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A WRITTEN RESPONSE TO  
**THE DRAFT NEW  
AGED CARE ACT**



2023



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## ACKNOWLEDGEMENT OF COUNTRY

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Date:  
04 March 2024

I acknowledge the Traditional Owners of the lands of Hornsby Shire, the Darug and GuriNgai peoples, and pays respect to their Ancestors and Elders past and present and to their Heritage, who uphold their intrinsic connections and continuing relationships to Country.

# A letter from Sang..



This marks my first Act review, and the opportunity to play a small role in it has boosted my confidence and optimism for the future of aged care. I foresee the Australian healthcare system undergoing significant improvements in 2024, thanks to the collaborative work of the Department of Health and Aged Care alongside industry professionals. As a Sector Partner, I have been able to voice my opinions, be heard, and receive support from a fantastic team dedicated to driving the transformation of Australian healthcare.

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I have contemplated these suggestions drawn from my observations, industry insights, and narratives shared by healthcare professionals, older patients, and their families. My career in healthcare commenced with aged care, through which I have learned so much from policies to funding, workforce distribution, compliance, governance, and now digital health.

The poignant stories shared by older Australians resonate deeply within me, serving as constant reminders of the profound impact of small gestures. They instill in me the virtues of active listening, compassion, and the importance of speaking up, regardless of the circumstances.

I am grateful for the opportunities to learn and to contribute to such an important change.

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## **Sang Nguyen**

Business Operations Associate,  
CareMonitor



# AT A GLANCE

The Draft New Aged Care Act 2023 outlines legislative changes for aged care services in Australia to enhance the sustainability and resilience of the Commonwealth Aged Care system.

## SUMMARY

The New Act covers comprehensively a range of key areas to ensure safety and quality of care, including:

- One principal and single entry for the delivery of funded aged care services, service types, and groups
- Revising key obligations for registered providers, increased protection for whistleblowers & penalties for failures to meet requirements under the New Act
- Clarifying roles and functions of the Aged Care Quality and Safety Commissioner, the System Governor, and the Advisory Council
- Promoting innovation, continuous improvement & evidence-based best practices



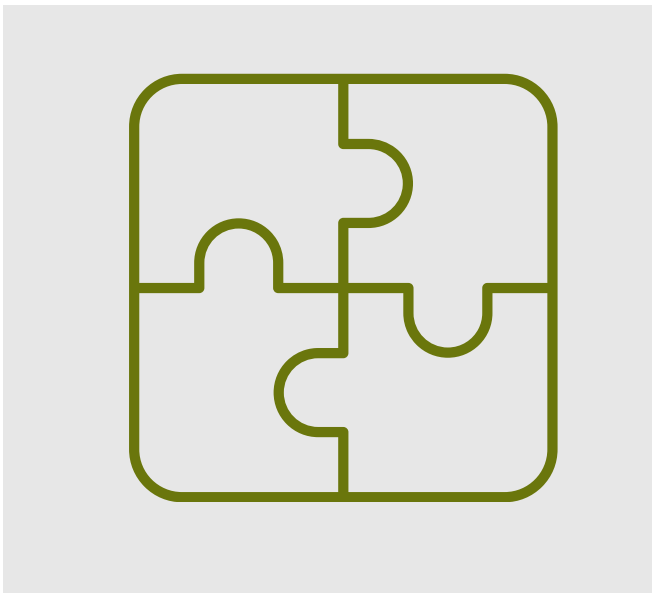
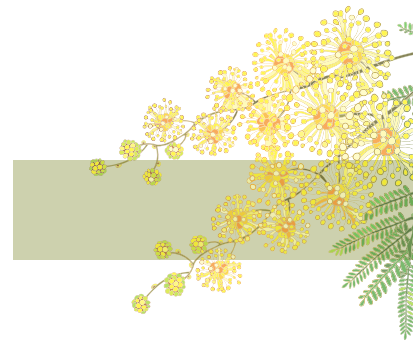
## SUGGESTIONS

While the rights-based approach brings benefits by encouraging public participation, transparency, and accountability in shaping policy development, it is recommended that the following considerations are taken into account:

- **Legal changes: social, technical, and economic implications**
- **Dementia population: funding categories, and impacts**
- **Factors to consider in multigenerational behaviour**



# Legal changes: Social, technical, and economic implications



Strengthening legislation today will open a pathway for an attainable aged care future.

