



# The 2024 outlook and preparing for a successful year ahead

Webinar | 29 February 2024



This event qualifies for 1 CPD point. Add it to your log.



Please ask  
questions in the  
chat



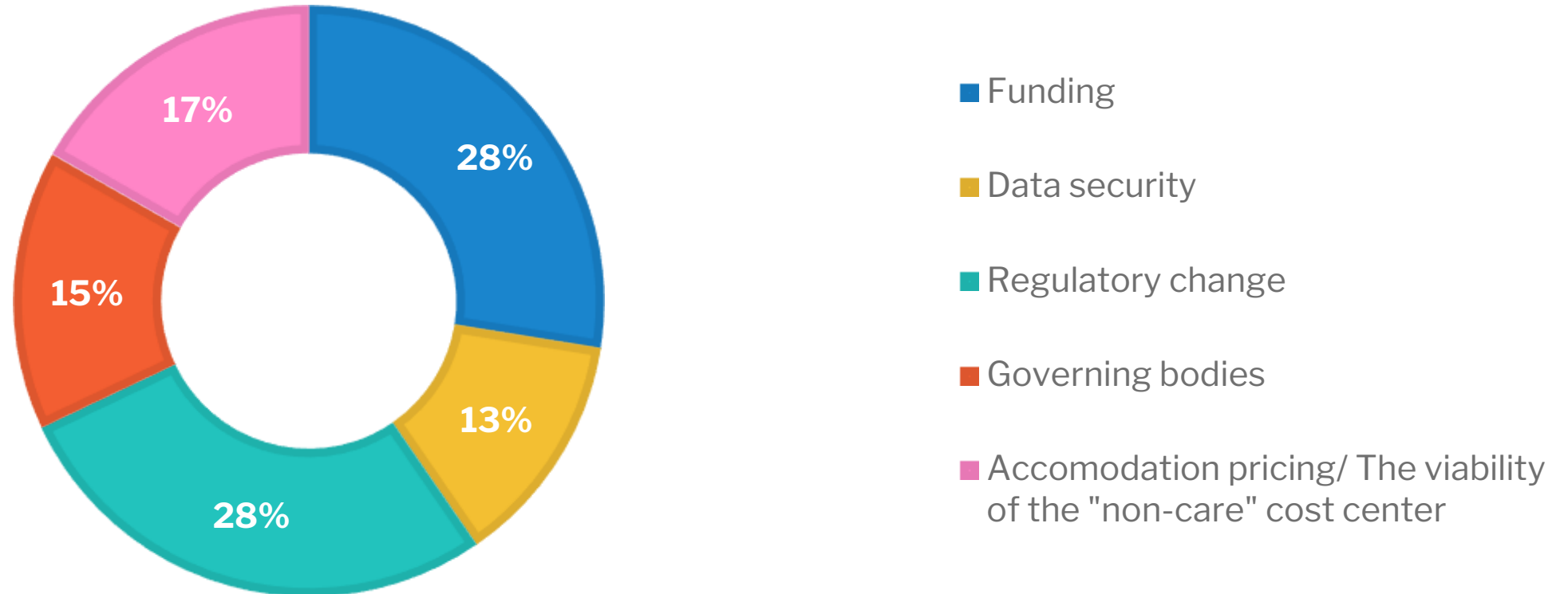


# Agenda

1. Welcome
2. Survey findings
3. Data insights
4. Let's hear from the panel
5. Key milestones and focus areas
6. More from the panel
7. Q&A
8. Close



