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# Submission template

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## Discussion paper:

### Future reform – an integrated care at home program to support older Australians

*Submissions close on 21 August 2017*

#### **Instructions:**

- Save a copy of this template to your computer.
- It is recommended that you read the relevant pages in the discussion paper prior to responding.
- You do not need to respond to all of the questions posed in the discussion paper.
- The numbering of the questions in the template corresponds to the numbering in the discussion paper.
- Please keep your answers concise and relevant to the topic being addressed.
- Upload your completed submission on the [Consultation Hub](#). Alternatively, if you are experiencing difficulties uploading, you can email your submission to: [agedcarereformenquiries@health.gov.au](mailto:agedcarereformenquiries@health.gov.au)

Thank you for your interest in participating in our consultation.

## Tell us about you

What is your full name?

**First name** Annette

**Last name** Barbetti

What is your organisation's name (if applicable)?

Superannuated Commonwealth Officers' Association (SCOA Australia)

What stakeholder category/categories do you most identify with?

<input type="checkbox"/> Commonwealth Home Support Program <sup>1</sup> service provider	<input type="checkbox"/> Peak body – consumer
<input type="checkbox"/> Home Care Package service provider	<input type="checkbox"/> Peak body – carers
<input type="checkbox"/> Flexible care provider	<input type="checkbox"/> Peak body – provider
<input type="checkbox"/> Residential aged care service provider	<input checked="" type="checkbox"/> Seniors membership association
<input type="checkbox"/> Aged care worker	<input type="checkbox"/> Professional organisation
<input type="checkbox"/> Volunteer	<input type="checkbox"/> Disability support organisation
<input type="checkbox"/> Regional Assessment Service	<input type="checkbox"/> Financial services organisation
<input type="checkbox"/> Aged Care Assessment Team/Service	<input type="checkbox"/> Union
<input type="checkbox"/> Consumer	<input type="checkbox"/> Local government
<input type="checkbox"/> Carer or representative	<input type="checkbox"/> State government
<input checked="" type="checkbox"/> Advocacy organisation	<input type="checkbox"/> Federal government
	<input checked="" type="checkbox"/> Other Representing retired Cwlth public servants

Where does your organisation operate (if applicable)? Otherwise, where do you live?

<input type="checkbox"/> NSW	<input type="checkbox"/> SA
<input type="checkbox"/> ACT	<input type="checkbox"/> WA
<input type="checkbox"/> Vic	<input type="checkbox"/> NT
<input type="checkbox"/> Qld	<input type="checkbox"/> Tas
<input checked="" type="checkbox"/> Nationally	

May we have your permission to publish parts of your response that are **not** personally identifiable?

Yes, publish all of my response

No, do not publish any part of my response

<sup>1</sup> Includes Home and Community Care Providers in Western Australia

## Section 2. Reform context

### 2.3 Reforms to date

#### Comments

We would welcome your views and feedback on the February 2017 (*Increasing Choice*) reforms.

*Refer to page 6 of the discussion paper*

We are concerned that insufficient consideration has been given to the needs of informal carers.

## Section 3. What type of care at home program do we want in the future?

### 3.1 Policy objectives

#### Question

Are there any other key policy objectives that should be considered in a future care at home program?

*Refer to page 9 of the discussion paper*

Any future care at home paper should consider the possibility that older people may not own their home, but may be renting, either in public housing or in the private sector. If the need for rectification of the rental property is an issue, what should be done?

## Section 4. Reform options

### 4.2 An integrated assessment model

#### Question

What do you believe could be done to improve the current assessment arrangements, including addressing variations or different practices between programs or care types (e.g. residential care, home care and flexible care)?

*Refer to page 12 of the discussion paper*

Assessments should be conducted face-to-face in the person's home wherever possible. Those doing the assessment should be trained properly so that they can make the right decisions. If possible, informal carers should be present so that they can provide additional information if that is required.

### 4.3.1 New higher level home care package | 4.3.2 Changing the current mix of home care packages

#### Questions

Would you support the introduction of a new higher package level or other changes to the current package levels?

If so, how might these reforms be funded within the existing aged care funding envelope?

*Refer to pages 12 – 14 of the discussion paper*

More funding needs to be provided for aged care. This question implies that there is already enough funding.

#### 4.4.1 Changing the current mix of individualised and block funding

##### Question

Which types of services might be best suited to different funding models, and why?

*Refer to pages 14 – 15 of the discussion paper*

When considering which funding model to use, it is necessary to consider not only the needs of any volunteers, but also the working conditions of the employed workers. Some of our members have expressed concern at the high cost of administration of individualised funding, and the tendency of some providers to defer provision of items such as home modifications while giving higher priority to recovering administrative costs.

##### Question

What would be the impact on consumers and providers of moving to more individualised funding?

*Refer to pages 14 – 15 of the discussion paper*

Some programs might lose their block funding and cease operation before the more individualised alternative is fully functional – some older people might be inconvenienced as a result.

##### Question

Are there other ways of funding particular services or assisting consumers with lower care or support needs, e.g. a combination of individualised funding and block funding, vouchers etc.?

*Refer to pages 14 – 15 of the discussion paper*

We are a little concerned about the issuing of vouchers. They might be lost, or stolen, or traded away.

#### 4.5.1 Refocussing assessment and referral for services

##### Questions

Should consumers receive short-term intensive restorative/reablement interventions before the need for ongoing support is assessed?

If so, what considerations need to be taken into account with this approach?

*Refer to page 16 of the discussion paper*

Surely this would depend on the nature of the illness or injury. It would be appropriate after, say, a hip replacement, but where there had been general deterioration of the patient's condition, say due to previously undiagnosed Type 2 diabetes, it might not be appropriate.

