

CHSP Community Transport Pricing Pilot (CTPP)

ACTA Conference

28-29 August 2024



Australian Government
Department of Health and Aged Care

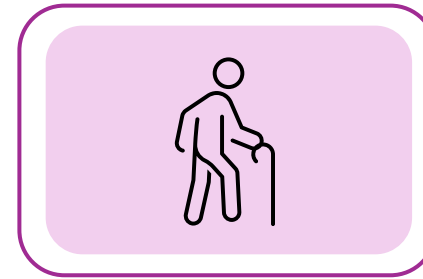
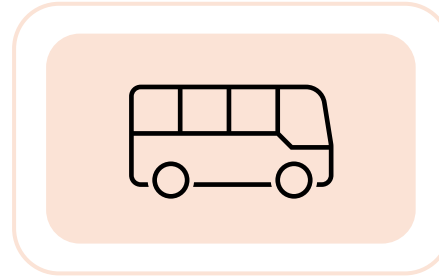


Australian Community Transport Association

What we will cover

- 1 Community Transport Pricing Pilot **aims** and **objectives**
- 2 What **we have done** on the **pilot** to date
- 3 Where **we are up to**
- 4 **CHSP** and **aged care reform updates**

Community Transport Pricing Pilot (CTPP)



The **objective** of the CTPP is to **develop and test** a more accurate way of calculating **CHSP transport costs**. This includes **co-designing alternative policy arrangements** and **developing a new pricing model**, both of which need to incorporate factors such as **provider sustainability, social engagement** and **client choice**.



1

Co-design **alternative policy** arrangements to better define a trip and support a new pricing model.

2

Collect and analyse a **robust set of data** to inform a pricing model that accounts for other variables such as time and/or distance.

3

Quantify **social value and benefits** created by Community Transport (CT) services.

4

Understand how the **outcomes of the CTPP** could be implemented in practice for the wider CHSP.



What is the approach?

Community Transport Pricing Pilot

UNDERSTAND SYSTEMS

Identify the capability of existing infrastructure/technology to enable transport service delivery with accurate data collection.



DEFINE A TRIP

Agree on and endorse a nation-wide definition of a trip, associated components (distance/time) and associated activities (social support).



TEST AND REPORT

Test the ACTA National Variable Pricing Matrix and analyse the data collected from participants. Test alternative pricing models if required.



REFINE PRICING MODEL

Finalise a pricing model for CHSP transport, using data captured throughout the pilot.



IN HOME AGED CARE REFORMS

The pilot provides a strong business case for how providers should be funded and informs policy design for transport services.



Government funding of Community transport services that is accurate, enables organisational viability and supports older Australians



Establish a working group of 31 Community Transport providers



Evidence Base for Policy change



What we have done so far?



- ACTA and the Department established a working group of **31 CHSP transport providers**.
- We are using the ACTA National Variable Pricing Matrix (NVPM) as a **base model** to develop the **CHSP Community Transport Pricing model (CTPM)**.
- UniSA has identified **providers trip-level data points** necessary for pilot study (e.g. **trip distance, time, client complexity, vehicle details**, etc).
- UniSA has **analysed participants'** annual organisation-level **financial** and **operational data**.
- ACTA has coordinated with several **transport software providers** to **finalise** the **data collection process**.
- Through **co-design**:
 - Developed **new definitions** for CHSP transport service
 - Identified **policy** and **pricing parameters** that need to be considered in the pilot study
 - Established **evaluation questions** and the **framework** for policy parameters



Overall CHSP
Transport providers:

538



31 CHSP transport services were selected to pilot a pricing model over 2024-25.



Participating providers represent services that are **small, medium and large** with **differing business models**, and deliver services in **metro, rural and regional** locations.



In 2023-24 there were **121,352 individual clients** using CHSP Transport and **4,705 group client sessions**.



Pilot participants delivery locations

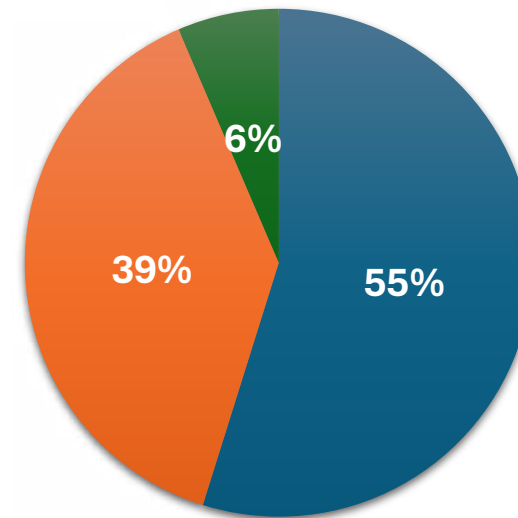
The participating providers range from **small, medium, and large organisations**, delivering to **metropolitan, regional and remote** areas.