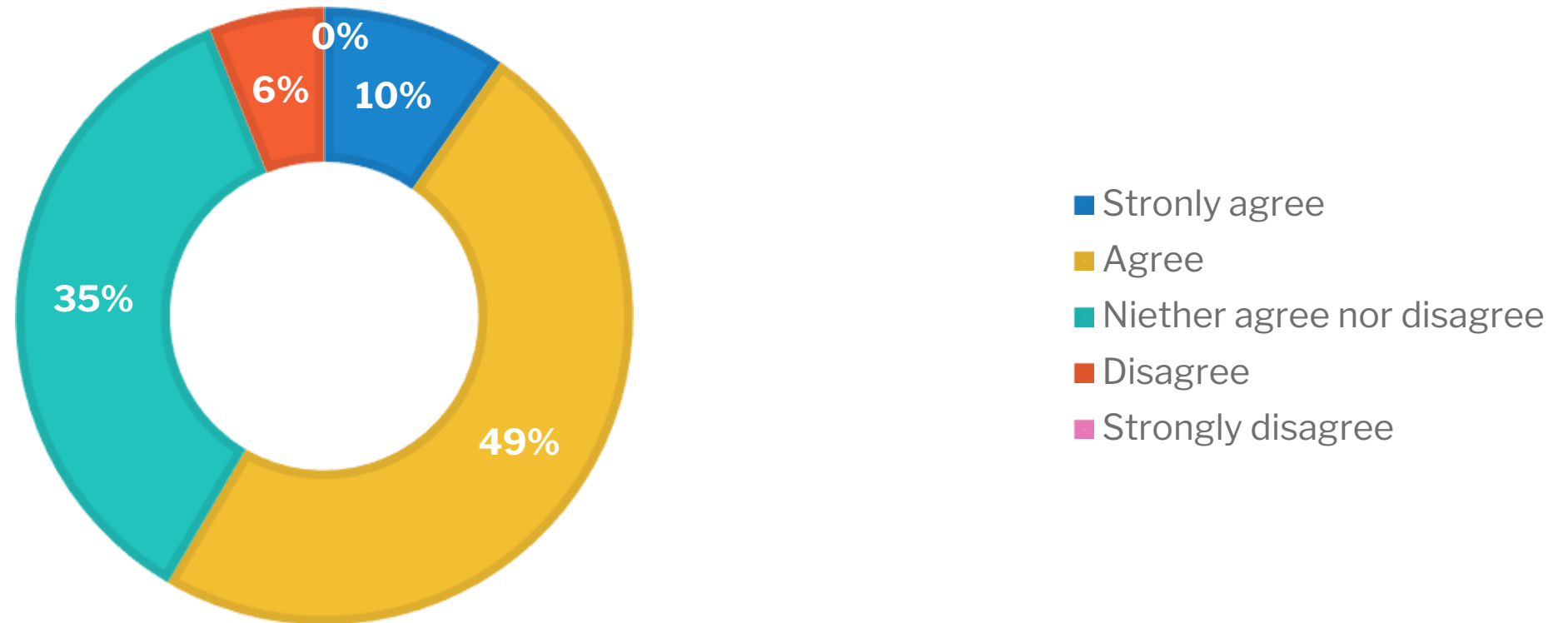
# Which of these 5 areas do you think are going to be critical to your business?



