

# Caring for Older Australians

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Aged Care Queensland; Hynes Lawyers & PKF Chartered Accountants & Business Advisers

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(Former Associate Commissioner)

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# What we were asked to do

- \* Build on past reviews
- \* Develop detailed options for redesigning the aged care system so that it is able to meet future challenges
- \* Have regard to the Government's social inclusion agenda

# What we found

- \* System is complex, difficult to navigate
- \* Services and consumer choice are limited
- \* Coverage of needs, pricing, subsidies and user co-contributions is inconsistent or inequitable
- \* Governance arrangements are inconsistent with best practice
- \* Workforce shortages are exacerbated by low wages
- \* Relative decline in the number of informal careers

# Key proposals

- \* Establishing a simplified Australian Seniors Gateway
- \* Restructuring the system
- \* Reforming finance arrangements

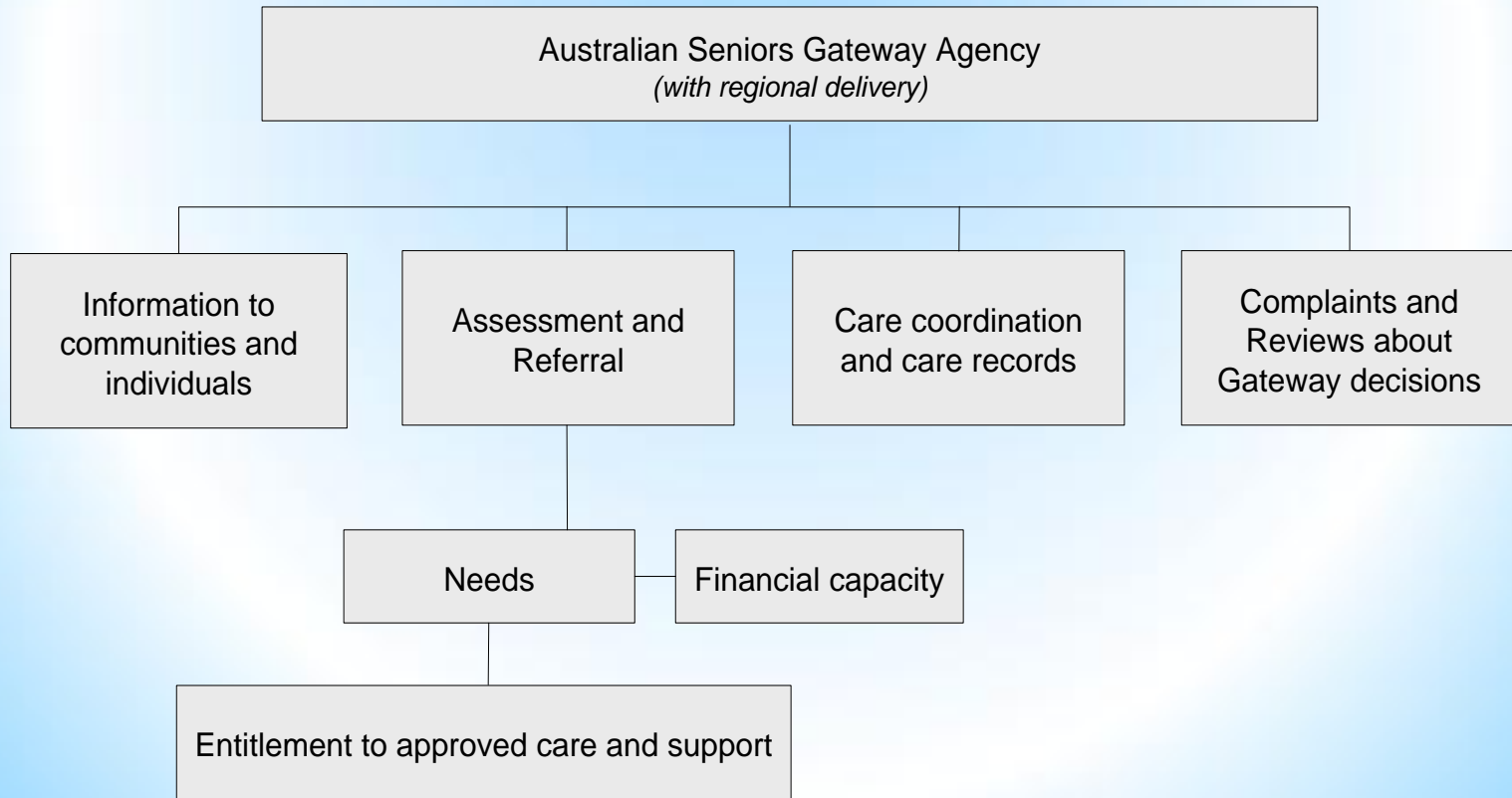
# Differences between the draft & final report

