



IHACPA

**Pricing Framework for
Australian Residential
Aged Care 2024-25
Consultations
Communication
Toolkit**

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About this toolkit

This Communication Toolkit has been developed for aged care providers and stakeholders by the Independent Health and Aged Care Pricing Authority (IHACPA).

The toolkit is designed for you to share information and consistent messaging with your networks about the consultation on the Pricing Framework on Residential Aged Care Services 2024–25 (the Pricing Framework).

In the toolkit you will find:

- key messages
- social media copy, images and assets
- poster artwork
- newsletter and electronic direct mail (EDM) copy
- useful resources and links.

You can use this information to help spread the word across your channels about the public consultation and encourage others to have their say.

If you have any questions about this toolkit, please contact our team at communications.ihacpa@ihacpa.gov.au.

About IHACPA

Established in 2011, the Independent Health and Aged Care Pricing Authority (IHACPA) is an independent government agency. We aim to promote efficiency and increase transparency in the delivery and funding of public health and aged care services across Australia.

Our work includes:

- determining the annual National Efficient Price (NEP) and the National Efficient Cost (NEC) for public hospital services to enable activity based funding by the Commonwealth Government and provide a price signal or benchmark for the efficient cost of providing those services
- developing national classifications for healthcare and other services delivered by public hospitals
- advising the Commonwealth Government on the costing and pricing of aged care services from 1 July 2023.

As part of our work, IHACPA is committed to ongoing, open and transparent consultation with a broad range of stakeholders across the health and aged care sectors.

Visit the [IHACPA website](#) to read more about our work.

About the Pricing Framework for Australian Residential Aged Care Services 2024-25 consultation

The public consultation for the Pricing Framework is open to a wide range of individuals and organisations, as well as people receiving care and their representatives.

The Pricing Framework outlines the principles, scope and methods that will be used by IHACPA to provide annual pricing advice to the Minister for Health and Aged Care.

As part of the consultation, it is important for everyone with an interest in aged care to have an opportunity to have their say on the Pricing Framework. This will support IHACPA's approach in developing residential aged care costing and pricing advice now and into the future.

Key dates and how to make a submission

- Public consultation opens – Monday 17 July 2023
- Submissions close – 5pm AEST Thursday 31 August 2023
- Read the *Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services 2024-25* (the Consultation Paper), available on [IHACPA's website](#).
- The Consultation Paper includes a list of questions. While feedback is welcome on any issue, it is valuable for IHACPA to receive your views on the questions listed. You are encouraged to focus on questions and issues that are relevant to you, and you do not need to answer every question.
- Provide your feedback via:
 - › the [online submission](#) form at the IHACPA website
 - › the downloadable submission form at the [IHACPA website](#)
 - › email in Word, PDF or RTF format to submissions.ihacpa@ihacpa.gov.au
 - › mail to IHACPA PO Box 483, Darlinghurst NSW 1300
- For more information about the consultation or assistance with the submission process:
 - › phone (02) 8215 1100
 - › email enquiries.ihacpa@ihacpa.gov.au

Stay up to date

To stay up to date on the latest aged care pricing information and events from IHACPA, subscribe at ihacpa.gov.au/subscribe.

Follow IHACPA's social media channels:



Key messages



IHACPA's Pricing Framework for Australian Residential Aged Care Services 2024–25 consultation is open from 17 July to 31 August 2023.



The public consultation for the Pricing Framework for Australian Residential Aged Care Services 2024–25 is open to a wide range of individuals and organisations, as well as people receiving care and their representatives.



Everyone with an interest in aged care services is invited to have their say on the Pricing Framework. The answers you provide to these questions will help shape the pricing policy and approach used to develop cost and pricing advice for residential aged care and residential respite aged care.



The Pricing Framework for Australian Residential Aged Care Services 2024–25 will outline the principles, scope and methods that will be used by IHACPA to provide annual pricing advice to the Minister for Health and Aged Care.



The questions in the Consultation Paper focus on a range of specific topics each year as well as topics for consideration in the future years.



Read the Consultation Paper on IHACPA's website. Submit your feedback via the submission form, via email to submissions.ihacpa@ihacpa.gov.au or mail to IHACPA PO Box 483, Darlinghurst NSW 1300.



If responding to the Consultation Paper by email or mail, please attach a copy of the submission form. This will help IHACPA to better understand your response.

