulsory’ 1 Jan 2022.
 - <https://www.qfes.qld.gov.au/prepare/fire/smoke-alarms/properties-for-sale-or-lease>



GENERAL:
“NEED TO KNOW”

“Need to Know”:

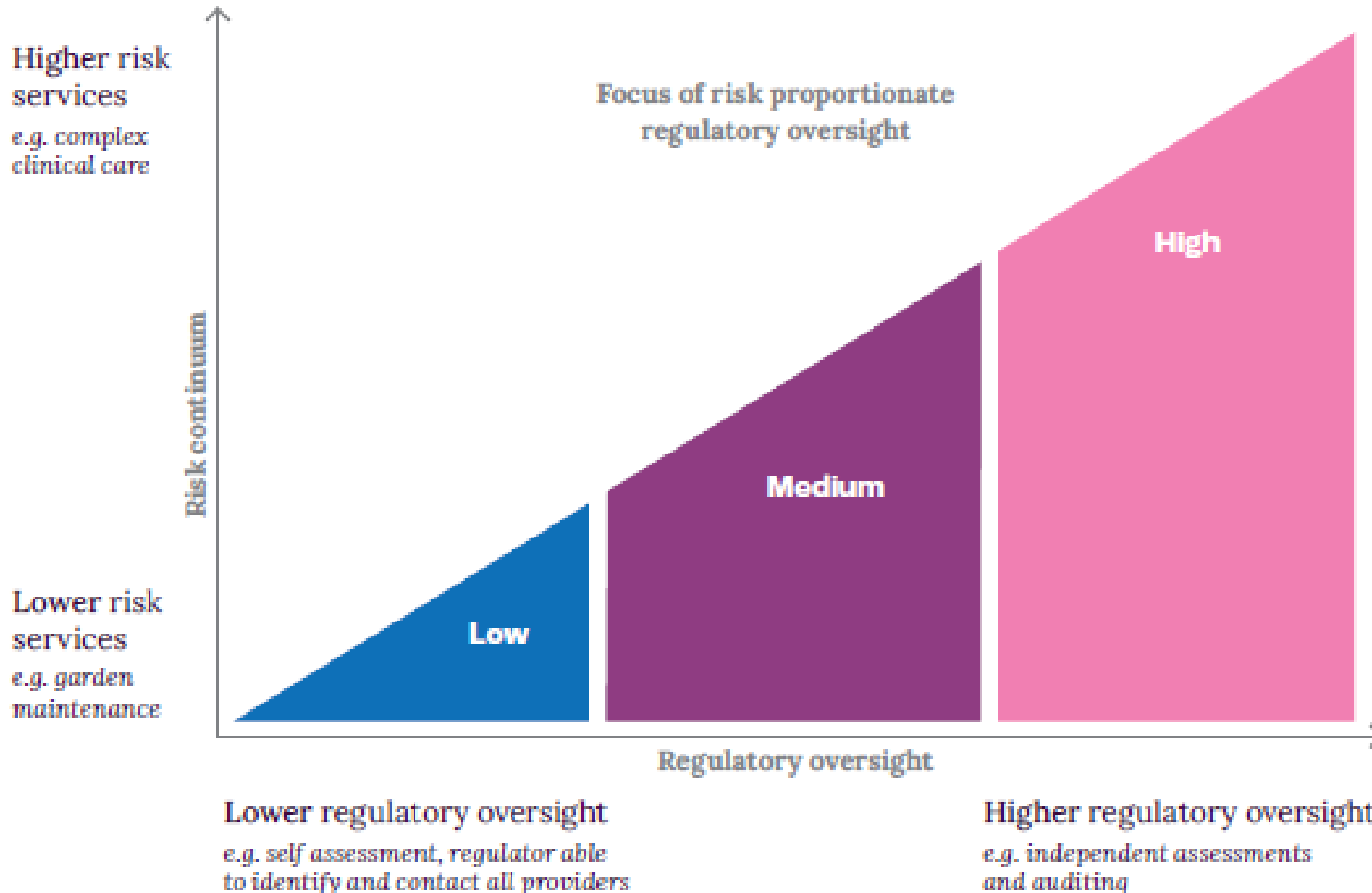
- New framework for regulating Aged Care
- ELDAC
- Single Age Services Industry Association
- Work Value Case
- Financial impacts of the SCHADS award changes from 1 July 2022
- Fit Testing
- New QLD Directions - Visitors and Mandatory Boosters

New framework for regulating aged care



- <https://www.health.gov.au/resources/publications/concepts-for-a-new-framework-for-regulating-aged-care>

New framework for regulating aged care



End of Life Directions for Aged Care



Proposed key new Industry Association Entity features

- Scope will be broad to allow new Industry Association Entity to cover full range of member activities
 - Home and community care
 - Retirement living / seniors housing
 - Residential aged care
 - Disability services for older people
- Services build on and extend current ACSA/LASA offerings
- Member engagement channels – Board sub-committees, member advisory groups, working groups, COPs, industry forums, etc

Timeframes

Date	Activity
10-22 March 2022	Online state consultations with ACSA and LASA members
28 March 2022	Online All Sector Providers briefing and consultation
Between 4-8 April 2022	Explanatory memorandum and value proposition sent to ACSA and LASA members
29 April 2022	ACSA and LASA member vote
1 July 2022	If members vote yes, new Industry Association Entity established



Q&A



Leading Age Services Australia (LASA)
is the national peak body representing all providers of age services
across residential care, home care and retirement living.