By 2066, the Australian population distribution is projected to transition to a ratio of 2:5:3, with 20% under 20, 50% between 20-64, and 30% aged 65 and over ([ABS 2023](#)). What potential implications will the legislative changes bring over the next 40 years?

## 01. Legal changes

The current legal reforms serve as a driving force for a more robust healthcare system. To ensure successful implementation of these laws, consider establishing a centralised knowledge repository and assessment criteria for efficient progress management.

## 03. Technical implications

The interconnectedness of aged care, healthcare, and other social infrastructures requires a re-evaluation. This may involve reviewing network accessibility, security, and integration adaptability to foster innovation for improved care outcomes.

## 02. Social implications

Multigenerational behaviour will reshape future social norms. Factors including perceived values of aged care services, preventive health attitudes, non-gender equity movement, and the rise of workforce digital literacy, will collectively increase the expectation towards these changes.

## 04. Economic implications

Economic disparity will remain the primary factor affecting access to care. Will universal funding replace subsidies? A sustainable funding model requires re-evaluating affordability, addressing the skilled workforce capacity, and balancing other regulations such as migration laws.







# Dementia Population:

## Funding categories, and impacts

Dementia is the second leading cause of death in Australia, with 90%-95% of cases associated with aging ([Dementia Australia 2023](#)). Currently, there are funding category disparities preventing individuals with early-onset dementia from accessing additional NDIS funds due to entry criteria. How will the new aged care funding effectively address this issue? As the disease advances, individuals with dementia experience reduced cognitive function, impacting their decision-making abilities. This raises important questions about advanced care planning, a crucial aspect that could influence priorities of aged care assessment.

### Funding Categories

The new legislation proposes AN-ACC as a new funding instrument for residential aged care. Nevertheless, it is essential not to assume that individuals with dementia desire to move into nursing facilities. It is recommended that The New Act outlines definitions of the available funding, including one that addresses special dementia care if that to be excluded under NDIS.

The new legislation should include provisions for funding dementia research to enhance prevention, early diagnosis, and treatments that modify the disease. Funding should also cover caregiver support and training for the workforce, with a clear explanation if it involves other government departments. This will ensure transparency in accountability and promote collaboration.



### Impacts

Dementia care accounted for almost \$3.0 billion of Australia's total direct health spending in 2018-2019 ([AIHW 2023](#)). When including expenses for addressing concurrent conditions, the total expenditure for residents with dementia reached \$9.8 billion. This figure will continue to rise as the population ages and the prevalence of dementia increases.

# Factors to consider in multigenerational behaviour



To effectively communicate the New Aged Care Act, it is essential to understand the preferences of a multigenerational audience. The 2023 United Healthcare report 'How different generations engage with healthcare' highlights these distinct preferences:

- **Baby boomers** prioritise primary care as an access point. This means creating an advocacy group or providing simplified information packs will most likely increase engagement.
- **Generation X** are more skeptical and value remote capabilities. They are often the main carer for aging parents as well as their children. Utilising a comparison matrix and visual aids would appeal to this demographic.
- **Millennials** seek transparency and flexibility. They also favor digital health access. A landing page tailored to these preferences should offer vital information and services without complex registration processes.
- **Generation Z**, as digital natives, prefer online transactions and are enthusiastic about wearable tracking devices. A mobile app or virtual hub would enable them to stay updated with legal changes.

## COMMUNICATION PREFERENCES

### Baby boomers:

Phone calls, face to face, emails

### Generation X:

Phone calls, face to face, emails

### Millennials:

IMs, texts, emails

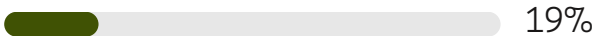
### Generation Z:

IMs, texts, social media

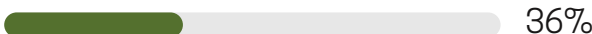
## WORKFORCE DISTRIBUTION

The current multigenerational workforce has distinct preferences when engaging with the healthcare system.

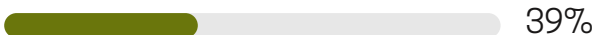
### Baby Boomers (Age: 59-77)



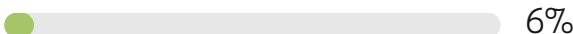
### Generation X (Age: 43-58)



### Millennials (Age: 27-42)



### Generation Z (Age: 11-26)



Source: United Healthcare (2023)





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*..we should investigate and observe reality with mindfulness and concentration, so our understanding and faith can deepen day by day. This is the kind of faith we cannot lose because it is not based on ideas or beliefs but on experienced reality.*

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THICH NHAT HANH

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