DELIVERY LOCATIONS OF TRANSPORT PILOT PARTICIPANTS



■ NSW ■ VIC ■ QLD ■ SA* ■ WA ■ ACT* ■ TAS* ■ NT*

GEPGRAPHIC REMOTENESS



■ Metro - 17 ■ Regional - 12 ■ Remote - 2

*Dementia, Alzheimer's Australia & Red Cross operates in these states and is one count.



The University of South Australia is the **research partner**. They will **collect** pilot data, **evaluate** the pilot, and **report** independently on its **results**

This study has the following **four inter-related objectives**:



Design an evaluation framework that can be used to assess the impacts of the pricing model on the sustainability and quality of CT service offerings.



Undertake a trial of the pricing model with 31 CT operators across Australia and use the evaluation framework to assess impacts in practice.



Identify changes or improvements to the pricing model to maximise the sustainability and quality of CT service offerings across different service contexts.



Estimate costs associated with providing **social engagement**.



In February 2024, the CTPP project team and ACTA **tested definitions** for CHSP Transport services with the 31 participating service providers in the study.

The definitions will be tested under the Pilot and **included.**



Community Transport



**Service complexity/
client needs**



Social engagement



What Is happening now?



UniSA is **collecting data** both at the **participants Operator-level** and **Trip-level**.



CTPP information within the **CHSP Manual (Appendix J)** has been developed and will be **published shortly**.



There will be opportunities for the CHSP transport sector to engage with the pilot through **surveys, webinars and web-content**.



CHSP Extension 2025-2027

- The CHSP has been further extended until 30 June 2027.
- This means CHSP providers will transition to the new Support at Home program no earlier than July 2027.
- This allows CHSP providers more time to prepare for the reforms and ensure a smooth transition for their clients.

More information on funding arrangements for the 2025 - 2027 extension will be available in the coming months.

2024-25 CHSP First Nations and Growth Funding Grant Opportunities

- CHSP Growth Funding 2024-25 Grant Opportunity will fund up to \$100 million (excl GST) in identified Aged Care Planning Regions for the following service types:
 - Domestic assistance.
 - Allied health and therapy.
 - Transport services.
 - Home maintenance.
- A \$10 million 2024-25 CHSP First Nations Growth Grant Opportunity targeted new Aboriginal Community Controlled Organisations providers to increase the service footprint and provider availability to deliver culturally safe CHSP services where there is unmet demand by older First Nations people.

Additional ad hoc funding

- CHSP providers where transport costs are more than 5% of annual grant funding were able to apply for additional one-off funding to support service delivery demand, innovative delivery models and respond to emergencies with increased fuel costs under GO5672.
- This was a one-off payment, equivalent to 30 cents per litre for increased fuel costs during July 2023 to June 2024.

The department is currently looking at further ad hoc funding opportunities and information will be available in the coming months.



A new ***Aged Care Act*** (the new Act) will take effect on or after **1 July 2025**, putting the rights of older people at the centre of the aged care system. The new Act will change the way in-home aged care services are funded, regulated, and delivered.

Taskforce

- Interim report has been **provided to Government**.
- **Recommendations** made by the Taskforce will be considered by Government.



New Aged Care Act

- This will trigger the start of a **new service list, registration categories** and **funding arrangements** for in-home aged care.



Provider regulations under the *New Aged Care Act*

Provider registration

- The new regulatory model for aged care will **introduce universal provider registration**.
- Providers will register into one or more registration categories.