- \*The PC restructured its final report with separate chapters on:
  - Funding principles
  - The quality of care
  - Carers and volunteers
  
- \*Added “to die well” to the objectives
  
- \*Care and support - further clarity on the role & functions of Gateway & aged care system

# New recommendations (*or new parts of recommendations*) proposing:

- \* Care & support
- \* Funding
- \* Quality of care
- \* Catering for Diversity
- \* Housing of older Australians
- \* Carers and volunteers
- \* Workforce issues
- \* Regulatory institutions
- \* Policy, research & evaluation
- \* Implementing the proposal package of reforms
- \* Modelling

# Care & support (cont)



# Services for Older Australians

Australian Government

The Aged Care System

## Aged care services – (Entitlement based)

*Gateway accessed with entitlements for Australians with age related needs*

### Services

- Personal care
- Domestic care
- Health/Nursing care
- Case management
- Reablement
- Palliative Care
- Residential aged care
- Planned respite
- Home modification
- Major aids and appliances

### Characteristics

- Person-centred funding
- Entitlements subsidised by the Australian Government
- Entry through the Gateway
- Assessed based on need
- Referrals to community support services, health and disability supports and other services
- Client has choice over provider
- Co-contributions income/asset tested
- Co-contributions count toward stop loss
- Government sets the price of the services
- Rigorous quality assurance processes

## Aged care services

*Other aged care services that can be accessed directly or via the Gateway*

### Services

- Specific purpose services
  - Homeless person aged care
  - Indigenous flexible aged care
  - Transitional care
- Individual advocacy

### Characteristics

- Provider centred funding
- Block funded by Australian Government
- Clients can access directly or via a Gateway referral
- Limited if any co-contributions required from clients
- Specific purpose services - client requires Gateway assessment within 12 weeks
- Government tenders or negotiates on funding and services package
- Rigorous quality assurance processes

## Community and Carers support services

*Services available to all older Australians in the community directly or via the Gateway*

### Community support services include

- Social activity programs
- Wellness programs
- Day therapy programs
- Community transport
- Meals delivery
- Information and general advocacy
- Other support services
  - Home maintenance
  - Low level aids