Sample templates

Newsletter/EDM copy

This sample long and short copy can be used and adapted for your newsletters, EDMs or websites.

Sample short copy

The Independent Health and Aged Care Authority (IHACPA) performs costing functions and provides pricing advice to Government in relation to residential and respite aged care services.

IHACPA invites you to participate in the public consultation to help shape the pricing policy and approach used to develop costing and pricing advice.

The *Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services 2024-25* is now open for public comment.

Submit your response before the consultation period closes at 5pm AEST Thursday 31 August 2023.

Visit ihacpa.gov.au/open-consultations.

Have you submitted your feedback to the Independent Health and Aged Care Pricing Authority's (IHACPA) Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services?

The consultation period closes at 5pm AEST Thursday 31 August 2023.

This consultation is an opportunity for you to have your say in IHACPA's development of the Pricing Framework. The process will inform IHACPA's annual pricing advice to Government for residential aged care and residential respite services.

Whether you are someone who uses aged care services, or you support a person in aged care, an aged care employee or are an aged care service provider – IHACPA wants to hear from you in response to the Consultation Paper questions.

To make a submission visit ihacpa.gov.au/open-consultations.

Sample long copy

Consultation open for the Pricing Framework on Residential Aged Care Services 2024–25

Public consultation is now open for the Pricing Framework on Residential Aged Care Services 2024–25 (the Pricing Framework).

Developed by the Independent Health and Aged Care Pricing Authority (IHACPA), the Pricing Framework outlines the principles, scope and methods to be used to provide annual pricing advice to the Minister for Health and Aged Care.

As part of the consultation, everyone with an interest in aged care is invited to have their say. IHACPA encourages submissions from diverse groups, organisations and individuals, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, people receiving aged care and their supporters, LGBTQI+ people and people at risk of or experiencing homelessness.

Your feedback will support IHACPA's approach in developing residential aged care costing and pricing advice to the government into the future.

Submissions close at 5pm AEST Thursday 31 August 2023.

How to make a submission

1. Read the *Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services 2024–25*, available on IHACPA's website.
2. The consultation paper includes a list of questions. While feedback is welcome on any issue, it is valuable for IHACPA to receive your views on the questions listed. You are encouraged to focus on questions and issues that are relevant to you, and you do not need to answer every question.
3. Provide your feedback via:
 - the online submission form on [IHACPA's website](#)
 - download the printable questionnaire in Word format on [IHACPA's website](#)
 - email in Word, PDF or RTF format to submissions.ihacpa@ihacpa.gov.au
 - mail to IHACPA PO Box 483, Darlinghurst NSW 1300
4. If you require assistance with the submission process, phone (02) 8215 1100 or email enquiries.ihacpa@ihacpa.gov.au
5. Visit www.ihacpa.gov.au/open-consultations

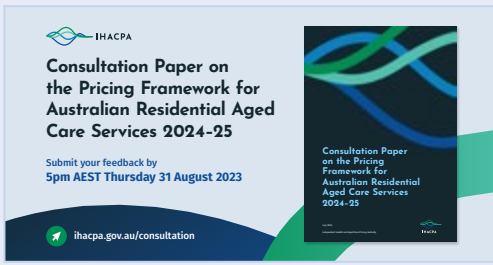
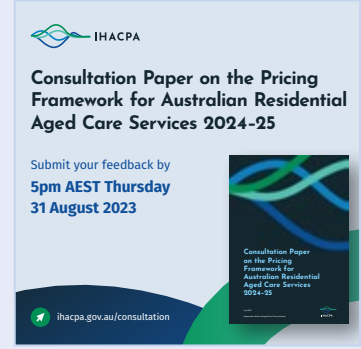
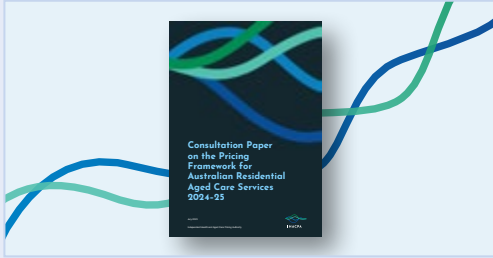
Your participation in IHACPA's aged care consultations will genuinely help shape the future of residential aged care funding.

Have your say. Make a submission before 5pm AEST Thursday 31 August 2023.

