Information for Aged Care Providers

Translated charters for residential and home care now available

The *Charters of Care Recipients’ Rights and Responsibilities – Residential and Home Care* (the Charters) set out the legislated rights that consumers of Government funded services have when entering into a residential aged care home or a home care package, such as to receive quality care appropriate to a consumer's needs. The Charters also include responsibilities of consumers. The Charters are now available in 18 commonly used languages in Australia: Arabic, Chinese (simplified), Chinese (traditional), Croatian, Dutch, German, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Russian, Serbian, Spanish and Vietnamese. Providers should clearly explain a consumer’s rights and responsibilities to them and provide a copy of the Charter with their residential or home care agreement. To access the Charters contained in the *User Rights Principles 2014* under the *Aged Care Act 1997*, visit the department's webpage at www.dss.gov.au/our-responsibilities/ageing-and-aged-care/publications-articles/guides-advice-policy under ‘quality and compliance’.

Increasing Consumer Choice – Bill tabled in Parliament and invitation to webinar to explain the changes

The Aged Care Legislation Amendment (Increasing Consumer Choice) Bill 2016 was introduced into Parliament on 11 February 2016. The Bill gives effect to the first stage of the home care reforms announced by the Government in the 2015–16 Budget. You are invited to join an upcoming live webinar on Friday 11 March 2016, 2:30pm–4:00pm (AEDT). The webinar will explain the changes proposed in the Bill and provide an opportunity for stakeholders to ask questions. Details of the webinar are available on the department's webpage at www.dss.gov.au/agedcarewebinars.


CDC webinar for Aboriginal and Torres Strait Islander providers

A webinar providing training for Aboriginal and Torres Strait Islander providers to use a customised costing and pricing tool for consumer directed care (CDC) will be held on Wednesday 16 March 2016, 2:00pm–5:00pm (EST).

This tool was developed by Chartered Accountants, Saward Dawson, to help Aboriginal and Torres Strait Islander providers cost and price their services in a way that is sensitive and relevant to Aboriginal providers’ cultural contexts. From 1 July 2015 providers have been required to give a written, individualised budget to each home care package consumer that is developed in partnership with the consumer, based on an agreed care plan. The tool was developed in consultation with Aboriginal and Torres Strait Islander aged care providers across Australia, including providers from regional and remote locations. All Aboriginal and Torres Strait Islander providers are invited to register for the webinar by 7 March 2016 via https://attendee.gototraining.com/r/2978340977011063297.
Requirements for entering into accommodation agreements

A number of providers have recently asked about the steps that must be taken to have accommodation agreements in place with residents. All prospective residents must be given the accommodation agreement before entry and agreed to within 28 days of entering care. The accommodation agreement should be in writing and signed by both the provider and resident as evidence that agreement has been reached between the two parties. Providers should take reasonable steps to seek the resident’s signature on the accommodation agreement. If a resident does not sign the accommodation agreement, it is recommended the provider documents the steps taken to ask the resident to sign. It should be noted that residents do not need to choose their payment method in order to enter into the accommodation agreement. By default, they will be required to pay for their accommodation through daily accommodation payments until a decision has been made or a refundable deposit paid. Any later decision to pay a refundable deposit must be recorded in writing. Providers can direct residents to information on agreements to help them understand the process from the MyAgedCare webpage at www.myagedcare.gov.au/considering-aged-care-home/agreements-your-aged-care-home.

Consultant advice in ACFI appraisals – provider responsibilities

If you are an Approved Provider that uses consultants to prepare ACFI appraisals and supporting documentation, you should be aware that you are responsible for the accuracy of these materials under the Aged Care Act 1997 (the Act). The department recognises the value that consultants can provide. However where inaccurate or incorrect advice is prepared by a consultant for the provider, this is not a reasonable excuse for non-compliance with the Act. Providers are encouraged to consider this when engaging a consultant whose marketing promotes their ability to increase funding or to minimise downgrades through ACFI reviews. Further information on ACFI is available on the department’s webpage at www.dss.gov.au/ageing-and-aged-care/aged-care-funding/residential-care-subsidy/basic-subsidy-amount-aged-care-funding-instrument.

New electronic compulsory reporting forms available

Since 15 February 2016, Approved Providers can report unexplained absences and reportable assaults to the department using new electronic compulsory reporting forms. Reports can still be made via the telephone line, 1800 081 549. For further information about compulsory reporting, or to access the forms, visit the department’s webpage at www.dss.gov.au/ageing-and-aged-care/ensuring-quality/aged-care-quality-and-compliance/compulsory-reporting-for-approved-providers/compulsory-reporting-forms.

Note from the editor

It has come to our attention that in the last issue of this newsletter the name of the 2016 Senior Australian of the Year award winner, Professor Gordian Fulde, was incorrectly spelt. We apologise to our readers and to Professor Fulde for the error.