

Home Care Compliance Action Plan - Timeline

- Solution in plan
- External event



JUL 2018

- **Establishment of Royal Commission** OCT 2018
- **MYEFO** DEC 2018
Stronger Aged Care Compliance to Protect Consumers measure, announced in September 2018.
- **Establishment of Aged Care Quality and Safety Commission (ACQSC)** JAN 2019
- **Unannounced home care site visits commence** JAN 2019
- **Fraud action plan – Stage 1** JAN - FEB 2019
Includes completion of pilot audit of HCP providers and creation of Home Care Compliance Investigations section
- **Budget** APR 2019
More Choices for a Longer Life - Included Further Enhancing Safety, Quality And Integrity In Aged Care and Home Care Compliance Framework – Phase One Implementation measures
- **Launch of improved My Aged Care website** JUNE 2019

Quality reforms introduced

JUL 2019
Includes Aged Care Quality Standards and Charter of Aged Care Rights

Home Care Package Pricing Transparency implemented

JUL 2019

ACQSC regulatory strategy published

JUL 2019

Updated approved provider forms

JUL 2019

HCP consumer experience reports introduced

JUL 2019

Completion of complaints research project

AUG 2019

Design Lab profiling of HCP consumer and provider characteristics report

AUG 2019

Aged Care System Navigator trial commences

OCT 2019

Royal Commission interim report

OCT 2019

MYEFO

LATE 2019

Develop fraud plan

DEC 2019

Scope options to strengthen provider approval process

DEC 2019

Commence survey of HCP service usage

DEC 2019

Scope approaches to aged care regulation program assurance

DEC 2019

Provider and consumer HCP manuals published

DEC 2019

Final functions transferred to ACQSC

JAN 2020

Increased staffing for HC quality and compliance activities

JAN 2020

Pilot HCP consumer experience reports directly to consumers

JAN 2020

Scope cost recovery opportunities

FEB 2020

Deliver fraud risk and capability mapping

FEB 2020

Deliver regulatory resource model

MAR 2020

Scope further user-centred design activities

MAY 2020

Budget

MAY 2020

JUL 2019

Publication of HCP consumer experience reports

JUL 2020

Scope additional validation of providers within 12 months of starting services

Jul 2020

Royal Commission final report

NOV 2020

Deliver HCP risk profile

DEC 2020

Implement improved HCP payment arrangements

JUN 2021

JUL 2020

DRAFT

Last Updated: 10 October 2019