



Aged & Community  
Services NSW & ACT

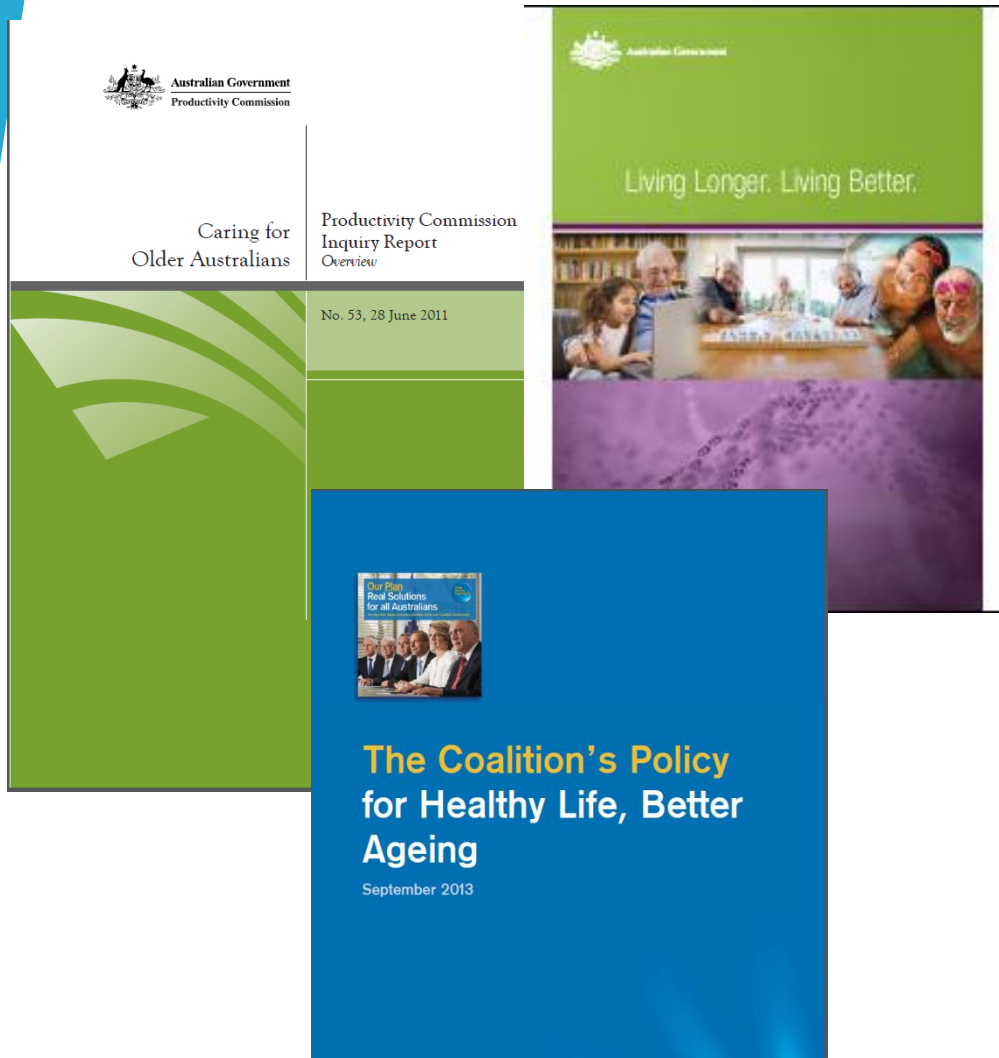
# Australian context of community care / current reforms

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# Aged Care Reforms



- ▶ Productivity Commission – Caring for Older Australians August 2011
- ▶ LLLB Released by Prime Minister 20 April 2012
- ▶ Coalitions Healthy Life, Better Ageing Policy – now Aged Care Policy
- ▶ Complements:
  - Health Reforms
  - National Disability Insurance Scheme (NDIS)
  - Response to Report on Economic Potential of Senior Australians

# The Minister's vision

- ▶ Consumer centred system – funding following the consumer
- ▶ Single gateway into the system
- ▶ Independent RAS for all assessments
- ▶ Individualised funding with consumer – NDIS
- ▶ Quality indicators and Trip Adviser

# The Minister's vision (cont)

- ▶ Competitive market place
  - Beds and Packages
  - Non-government services on MAC site
- ▶ Integration of CHSP and HCP
- ▶ User contributions
- ▶ Not waiting for the 5 year review

# Resilience in Practice

- ▶ Medicare payments and Centrelink delays
- ▶ Consumer confusion
- ▶ Unfilled packages, waiting lists disappear
- ▶ Unpaid fees, debt collections and conflict
- ▶ RADs; DAPs and combos
- ▶ The price of aged care services
- ▶ Slow release of information ...

# Age care services in transition

- ▶ Mergers, closures and partnerships
- ▶ Increasing competition
- ▶ Growth of private service industry
- ▶ Retirement Living with services vs RACF??
- ▶ HomeCare NSW – is a for profit coming to your town?

# Themes

- ▶ Increased focus on care in the home
- ▶ Consumer centred system – choice, control, individualised funding
- ▶ Reablement / enablement / independence
- ▶ Quality indicators / quality of life
- ▶ Move toward user pays
- ▶ Workforce

# Consumer Directed Care

All Home Care packages to be converted to CDC  
from mid 2015

## Principles – HCP

- ▶ Consumer choice and control
- ▶ Rights
- ▶ Respectful and balanced partnerships
- ▶ Participation
- ▶ Wellness and re-ablement
- ▶ Transparency



# Case Management and CDC

- ▶ Consumers get to choose where and how they spend their budget
- ▶ Case management no longer a 'hidden extra' within a package
- ▶ An item on the budget
- ▶ Articulate:
  - what it is
  - what it means to the consumer
  - what it means if you don't have it
  - why its worth paying for!

## ***Core advisory and case management services –***

- care planning, set up costs for new consumers, periodic reviews or re-assessments, case co-ordination or case management,
- provision of support to consumers who elect to manage their package themselves.

# Redefining case management

- ▶ Professionalisation of case management - CSMA
- ▶ Redefinition / renaming – care facilitator, advisor
- ▶ Case management not part of CHSP – Regional Assessment Services or HCP

# Useful links & contacts

- ▶ Aged & Community Services NSW & ACT  
☎ 8754-0400  
<http://www.acs.asn.au>
- ▶ My Aged Care  
☎ 1800 200 422  
<http://www.myagedcare.gov.au>
- ▶ Australian Department of Social Services  
<http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care>
- ▶ Home Care Today  
<http://homecaretoday.org.au/>