Represents 248 responses

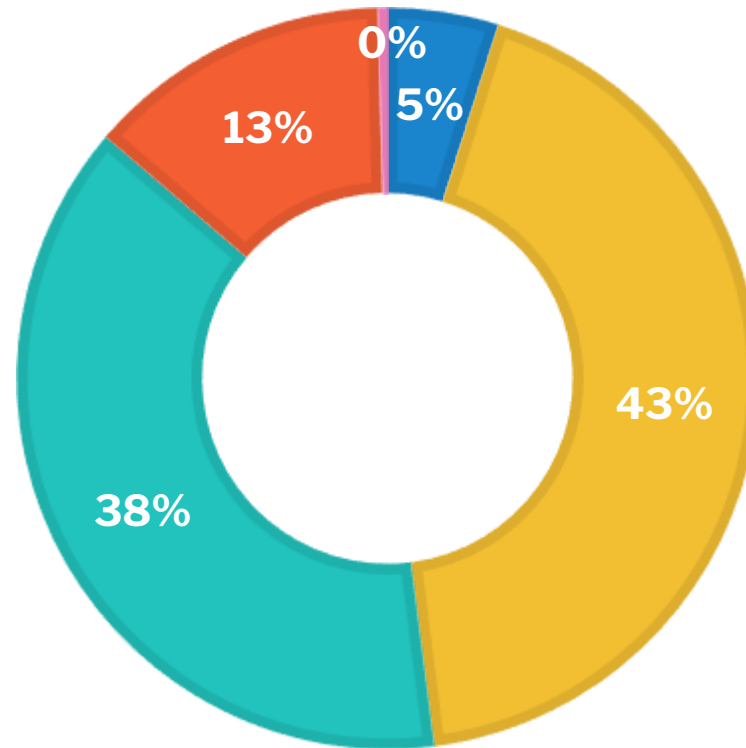


# My organisation has the knowledge to deal with all the changes that are coming this year?



Represents 248 responses

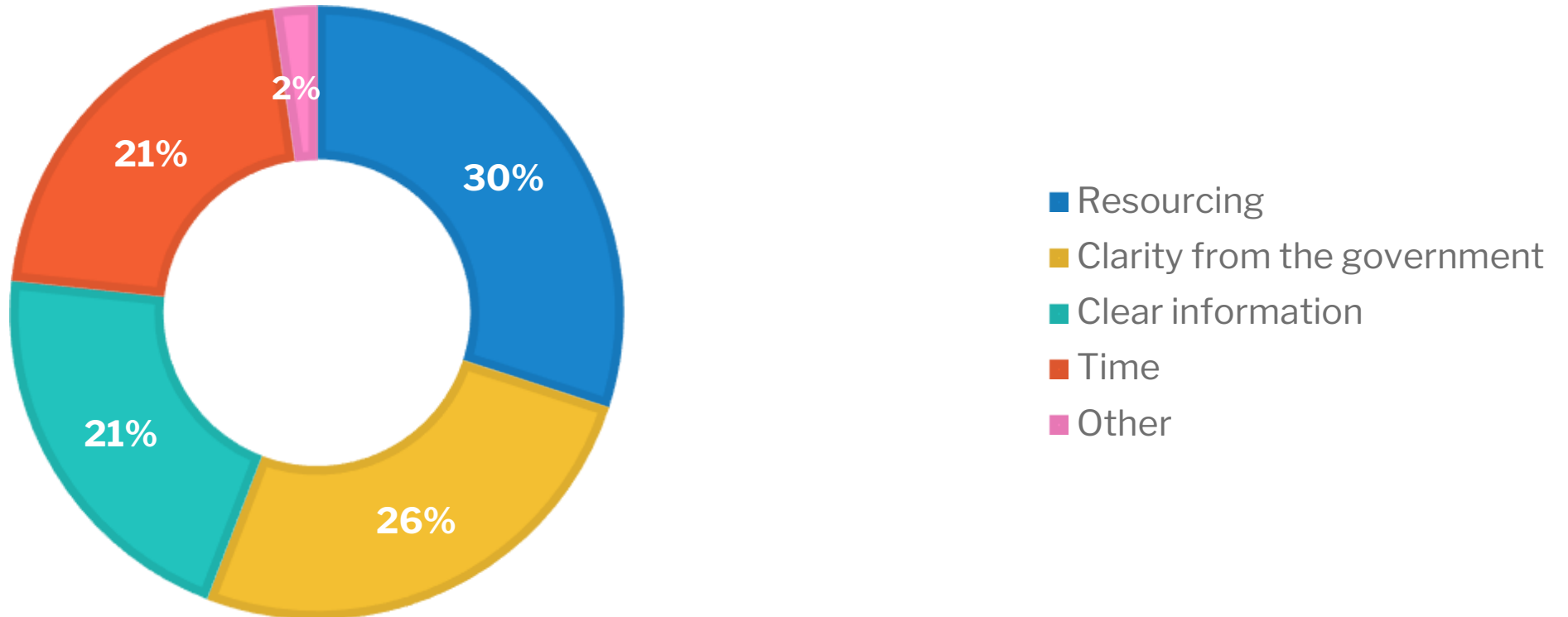
# My organisation has the resources to deal with all the changes that are coming this year?



