Australian Aged Care Reforms Summary

◊ The Aged Care Bill 2024 will become Law as the Aged Care Act from 1st July 2025.

◊ The Aged Care Act will underpin changes to the Home Care Packages Program, the Commonwealth Home Support Program and the Transitional Care Program.

◊ The Home Care Packages Program and Transitional Care Program will transition to Support at Home from 1st July 2025.

◊ The Commonwealth Home Support Program will transition to Support at Home no earlier than 1st July 2027.

◊ The Commonwealth Home Support Program will implement changes to align with Support at Home from 1st July 2025.

◊ SMS already contains the functionality required to be compliant with Home Care Packages and the Commonwealth Home Support Program.

Australian Aged Care Reforms Support at Home and SMS

Our response to the reforms:

◊ SMS already contains the functionality required to be compliant with Home Care Packages. We will continue to enhance SMS to remain compliant according to the new Aged Care Act and Support at Home (SaH).

◊ The team is regularly reviewing the Department and Services Australia information for amendments and new details to the Support at Home program so we can keep our system design and development work up to date with the latest information.

◊ We are focused on providing efficiency and interoperability through our development and government API's to reduce administration time involved in invoicing and claiming.

◊ The following pages will show some of the new requirements and how SMS is responding to these changes.

Changes from Home Care Packages to Support at Home:

◊ New Classifications, Funding and Budget Levels.

◊ New defined service list with capped pricing.

◊ New Client Contribution arrangements.

◊ Quarterly budgets with a roll over cap.

◊ Care Management service type to be invoiced for time spent.

◊ Pooled Care Management budget made up of funds from each participant's quarterly budget.

Australian Aged Care Reforms Support at Home and SMS

Latest updates: (new information since Dec 2024)

Additional information as presented by Services Australia in December on Support at Home (SaH):

◊ Leave entries will no longer be required through SaH as invoices will be based on services delivered.

◊ Oxygen, Enteral feeding and Veteran's Supplements will continue through SaH.

◊ Dementia and Cognition Supplement will be discontinued in SaH.

Grandfathered HCP care recipients with a dementia and cognition supplement will have this factored into their SaH quarterly budget.

◊ New API's are being developed to allow for seamless data transfer for Invoicing and Payment statements.

Australian Aged Care Reforms Support at Home and SMS

Support at Home Requirements and SMS Functionality:

Key Change

New Classifications, Funding and Budget Levels.

SMS Functionality

HCP Level 1—4 Funding will be replaced by the new Support at Home Funding classifications.

Bulk Utilities in SMS will assist transitioning clients and services from their old funding to their new funding.

Update:

Providers will only be able to claim for approved services for a Participant against their assigned funding classification.

Grandfathered HCP Care Recipients will not be allocated a classification or approved services. They will be allocated a quarterly budget equivalent to their current HCP budget (as at 30.06.25) and can claim against all services.

Key Change

New defined service list with capped pricing.

Update:

Capped pricing has been postponed until July 2026 to allow for more consultation time. More details are scheduled to be released in March 2025.

SMS Functionality

On Hold — We are enhancing SMS's current functionality to import the Support at Home service list and pricing.

This functionality is currently used for HCP subsidy and supplement rate updates and NDIS service list and pricing import.

Key Change

Updated Client Contribution arrangements.

SMS Functionality

SMS will have an updated Client Fees Module ready for the new model of Client Contributions while retaining the information for current clients who will be grandfathered through the new system.

Update:

Client contributions will only be paid for services that have been delivered as a percentage of the cost of the service (unlike the daily fees in HCP).

The percentage will be based on the type of services received and the participant's income and assets.

Providers will invoice for the cost of services delivered less the client contribution.

Australian Aged Care Reforms Support at Home and SMS

Support at Home Requirements and SMS Functionality:

Key Change

Quarterly budgets with a roll over cap.

SMS Functionality

The invoice for Services Australia and returned payment file will continue to provide the details for the client's budget and statement.

This will be improved to allow for quarterly statements and user defined invoice periods.

Update:

Budgets will be determined by Services Australia according to the participant's assessment and their supplements to be received.

Roll over/unspent funds will be calculated and managed by Services Australia. The balances will be provided through the payment statements and API's.

Key Change

Care Management service type to be invoiced for time spent.

SMS Functionality

Many users already schedule Care/Case Management using an internal service type.

SMS will map your Care Management service type to the invoice for Services Australia so you can claim for Care Management. You may wish to adopt this practice early to prepare for this change.

Update:

A separate Care Management account will only be applied to ongoing services and will not be required for AT-HM or the Restorative Care and End-of-Life Pathways.

Key Change

Pooled Care Management budget made up of funds from each participant's quarterly budget.

SMS Functionality

We are developing the functionality to track your actual Care Management charges against your Care Management budget in order for you to track your actual vs budgeted hours. We will release more information once the Technical guides have been released by the Department.

Update:

Care Management Accounts will be registered by Services Australia for each outlet registered to deliver Care Management.

Australian Aged Care Reforms Coming Soon—SMS Development

Improved SIRS reporting through Events

We are in the testing phase of development for updated SIRS Reporting through Events.

Some of the updates include:

- Mapping your SMS Event types to SIRS Categories.

- Updating the Event Priority to SIRS P1 or SIRS P2.

- Recording your dates reported to the commission, the police and other.

- Browse and export SIRS events from within your events.

- Use the Alchemy Roster App to ensure Incidents and Care Plan Variances are captured out in the field and the relevant staff notified for rapid action.

Client Risk

We are enhancing SMS functionality to record and report on client risk through Events and Care Plans.

Updates will be provided as relevant new information becomes available.

Updated Client Record

Client Record fields and tabs are under review to align with the new Aged Care Act and improve efficiency in admin processes.

Updates will be provided as relevant new information becomes available.

Australian Aged Care Reforms Support at Home and SMS

Summary:

◊ All Existing data will be retained, re-used and converted as needed.

◊ Technical Guides for software developers have not yet been released.

◊ We will continue to develop SMS as required for new legislation and compliance.

◊ Questions? Please email support@alchemytechnology.com.au.