

Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services 2024-25

Questionnaire

Please read the following information before making your submission to this public consultation.

About your submission

Your feedback will contribute to the development of the *Pricing Framework for Australian Residential Aged Care Services 2024-25* (the Pricing Framework), which will guide the Independent Health and Aged Care Pricing Authority's (IHACPA's) approach to developing its aged care pricing advice for residential aged care and residential respite care.

Before completing the questionnaire, you should read the [Consultation Paper on the Pricing Framework for Australian Residential Aged Care Services 2024-25](#) (the Consultation Paper).

This survey includes all 11 questions from the Consultation Paper. You are encouraged to respond only to questions of interest or relevance to you. You do not need to respond to all questions.

IHACPA has also included some questions that seek information about you, your role and your perspective. Answers to these questions will help us understand and contextualise your response. We would also like you to provide your name and email contact details so that we may contact you if we have any questions about your feedback. **All questions are optional**, however responses that do not include answers to these questions may be given reduced weight in our analysis and the development of the Pricing Framework.

Publication of submissions

All submissions, including the respondent's name and/or organisation name, will be published on IHACPA's website unless respondents specifically identify sections that they believe should be kept confidential due to commercial or other reasons. You should not include any sensitive or private information about yourself or your organisation that you do not wish to be publicly available.

We may use your details to contact you regarding your submission but we will never share any of your contact details or make your email or phone number public, abiding by our [Privacy Policy](#). Email addresses and phone numbers will be redacted or removed when submissions are uploaded to the IHACPA website.

Certain information in submissions may need to be withheld from publication in some circumstances, if it:

- may contain information that is commercially sensitive.
- is factually contentious - contains data, methodologies or processes that are likely to be contestable by another party on the basis of a fact.
- raises individual confidentiality concerns - contains information that, if released, may be in breach of confidentiality regulations.
- contains assumptions about likely legal or industrial determinations (for example wage increases) - information that, if released, may be used to prejudiced or influence determinations of other statutory agencies as representing an IHACPA position.

This questionnaire may take around fifteen minutes to one hour to complete, depending on the length of your responses and how many questions you choose to answer. We recommend copying your responses into a separate document in case you have any problems submitting your responses.

You are also welcome to make a submission by email to submissions.ihacpa@ihacpa.gov.au. If responding by email or mail, please attach a copy of the questionnaire to your submission.

Start your submission

1.Full name

Alexander White

2.Email address

[REDACTED]

3.Phone number

[REDACTED]

4.State or territory (please choose one option)

- NSW
- Victoria
- Queensland
- South Australia
- Western Australia
- Tasmania
- Northern Territory
- Australian Capital Territory

5.Organisation name (enter N/A if this does not apply to you)

Telstra Health

6. Your role (enter N/A if this question does not apply to you)

Head of Corporate Affairs

7. Which statement best describes your involvement with aged care? (please choose one option)

- I am an aged care resident or person receiving care
- I am a carer and/or family member of a person receiving care
- I am from a peak body or similar organisation
- I am from a professional college or association
- I work for a medium or small residential aged care provider
- I am an approved provider for residential aged care
- I work for a home care provider
- I am a health professional/clinician
- I work for a Commonwealth, state or territory government department or agency
- I work for a Primary Health Network (PHN)
- I work for a Local Health Network (LHN) or public hospital
- I work for a private hospital or private hospital association
- I work with a research institute, organisation, university, policy institute or consulting group
- I work for an information technology provider
- I am from the general public
- Other (please specify)

If other please provide details:

[Click or tap here to enter details.](#)

8. What perspective do you represent? (please choose one option)

- People receiving care/aged care residents
- Carers and family members
- Aged care providers
- Clinical workforce
- Non-clinical workforce
- Australian Government
- State or territory government
- General public
- Other aged care stakeholder (please specify)
- Other (please specify)

If other please provide details:

[Click or tap here to enter details.](#)

9.If you work for a residential aged care provider, what type of organisation do you represent? (please choose one option)

- Government-owned
- Private
- Not-for-profit
- N/A
- Prefer not to say

10.Are you located in a rural or remote area? (please choose one option)

- Yes (please specify)
- No (please specify)

Please provide details:

While the majority of our teams work in capital cities, we provide services to aged care providers Across Australia.

11.Are you a member of, or do you represent or provide specialist care to any of the following groups? (tick multiple)

- Aboriginal and Torres Strait Islander peoples
- Culturally and linguistically diverse communities
- People with dementia
- People experiencing or at risk of homelessness
- LGBTQI+ people
- Veterans
- N/A
- Other (please specify)

If other please provide details:

As the largest provider of software solutions in the residential aged care sector we provide services to all of the groups mentioned.

12.Have you heard of the Independent Health and Aged Care Pricing Authority (IHACPA) or the Independent Hospital Pricing Authority (IHPA) prior to this public consultation?

- Yes
- No

13.How did you hear about this consultation?