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Represents 248 responses

# What do you think will be the biggest obstacle to managing the change this year?



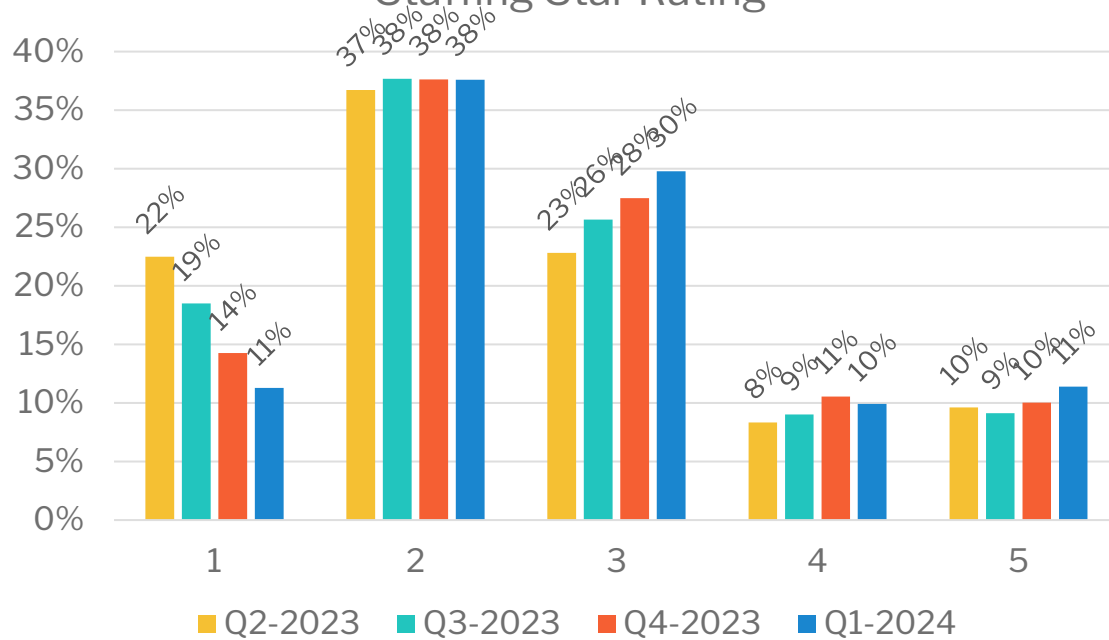
Represents 248 responses





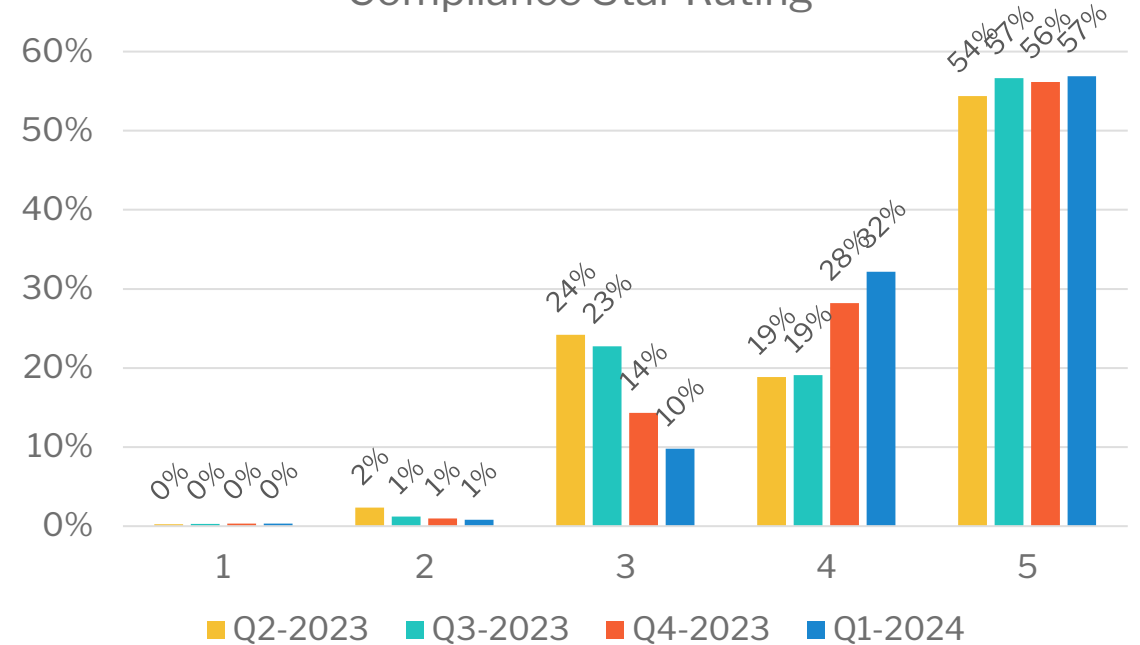
# Staffing & Compliance

Staffing Star Rating



Staffing Star Rating	1 or 2	3+
Q2-2023	59%	41%
Q3-2023	56%	44%
Q4-2023	52%	48%
Q1-2024	49%	51%

Compliance Star Rating



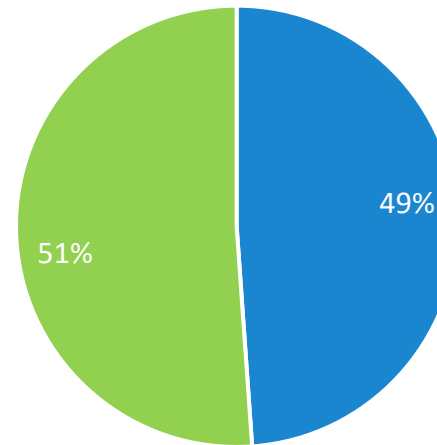
Compliance Star Rating	1 or 2	3+
Q2-2023	3%	97%
Q3-2023	1%	99%
Q4-2023	1%	99%
Q1-2024	1%	99%

# Staffing Performance from April-2024

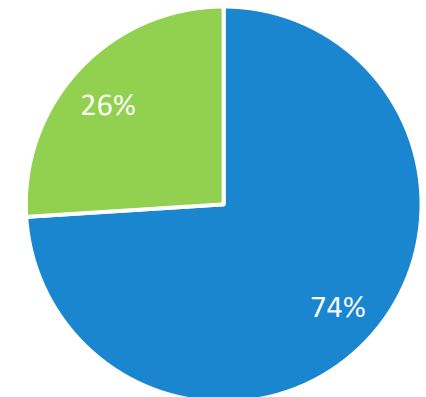