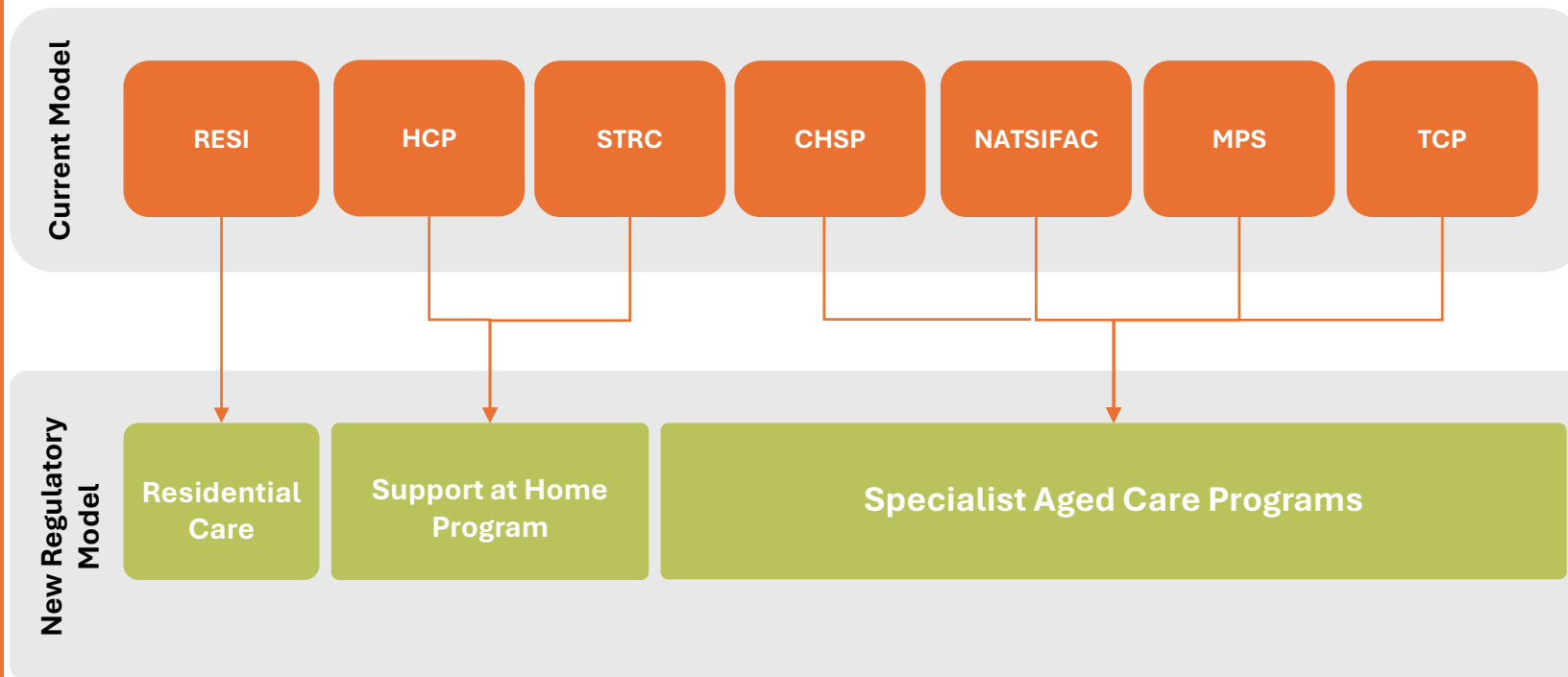
Transition to the new model

- Existing providers will be **automatically 'deemed'** to be **registered** when the **new Aged Care Act commences**.
- This will be based on the services they are currently delivering

Groups not being deemed

- Subcontractors for aged care providers

Deeming providers from the current to the new regulatory model



Single assessment and integrated assessment tool

The New **Integrated Assessment Tool (IAT)** will support other functions of the **Single Assessment System (SAS)**, which was **introduced iteratively** from 1 July 2024, including:

Soft screening



A lighter touch screening process to complement a more robust triage function introduced through the IAT.

Single workforce



The merging of the RAS and ACAT assessment workforces to create a new single assessment workforce.

Clinical oversight



Opening access to IAT so all assessors can complete clinical aspects of the assessment with clinical oversight, where required.

Triage delegate



Formal clinical role to determine:

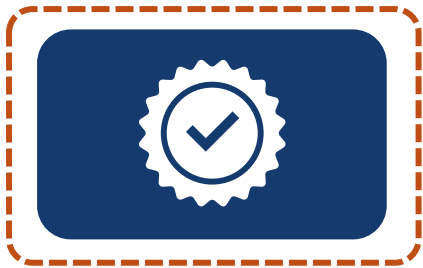
- Eligibility
- Assessment pathway
- Assessment priority
- Appropriate assessor

IAT algorithm



An algorithm to support consistent outcomes for clients, and assist in confirming assessment pathways and supports to match the level of need.





IAT implementation

1 July 2024

New assessment tool – the IAT

New triage process completed by team leader



Single assessment system implementation

Late 2024

Introduction of **single assessment organisations**

Limitations on **self-assessment referrals**

Changes to market share allocation

New **funding model** for assessments

Changes to assessment organisation KPIs & PEs

Introduction of **new clinical triage** delegate role

Algorithm introduced to **assist** with assessment **recommendations**

New Aged Care Act Implementation

Common eligibility requirements

Support plan review/re-assessment captured by subordinate legislation

Assessment requirement for clients seeking services through **MPS** or **NATSIFAC** specialist programs

Introduction of **new assessment delegate** role (non-clinical)

Other
Timing TBC

Establishment of **Indigenous assessment organisations**

Next steps



The Department of Health and Aged Care will **keep providers informed** about planned changes to the CHSP and action that needs to be taken.



There will be several **opportunities for information and consultation** with providers in **2024** and **2025**.



You can follow pilot **progress** on the DOHAC website under **CHSP Community Transport Pricing Pilot**.



Thank you for attending



health.gov.au/our-work/CHSP-community-transport-pricing-pilot



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Australian Government

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