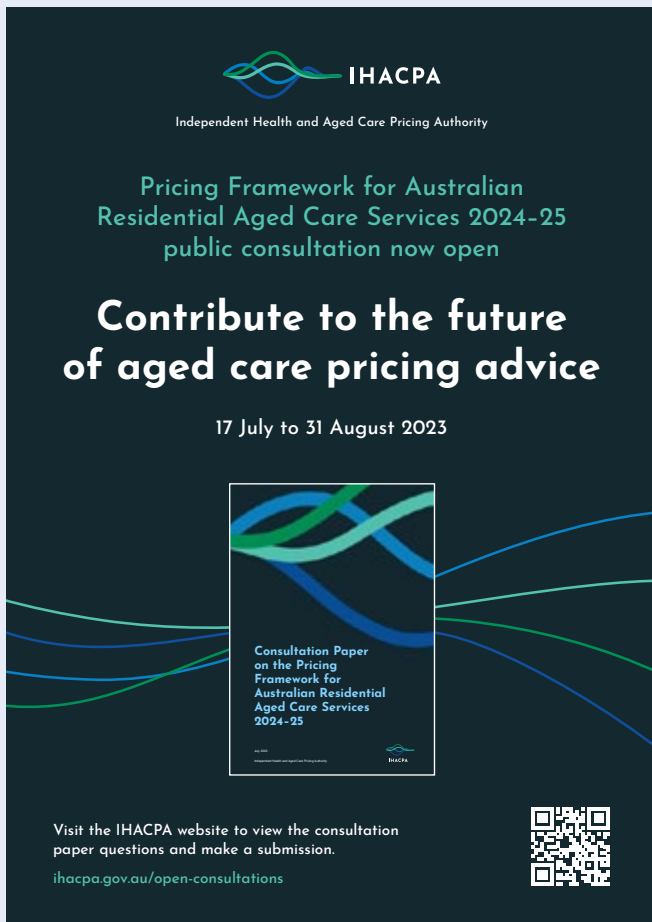
Graphics

Graphics for use on social media and as a printable poster are available to [download here](#).

Social media graphics



A4 poster graphic



Social media

Hashtags

#IHACPA

#PricingFramework

#AgedCare

#AgedCarePolicy

#AgedCareAustralia

#Policy

#Pricing

#ResidentialAgedCare

#anacc

Twitter copy

Have your say in the development of IHACPA's Pricing Framework for Australian Residential Aged Care Services 2024-25. Public consultation is open until 31 August 2023 <https://bit.ly/46MfqPd>

Public consultation is open for the Pricing Framework for Australian Residential Aged Care Services 2024-25. Your feedback will support IHACPA's approach in developing residential aged care pricing advice to Government. Submissions close 31 August. <https://bit.ly/46MfqPd>

In providing residential aged care pricing advice to Government, IHACPA is seeking to understand any cost variations associated with providing care to residents who require specialised services. Provide your feedback in the open consultation. <https://bit.ly/46MfqPd>

IHACPA has released a video with information on the Pricing Framework for Australian Residential Aged Care Services 2024-25 consultation and how you can take make a contribution. <https://bit.ly/46MfqPd>

A range of useful resources are now available for IHACPA's Pricing Framework for Australian Residential fact sheets, videos and more on IHACPA's website. Submissions close Thursday 31 August. <https://bit.ly/46MfqPd>

Last chance to submit your feedback on the pricing policy and approach that IHACPA will use to develop its residential aged care pricing advice for 2024-25 to Government. The public consultation closes 31 August 2023. <https://bit.ly/46MfqPd>

LinkedIn copy

Public consultation is now open for IHACPA's Pricing Framework for Australian Residential Aged Care Services 2024–25.

Everyone with an interest in aged care is invited to have their say, including providers, organisations and individuals. The feedback you provide will support IHACPA's approach in developing residential aged care costing and pricing advice to the government.

Submissions close 5PM AEST Thursday 31 August 2023. For more information, visit: <https://bit.ly/46MfqPd>

A collection of useful resources are now available for IHACPA's Pricing Framework for Australian Residential Aged Care Services 2024–25 consultation. You'll find FAQs, posters, videos and more on IHACPA's website, to help inform your submission.

Submit your feedback by 5PM AEST Thursday 31 August 2023. Visit: <https://bit.ly/46MfqPd>

A key part of residential aged care funding reforms is the introduction of the Australian National Aged Care Classification (AN-ACC) funding model.

AN-ACC seeks to assign residents to classes based on consistent care and resource requirements.