From April-2024 services will be required to meet 100% of their total target **AND** 100% of their RN target to receive a star rating of three or higher.

- Half of all services currently have staffing rating of three stars or higher
- From April this will reduce to around a quarter

Feb-24 rating



Meets 100% Total & 100% RN

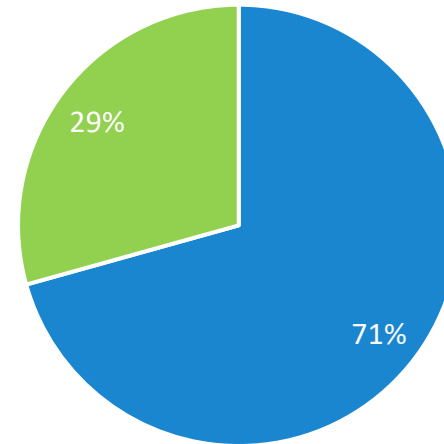


RN	Total				
	Well below (<90%)	Below (90- <100%)	Meets (100- <105%)	Above (105- <115%)	Well above (>115%)
Well below (below 75%)	★	★	★★	★★	★★★✘
Below (75 - <100%)	★★	★★	★★	★★★✘	★★★✘
Meets (100 - <115%)	★★	★★★✘	★★★★	★★★★	★★★★★
Above (115 - <125%)	★★★✘	★★★✘	★★★★★	★★★★★	★★★★★
Well above (>125%)	★★★✘	★★★✘✘	★★★★★	★★★★★	★★★★★