- Social media (please specify)
- Department of Health and Aged Care Newsletter Alert
- Independent Health and Aged Care Pricing Authority email or letter
- Peak body or similar organisation
- Commonwealth, state or territory government department or agency
- Another aged care provider
- Other (please specify)

If you selected social media or other or please provide details:

[Click or tap here to enter details.](#)

Consultation questions

Principles for activity based funding in aged care

14. What, if any, changes do you suggest IHACPA consider for the residential aged care pricing principles? (maximum: 5,000 characters)

- * Incorporating recognition of the differences between the Fair Work Commission and State / Territories Award determinations
- * Incorporating quality payments for care in excess of the required standards
- * More specific recognition of the needs of Mental Health and Cognitive impairment residents
- * Incorporating one-off adjustment payments for Respite Care residents, for the first time that they are cared for by a specific facility
- * Incorporation of a tiered annual payment for robust cost data collection, processing and submission

The Australian National Aged Care Classification funding model

15. Do the current Australian National Aged Care Classification (AN-ACC) classes group residents in a manner that is relevant to both care and resource utilisation? (that is, require the same degree of resources to support their care delivery). What evidence is there to support your answer? (maximum: 5,000 characters)

It is early days yet to gauge the appropriateness of the AN-ACC Classes, but as with other classification systems, they should be reviewed on an annual basis, particularly in relation to:

- * Palliative Care
- * Cognitive Impairment / Dementia - is there a need for specific Classes.
- * Likewise, Mental Health - is there a need for specific classes

16. What, if any, factors should IHACPA consider in future reviews of the AN-ACC classes? (maximum: 5,000 characters)

To ensure that the model is fit for purpose and sustainable in the long run and that it maintains compliance with the principles of casemix systems, namely:

- * Clinically meaningful
- * Resource homogenous

- * Manageable number of classes

- * Ensure the classes appropriately group patients with similar cost profiles

Consideration should also be given to reviewing the impact of:

- * Workforce changes

- * Potential increase in medical services and how they are provided, e.g., virtual services

17. Are there any other legitimate or unavoidable costs associated with a permanent resident's stage of care? For example, entry into or departure from a service.
(maximum: 5,000 characters)

In general, the likely rise in payments for the following services may need to be adjusted for:

- * Resident transport from Aged Care facility to other health services

- * Administration costs relating to the set-up and provision of:

- * Accreditation

- * Carer Training

- * Quality Assurance

18. Are there any other legitimate or unavoidable costs associated with a respite resident's stage of care? What evidence is there to support your answer? (maximum: 5,000 characters)

As mentioned above, given the time required to evaluate and review new Respite Care residents, consideration should be given to compensating for these costs by providing a One-off Entry Adjustment payment for the first time that a resident presents at a facility for Respite Care.

Developing aged care pricing advice

19. What, if any, considerations should IHACPA seek to review in its indexation methodology for its residential aged care pricing advice? (maximum: 5,000 characters)

* CPI

* Differences between Fair Work and State / Territories Award determinations

Adjustments to the recommended price

20. What, if any, additional cost variations are associated with the provision of care to residents who require specialised services? What evidence is there to support this? (maximum: 5,000 characters)

Not able to comment

21. What, if any, care-related costs are impacted by service location that are not currently addressed in the Base Care Tariff (BCT) weighting? (maximum: 5,000 characters)

Not able to comment

22. What, if any, evidence or considerations will support IHACPA's longer-term development path for safety and quality of AN-ACC and its associated adjustments? (maximum: 5,000 characters)

As the resident is the heart of the AN-ACC Classification system, he / she deserves the highest quality of care. This cannot be determined without the introduction of Quality measures, which should preferably be introduced in the shorter rather than the longer term

Priorities for future development

23. How could, or should the AN-ACC model be modified to be used for Multi-Purpose Services (MPS) and are there any factors that aren't accounted for under the AN-ACC model? (maximum: 5,000 characters)

As mentioned above, the incorporation of specific classes for Dementia and Mental Health care, may be statistically justified, once the system has settled in

24. How could, or should the AN-ACC model be modified to be used for the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) and are there any factors that aren't accounted for under the AN-ACC model? (maximum: 5,000 characters)

Not able to comment

Final questions

25. Other comments (maximum: 5,000 characters)

None.

26. Please indicate if there are specific sections of your submission that you wish to remain confidential and the reasons for this. (maximum: 5,000 characters)

Click or tap here to enter text.

27. I consent to IHACPA contacting me for further information or clarification about my submission.

Yes, I consent

Thank you for your submission

Your feedback will contribute to the development of the *Pricing Framework for Australian Residential Aged Care Services 2024-25* and a Consultation Report, which will both be published in early 2024.

If you have any questions or need to contact us about your submission, please email submissions.ihacpa@ihacpa.gov.au or phone +61 2 8215 1100.

If you would like to receive updates about IHACPA's work in aged care costing and pricing, please [subscribe](#) to our mailing list.

To participate in future aged care costing studies with IHACPA, please contact agedcarecosting@ihacpa.gov.au.

Ways to submit your response

- email this questionnaire to submissions.ihacpa@ihacpa.gov.au
- print this questionnaire and mail it to:
PO Box 483
Darlinghurst NSW 1300