You can provide your feedback on the AN-ACC classes as part of IHACPA's consultation for the Pricing Framework for Australian Residential Aged Care Services 2024–25. Submissions close 5PM AEST Thursday 31 August 2023.

For more information, visit: <https://bit.ly/46MfqPd>

Have you had your say on the Pricing Framework for Australian Residential Aged Care Services 2024–25? The feedback you provide will support IHACPA's approach in developing residential aged care costing and pricing advice to the government. Submissions close 5PM AEST Thursday 31 August 2023. To provide your feedback, visit: <https://bit.ly/46MfqPd>

Facebook copy

Do you know someone receiving residential aged care services?

Public consultation is now open for the community and aged care service providers to have their say on the Pricing Framework for Australian Residential Aged Care Services 2024–25.

Your feedback will support IHACPA's approach in developing residential aged care costing and pricing advice to the government. Submissions close 5PM AEST Thursday 31 August 2023. For more information visit: <https://bit.ly/46MfqPd>

A collection of useful resources are now available for IHACPA's public consultation on the Pricing Framework for Australian Residential Aged Care Services 2024–25.

You'll find FAQs, posters, videos and more on IHACPA's website, to help with your submission.

Take a look and submit your feedback by 5PM AEST Thursday 31 August 2023. <https://bit.ly/46MfqPd>

A key part of residential aged care funding reforms is the introduction of the Australian National Aged Care Classification (AN-ACC) funding model. AN-ACC seeks to assign residents to classes based on consistent care and resource requirements.

You can have your say on the AN-ACC classes as part of IHAPACA's consultation for the Pricing Framework for Australian Residential Aged Care Services 2024–25.

Submissions close 5PM AEST Thursday 31 August 2023. For more information visit <https://bit.ly/46MfqPd>

Submissions are closing soon to have your say on the Pricing Framework for Australian Residential Aged Care Services 2024–25. The feedback you provide will support IHACPA's approach in developing residential aged care costing and pricing advice to the government.

Have your say by 5PM AEST Thursday 31 August 2023. For more information visit <https://bit.ly/46MfqPd>

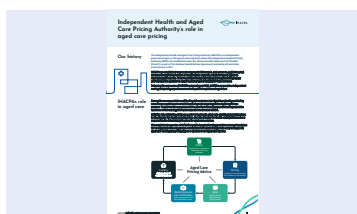
Useful resources



Resource name: Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services 2024–25

Resource type: [Fact sheet](#)

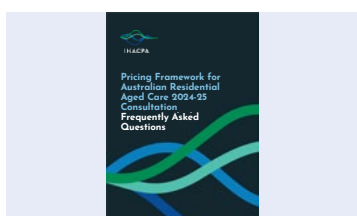
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Resource name: IHACPA's role in aged care pricing

Resource type: [Fact sheet](#)

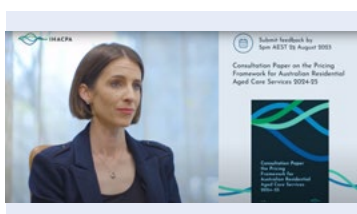
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Resource name: Aged Care Consultation FAQs

Resource type: [Fact sheet](#)

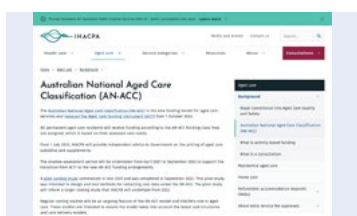
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Resource name: Pricing Framework for Australian Residential Aged Care Services 2023-24 consultation video

Resource type: [Video](#)

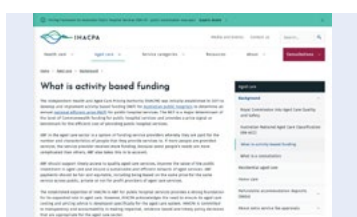
File type: MP4



Resource name: Australian National Aged Care Classification (AN-ACC)

Resource type: [Web page](#)

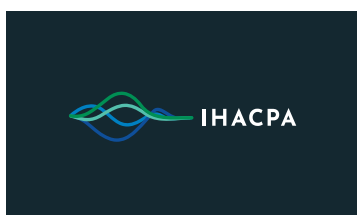
File type: Online article



Resource name: What is activity based funding

Resource type: [Web page](#)

File type: Online article



Resource name: Time to have your say as IHACPA releases consultation to inform aged care pricing advice

Resource type: [Media release](#)

File type: PDF



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