# Staffing Performance from October-2024

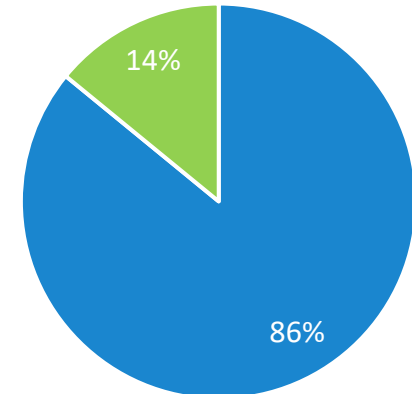
October Care Minute Requirements (215)	Total Care Minutes	RN Minutes
Class 1	341	62
Class 2	118	33
Class 3	154	36
Class 4	124	31
Class 5	169	43
Class 6	163	38
Class 7	200	40
Class 8	215	42
Class 9	217	50
Class 10	303	62
Class 11	295	45
Class 12	289	46
Class 13	341	62
Class 101	129	34
Class 102	177	40
Class 103	293	53

October-24 Rating



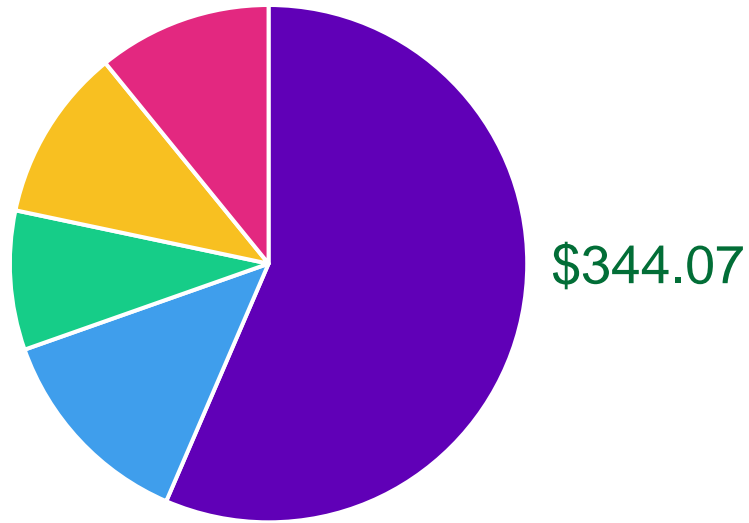
■ 1-2 Rating ■ 3+ Rating

Meets 100% Total & 100% RN



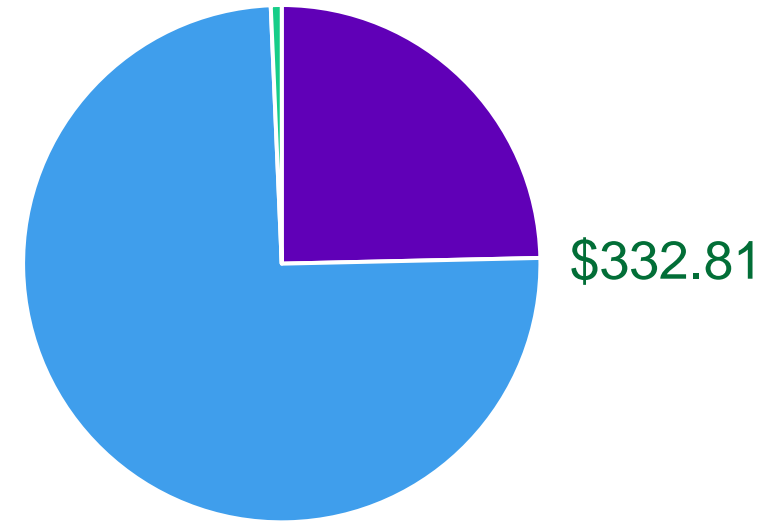
■ 1-2 Rating ■ 3+ Rating

## How much does the industry spend on care and services?



<span style="color: purple;">■</span> Care and nursing	\$191.68
<span style="color: blue;">■</span> Administration	\$44.59
<span style="color: green;">■</span> Cleaning and laundry	\$29.53
<span style="color: orange;">■</span> Accommodation and maintenance	\$36.74
<span style="color: pink;">■</span> Food and catering	\$36.89