### Carers support services include

- Carer Support Centres
- Emergency respite

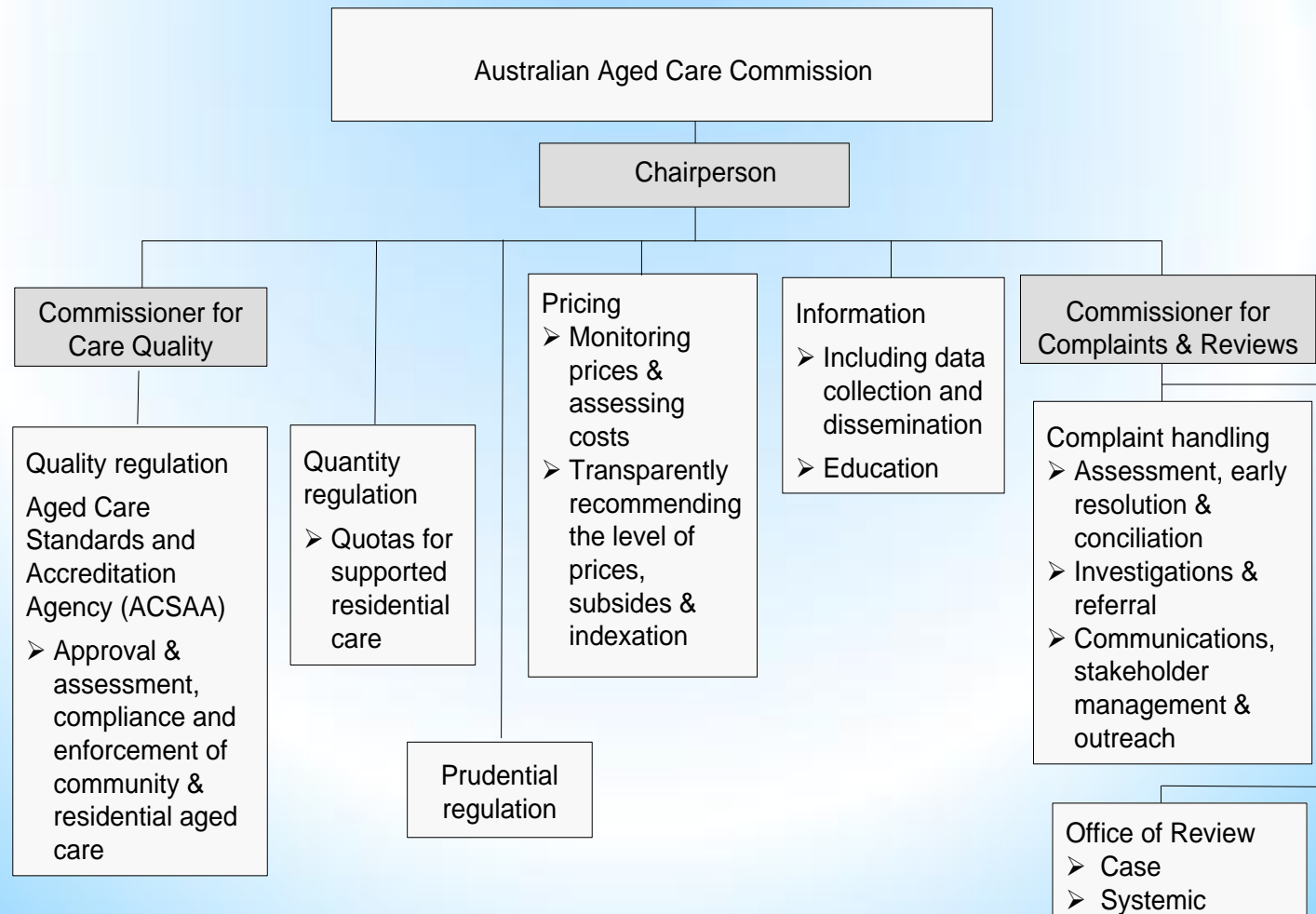
### Characteristics

- Dual access – direct access or via a Gateway referral (or in complex cases an entitlement)
- Block-funding of fixed costs mainly by Australian Government
- State and local government can contribute funding
- Providers set user charges subject to funding guidelines
- Regulation of services limited to generic health and safety and consumer protection
- Funding reporting for accountability
- Meal services - beyond 12 weeks clients will require Gateway assessment

# Housing of older Australians

- \* Policy framework for affordable housing for an ageing population
- \* Improve national coordination and integration of home maintenance and modification policy
- \* Improve access design standards
- \* Retirement village regulation not to be aligned with aged care regulation - to stay under state and territory control
- \* Nationally consistent retirement village legislation to be developed under COAG

# Structure of independent regulator



# Reform implementation plan

- \* 3 stages: -
  - Expedited measures within two years
  - Within two to five years
  - Five years and beyond
- \* Wide consultation
- \* Grandfathering
- \* Aged Care Implementation Taskforce
  - Supported by an Aged Care Advisory Group

# Thank you

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