

NEWS

September 2022 Issue No.126

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COMMUNITY NURSING SERVICES

Personal Care

Medication Prompts

Catheter Management

Wound Care

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Bowel Care

All Gold Card Holders are eligible for any of the above services and they are free of charge

COVID CHANGES

The WA Government has lifted its mandates on a range of infection control processes and have strongly encouraged people to wear masks indoors and where physical distancing is not possible. We are still asking our staff to wear masks when carrying out your services.

SERVICES ON QUEEN'S BIRTHDAY PUBLIC HOLIDAY

We will celebrate the Queen's Birthday on the 26 September this year. If you usually have a service on this day you can choose to have it on one other day that week (from Tuesday 27th to Friday 30th September) and/or defer your service

GOVERNMENT RELATED AGED CARE INDUSTRY CHANGES

The Aged Care Quality and Safety Commission have requested that we advise you of several changes that are happening in the aged care industry by forwarding a copy of their letter to you. Please find the letter printed on the back of this page.

There have also been changes to the way people access Australian Government services online. This your My Aged Care Online Account.

They have advised that myGov has recently been upgraded with a fresh look, modern functions and personalised information to help people find Australian Government services.

If you have a My Aged Care Online Account, you will still access it the same way – by logging in through myGov.

What is the My Aged Care Online Account?

The My Aged Care Online Account is an easy way for people registered with My Aged Care to view and update key information about their aged care progress. In the Online Account you can view and/or update:

- your support networks, such as My Aged Care representatives
- current aged care approvals
- aged care services you have in place, including details of

- your provider/s
- your previous interactions with My Aged Care.

What is new in myGov?

Key features of the new myGov site include:

- an improved design
- a personalised homepage
- information about government payments plus services structured around events in life.

Do these changes impact My Aged Care Online Account users?

The new changes don't impact the way you set up and login to your Online Account. You will still find your linked myGov services in the same place and your Online Account will look the same. If you haven't used your Online Account before.

AUDIT

We are being audited by the Aged Care Quality Commission during this month and have been asked to provide names and contact details of client services delivered over the past six months. You may receive a call from an Auditor to give them feedback about the way we provide services for you.

PATRICIA TASSELL
Chief Executive Officer



Dear aged care consumer

I am writing to tell you about important changes that will improve the safety and quality of aged care. You do not need to take any action in response to this letter.

The Australian Government is concentrating on addressing key recommendations of the Royal Commission into Aged Care Quality and Safety.

Some changes start on 1 December 2022. Aged care services will have to meet new requirements from that date. The Aged Care Quality and Safety Commission (the Commission) will have more powers to make sure that aged care providers meet their responsibilities.

The changes that start on 1 December include:

- Improving the way aged care services are run through stronger governance requirements. This includes residential aged care services asking consumers whether they would like to have a Consumer Advisory Committee to give people who use the services a say in how they are run.
- A new Code of Conduct that describes how the people in charge of aged care services, and their aged care workers, must treat people receiving care. The Commission will have powers to take action where a provider or staff member breaches the Code.
- A Serious Incident Response Scheme applying to aged care provided in the home or the community. All providers will need to show that they have a systematic approach to minimising the risk of things going wrong and can respond quickly and effectively if something does go wrong that affects a consumer. Home care providers will now also have to report serious incidents to the Commission and take action to make sure they don't happen again. (Residential aged care providers are already required to do this.)

There will be more changes during 2023, including improved Aged Care Quality Standards.

The Commission will work with aged care providers to make sure the changes are made smoothly. Your service provider should keep you updated about what they are doing.

You do not need to do anything in response to this letter. We will provide more detailed information for people who receive care and their families closer to 1 December. If you would like to stay in touch with us, you can visit our website and subscribe to the monthly Aged Care Quality Bulletin.

I hope this letter has boosted your confidence that your aged care provider, and the Commission, are working hard to ensure that you will have the best possible experience of aged care.

Yours sincerely

Janet Anderson PSM
Commissioner
31 August 2022