## Where does the industry get its income from?



<span style="color: purple;">■</span> Residents' contribution	\$79.71
<span style="color: blue;">■</span> Government Funding	\$241.49
<span style="color: green;">■</span> Other Income	\$2.20

# Meet the panel



**Jane Pickering**

Chief Executive Officer at  
ElderCare



**Patrick Reid**

Chief Executive Officer at  
IRT



**Jason Binder**

Chief Executive Officer at  
Respect

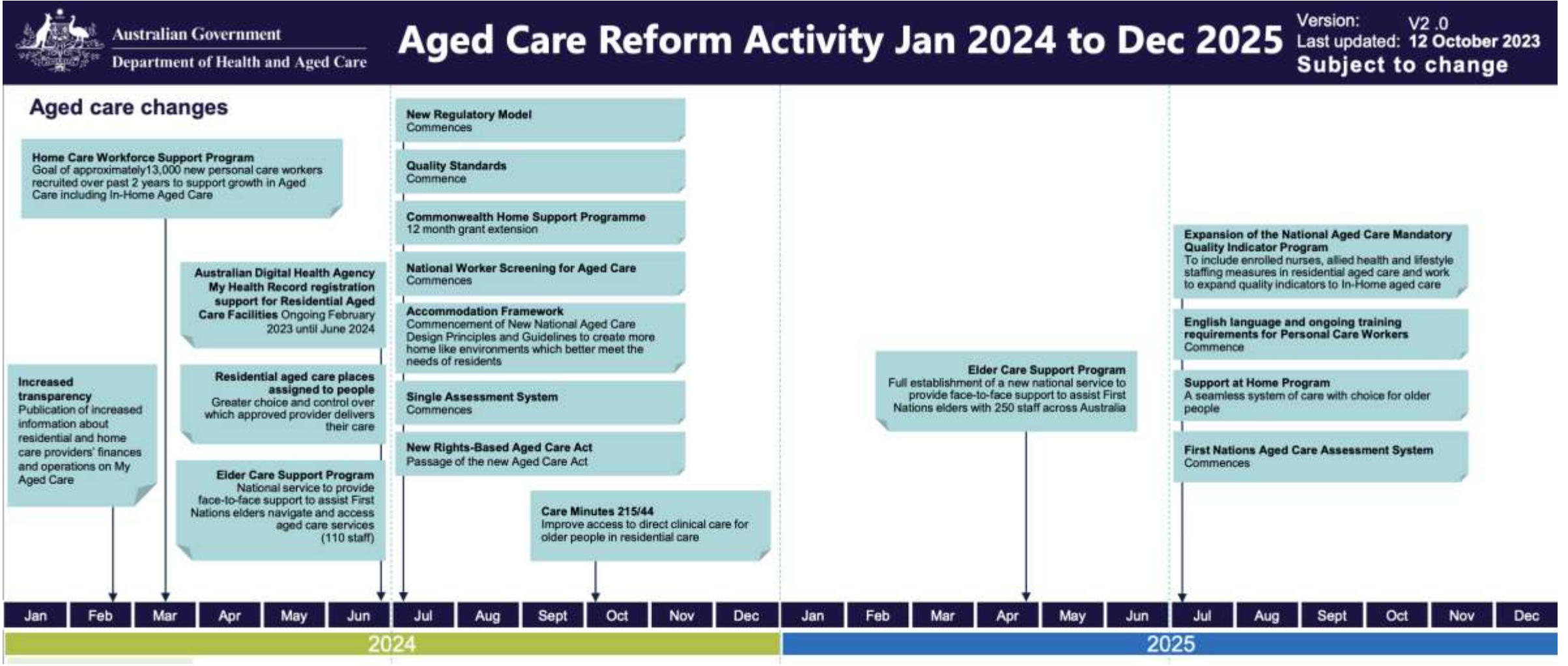


**Luke Greive**

Chief Executive Officer at  
Infin8Care



# Aged Care Reform Roadmap 2024



Version: V2.0  
Last updated: 12 October 2023  
Subject to change

# Aged Care Reform Roadmap 2024

## In the next 12 months...

### June 2024

- Residential aged care places assigned to people. Greater choice and control over which approved provider delivers their care.

