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 it’s 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

- Home Care Today