##### Question

How could a wellness and independence focus be better embedded throughout the various stages of the consumer journey (i.e. from initial contact with My Aged Care through to service delivery)?

*Refer to page 16 of the discussion paper*

[Click here to enter text.](#)

#### 4.6.1 Ensuring that services are responsive to consumer needs and maximise independence

##### Questions

How do we ensure that funding is being used effectively to maximise a person's ability to live in the community and to delay entry to residential care for as long as possible?

For example, should funding be targeted to services or activities where there is a stronger connection with care and/or independent living? Are there examples of current services or activities that you believe should not be funded by government?

*Refer to pages 16 - 17 of the discussion paper*

The present lists of support services do not contain any items that should not be funded by government. In fact, the government should be doing more. For example, when providing transport for shopping, etc., the carer should be able to take the client's informal carer along as well, in the same vehicle. Under item 2 of the care services, the carer should also be able to provide assistance in using a computer to make doctor's appointments, etc. when that would be more efficient than doing it by telephone.

#### Question

How do we maximise the flexibility of care and support so that the diverse needs of older people, including those with disability, are met?

*Refer to pages 16 - 17 of the discussion paper*

[Click here to enter text.](#)

### 4.6.2 Accessing services under different programs

#### Question

Under the current program arrangements, does allowing some consumers to access both programs promote inequity, particularly if other consumers have to wait for a home care package?

*Refer to page 17 of the discussion paper*

[Click here to enter text.](#)

#### Questions

Until an integrated care at home program is introduced, is there a need to more clearly define or limit the circumstances in which a person receiving services through a home care package can access additional support through the CHSP? If so, how might this be achieved?

*Refer to page 17 of the discussion paper*

[Click here to enter text.](#)

### 4.8.1 Supporting specific population groups

#### Question

How can we make the care at home system work better for specific population groups, particularly those whose needs are not best met through current CDC models and administrative arrangements?

*Refer to page 19 of the discussion paper*

Increased consumer choice and control sounds good, but it will not work for everyone. Some people are not good at organising their lives and need more help. Ideally, this would be provided by an informal care from their own family, but that is sometimes not possible. As part of the assessment process, it should be possible to find out who might need additional help and to make a recommendation for extra help for them as required.

### 4.8.2 Supporting informed choice for consumers who may require additional support

#### Question

What additional supports could be considered to ensure that people with diverse needs can access services and make informed choices and exercise control over their care?

*Refer to page 19 of the discussion paper*

[Click here to enter text.](#)

### 4.10 Other suggestions for reform

**Question**

Do you have other suggestions for care at home reform, or views on how changes might be progressively introduced or sequenced?

*Refer to page 20 of the discussion paper*

*More needs to be done to encourage and support informal carers. Due to increase in the age pension age, falling levels of home ownership and restrictions on contributions to superannuation, it is expected that people will remain in paid work for longer, and will find it more difficult to care for their elderly relatives and friends. Availability of respite care is very important when the primary carer is still working and might have to travel interstate for a short period for work-related reasons. Non-working informal carers need to be able to have a break from time to time, particularly if they are caring for someone with dementia who has disturbed sleep patterns.*

*Persons receiving the carer payment should receive the same assistance with their energy costs as those receiving the age pension and the disability pension. They should not be unfairly discriminated against, as was the case with the one-off government energy assistance payment to age pensioners in June 2017. The \$600 annual payment to recipients of the carer payment is to assist with the additional expenses incurred as a result of their caring role, not to pay their heating bills.*

## Section 5. Major structural reform

### 5.2 What would be needed to give effect to these structural reforms?

#### Question

Are there other structural reforms that could be pursued in the longer-term?

*Refer to page 21 of the discussion paper*

If the new ICT system is set up to allow consumers to manage their account online, will it be possible for them to permit an informal care with a Power of Attorney to manage the account on their behalf (if, for example, they had Parkinson's Disease or severe arthritis and could not use the computer themselves). Or might some alternative high-tech solution be developed to cope with such cases?

## Section 6. Broader aged care reform

### 6.1.1 Informal carers

#### Question

How might we better recognise and support informal carers of older people through future care at home reforms?

*Refer to page 22 of the discussion paper*

See our answers to previous questions.

### 6.1.2 Technology and innovation

#### Question

How can we best encourage innovation and technology in supporting older Australians to remain living at home?

*Refer to page 22 of the discussion paper*

Barriers to living at home include excessive use of steps, poor design of steps, lack of handrails, passages that are too narrow, light switches that are too hard to reach, taps that are too hard to grasp, poor design of shower stalls, baths that are too hard to get in and out of, etc. One answer is to look at building codes to make all buildings more age-friendly. The use of remote controls should be encouraged.

#### Question

What are the existing barriers, and how could they be overcome?

*Refer to page 22 of the discussion paper*

### 6.1.3 Rural and Remote areas

#### Question

How can we address the unique challenges associated with service delivery in rural and remote areas?

*Refer to page 22 of the discussion paper*

[Click here to enter text.](#)

#### Question

What other service delivery and funding models could we consider for providing care at home services

to consumers living in rural and remote areas, including examples of innovative local community models?

*Refer to page 22 of the discussion paper*

[Click here to enter text.](#)

#### 6.1.4 Regulation

##### Question

How can we further reduce regulation to allow for innovation while ensuring that essential safeguards remain in place?

*Refer to page 23 of the discussion paper*

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#### 6.1.5 Aged care and health systems

##### Question

What are some examples of current gaps or duplication across the aged care and health systems, and how could these be addressed?

*Refer to page 23 of the discussion paper*

[Click here to enter text.](#)

### Any further comments?

#### Other comments

Do you have any general comments or feedback?

[Click here to enter text.](#)