### July 2024

- New Regulatory Model commences.
- Quality Standards commence.
- National Worker Screening for aged care commences.
- Accommodation Framework. Commencement of New National Aged Care Design Principles and Guidelines to create more home like environments which better meet the needs of residents.
- Single Assessment System commences
- New rights-based Aged Care Act. Passage of the new Aged Care Act.

### October 2024

- Care Minutes 215/44. Improve access to direct clinical care for older people in residential care.

## A bit further out.....

### July 2025

- Support at home program
- Expansion of the National Aged Care Mandatory Quality Indicator Program

# Interesting points in new Act

- There are significant changes that relate to *'responsible persons'* of registered providers within the new Act.
- Criminal penalties foreshadowed for responsible persons which might dissuade people from taking up or staying in these roles (esp. volunteers).
- Alignment of systems, policies and procedures is crucial to ensuring effective governance especially as currently Std 8 – org governance is the most non-compliant std for residential care
- The new legislation enhances the powers of the regulator and there is significant focus on risk management and continuous improvement.
- With the focus shifting from provider to older people in the new legislation consider how your organisation is engaging with older people? Is the engagement meaningful? What can the organisation do better?
- Expansion of the national QI pilot is set to get underway in March, with a focus on enrolled nurses, allied health & lifestyle – specifically they will be looking at care mins per resident / per day
- New draft guidance – become familiar with Guidance for providers, Evidence mapping framework, Audit methodology, Audit preparation tool, Requests for information, Framework analysis. NB: its important that the above documents are used together and not individually.

# More from the panel



**Jane Pickering**

Chief Executive Officer at  
ElderCare



**Patrick Reid**

Chief Executive Officer at  
IRT



**Jason Binder**

Chief Executive Officer at  
Respect



**Luke Greive**

Chief Executive Officer at  
Infin8Care

A woman with long, straight hair that is black at the top and transitions to a vibrant magenta at the bottom. She is smiling warmly and looking towards the left. She is wearing a dark blue blazer over a dark blue top with small white polka dots. The background is a blurred office setting with shelves and a plant.

Questions from the  
chat



# Get started with these free offers

## Star rating analysis report

- An **easy-to-read report** detailing where you are in your ratings
- A view of **where you rank against others** in the industry
- The **decimals points behind your result** where you could be rounded up or down
- A conversation with our consultants on what your results mean and **tangible next steps** on how you can improve them.

Scan the code to request your report



<https://mirusaustralia-20750504.hs-sites.com/star-ratings-apr>

## AN-ACC Advanced training: Managing your Funding and Care Minutes

- The **AN-ACC funding model** and how it works in practice
- Changes to **processes** and how to keep these on track
- KPIs and **accountabilities** under AN-ACC
- Managing AN-ACC and **Mandatory Care Minutes**
- Other key **reforms** related to AN-ACC including **Star Ratings**

Scan the code to secure your seat



<https://www.mirusaustralia.com/academy/an-acc-advanced/module-1/>

# AN-ACC Accelerator - 20% off limited time only



## A fast-track solution to optimise your funding and workforce planning

During this 3-month program, we will assist you in the following ways:

- **Funding uplift**
- Our clinical team review **100% of your residents** giving you the full uplift scenario
- Free **care minute impact assessment**
- Free **Academy training** giving your staff the skills to manage AN-ACC assessments, eliminating the need to rely on external resources
- Exclusive access to **Mirus Metrics**

Scan the code to speak to one of our team

<https://www.mirusaustralia.com/an-acc-accelerator/>



# Our next webinar



## The future of Aged Care Board: 2030

What Aged Care boards and executives think about the future role of the governing body

Wednesday, 17 April 2024

12pm – 1pm AEST

<https://www.mirusaustralia.com/the-future-of-the-aged-care-board-2030/>

**Check your inbox for details or scan the code to register now**



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