



**Australian Government**  
**Department of Health**

Ref No: MC21-009413

Yvonne Buters  
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Dear Ms Buters

Thank you for your correspondence of 25 March 2021 to the Minister for Senior Australians and Aged Care Services and Minister for Sport, Senator the Hon Richard Colbeck, regarding aged care reform. The Minister has asked me to reply.

I am sorry to hear that your parents had a negative experience with aged care, and share your view on the importance of the aged care sector delivering high value and high quality services.

The Australian Government is committed to transforming aged care so that it meets the needs of older Australians and their families, now and in the future. Our care system must ensure that senior Australians are treated with care, dignity and respect and have access to quality care as they age.

The Government will carefully consider the recommendations of the Final Report of the Royal Commission into Aged Care Quality and Safety (Royal Commission) in terms of what can be done to improve care outcomes and how they can be funded. The Government will respond to the Final Report in the upcoming Budget and provide a formal response by 31 May 2021 in line with Recommendation 145 of the Final Report.

The need to deliver both better value-for-money for consumers of aged care services and taxpayers and better care outcomes will be contemplated as the Government considers its response and reform of aged care.

As noted in your correspondence, the Government has announced an investment of \$452.2 million in new measures to address some pressing concerns while it considers its response to the Final Report and a comprehensive reform package. This includes:

- \$189.9 million to residential aged care providers to provide stability and maintain services while the Government considers its comprehensive response. This support equates to around \$760 per resident in metropolitan residential aged care, and \$1,145 for those in rural, regional and remote areas.
- \$91.8 million to grow the skilled and professional aged care workforce – recruiting up to 18,000 personal care workers into both home and residential aged care.
- \$90 million to support a Viability Fund to assist those facilities which are facing financial challenges, particularly as the sector begins to restructure and to respond to the changing choices of people to live at home longer.

- \$32 million to immediately enhance the capacity of the Aged Care Quality and Safety Commission and greater regulation around the use of restraints in aged care.
- \$30.1 million to strengthen the governance of aged care providers and legislative governance obligations on the sector.
- \$18.4 million to enhance the oversight of the Government's Home Care Packages Program, to deliver better value for senior Australians and the Australian taxpayer.

The Government will also commence work on a new Aged Care Act to ensure our reforms are built on strong foundations with senior Australians at the centre.

Yours sincerely

A handwritten signature in black ink, appearing to be 'J. O' followed by a flourish.

Assistant Secretary  
Aged Care Strategic Policy Branch  
27 April 2021