

Top 10 on aged and community care

Three tiers of Australian Government subsidised aged and community care services

a. Commonwealth Home Support Program (CHSP): 900,000+ service users

- i. Home support services in the community and in the home
- ii. Access and referrals through My Aged Care. Phone: 1800 200 422
- iii. Assessments through the Regional Assessment Services (RAS)
- iv. Low level support services: personal care; social support individual
- v. Service users encouraged to shop around for preferred service providers on My Aged Care
- vi. CHSP services promote a wellness and reablement approach
- vii. CHSP services provided primarily by volunteers
- viii. CHSP services are usually short term, temporary (eg. 12 weeks); co-contributions preferred
- ix. Individual low-level services to be integrated into Packaged Care Levels 1 & 2
- x. Continuation of CHSP funding to 2022 confirmed 2 April 2019.

b. Australian Government Packaged Care: 120,000+ packages for service users

- i. Home care services in the home
- ii. Access through My Aged Care Ph: 1800 200 422
- iii. Assessment through Aged Care Assessment Teams
- iv. Four levels of Care (per annum)

Level 1	Basic care needs	\$8,271
Level 2	Low-level care needs	\$15,045
Level 3	Intermediate care needs	\$33,076
Level 4	High-level care needs	\$50,286
- v. Service users encouraged to shop around for preferred service providers on My Aged Care
- vi. Services need to be delivered by an approved provider
- vii. Services provided by paid staff
- viii. Contributions/Fees required (usually \$70+ per week)

c. Residential Care: 3000 Residential Aged Care Facilities (RACF); 50 priority CALD older people

- i. Residential accommodation and services in place
- ii. Access through My Aged Care Ph: 1800 200 422
- iii. Assessment through Aged Care Assessment Teams
- iv. Respite care available: accommodation and services provided (eg: 2 - 8 weeks)
- v. Complex FEES structure: Daily fees; purchases of a place



Multicultural
Aged Care

www.mac.org.au

Three tiers of Aged Care Services and Culturally and Linguistically Diverse (CALD) services

- a. **Commonwealth Home Support Program (CHSP) and Culturally and Linguistically Diverse (CALD)**
 - i. CHSP programs very popular with CALD older people
 - CALD persons over represented in raw % terms
 - Preferred services provided by CALD community groups in community
 - ii. Most individual **services** being streamlined into Levels 1 and 2 Packaged Care post 2020
 - Concerns being expressed about the continuing provision of culturally targeted care by generalist providers
 - iii. Services such as meals, transport and social support group may be self-funded post June 2022
 - Impact on CALD community groups will be devastating
 - Provision of culturally competent care services will be compromised
 - CALD older people will be more marginalised

- b. **Australian Government Packaged Care and CALD older people**
 - i. CALD older people over represented in raw % terms in accessing packaged care
 - Access has been increasing but quality of care delivered is compromised
 - **Quality** of culturally targeted packaged care services **received is variable**
 - Payment for Interpreter services is a barrier
 - CALD older people and their families are **dissatisfied** with many generalist agencies providing culturally targeted care
 - Dissatisfied with how their complaints are handled
 - Refusing services because delivery is unsatisfactory is increasing.

- c. **Australian Government Residential Care and CALD older people**
 - i. CALD older people **under-represented** in raw % terms in Residential Care
 - ii. Selling the family home is challenging
 - iii. Resistance to entering Residential Care is strong
 - iv. Dissatisfaction with the provision of targeted culturally competent services
 - v. Provision of interpreting and translation services is compromised

The key players in aged and community are:

- a. Department of Health, Ageing and Age Care
<https://agedcare.health.gov.au>

- b. Aged Care Sector Committee
<https://agedcare.health.gov.au/aged-care-reform/aged-care-sector-committee>
- c. Australian Aged Care Quality and Safety Commission
www.agedcarequality.gov.au
- d. National Aged Care Alliance
<https://naca.asn.au>
- e. Aged Care Services Australia
www.acsa.asn.au
- f. Leading Aged Services Australia
<https://lasa.asn.au>
- g. The Aged Care Guild
<https://www.agedcareguild.com.au>
- h. Council on the Ageing (COTA) Australia
<https://www.cota.org.au>
- i. National Seniors
<https://nationalseniors.com.au>
- j. Older People Advocacy Network (OPAN)
<https://opan.com.au>
- k. Stakeholders: Dementia Australia; Carers Australia; Palliative Care Australia

Culturally and Linguistically Diverse key players

- a. CALD community groups delivering aged and community care services
- b. Federation of Ethnic Communities' Councils of Australia (FECCA)
Positive CALD Ageing Network (PCAN)
<http://fecca.org.au>
- c. PICAC Alliance: an agency based in each state and territory
www.picacalliance.org

Resources promoting culturally and linguistically targeted approaches:

- a. Diversity Framework
<https://agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/aged-care-diversity-framework>
- b. CALD Action Plans
<https://agedcare.health.gov.au/actions-to-support-older-culturally-and-linguistically-diverse-people>
 - i. For service providers
 - ii. For consumers
- c. Centre for Cultural Diversity in Ageing website
www.culturaldiversity.com.au
- d. Multicultural Aged Care Library
<https://library.mac.org.au>
- e. PICAC Alliance webpage
www.picacalliance.org

My Aged Care

- a. Entry point into accessing aged and community care services
- b. Accessing CALD specialist services is being reviewed
- c. Website being upgraded
- d. Navigator Pilot Program (8 CALD Navigator Pilot programs around Australia)

New Integrated Standards for Home Care and Residential Care

- a. Implementing the new standards from 1 July 2019: 8 Standards 200+ outcomes
- b. The PICAC Program was only minimally involved in the framing of the new Standards
 - i. Will the PICAC Program be involved in training the assessors to assess cultural competent care services
- c. The Diversity Framework is referenced but how culturally targeted services will be assessed is not planned
- d. Funding models
- e. Resource Utilisation and Classification Study (RUCS) being considered
- f. Funding models being canvassed for CHSP; Packaged care and Residential Care
- g. Fees and contributions being considered

Workforce

- a. Pollaers Report to be implemented
 - i. The Aged Care Workforce Strategy Taskforce tabled *A matter of care—Australia's aged care workforce strategy*. This strategy outlines 14 areas for action to support Australia's aged care workforce in their essential role of caring for some of the frailest, most vulnerable members of our society.

Royal Commission into Aged Care Quality and Safety

- a. Investigating aged and community care service delivery
- b. FECCA has provided a submission and spoken at the hearings
- c. CALD community groups and CALD individuals and their families are being encouraged to submit
- d. A significant proportion of CALD older people and their families are involved in the CHSP program and therefore have NOT been invited to submit.