Community Support Services – similarities and differences across the Tasman: *Australia*

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Chairperson, Aged & Community Services Australia  
*NZAG/AAG/ANZSGM Trans Tasman Online Symposium, 27 June 2017*
Table 2.1: Aged care in Australia, 2014-15

<table>
<thead>
<tr>
<th></th>
<th>Home and Community Care</th>
<th>Home care</th>
<th>Residential care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of providers</td>
<td>1,628</td>
<td>504</td>
<td>972</td>
</tr>
<tr>
<td>Number of services</td>
<td>N/A</td>
<td>2,292</td>
<td>2,681</td>
</tr>
<tr>
<td>Number of places</td>
<td>N/A</td>
<td>72,702</td>
<td>192,370</td>
</tr>
<tr>
<td>Number of consumers/occupancy</td>
<td>812,384</td>
<td>85.8%</td>
<td>92.5%</td>
</tr>
<tr>
<td>Commonwealth funding ($ billion)</td>
<td>$1.9 b</td>
<td>$1.3 b</td>
<td>$10.6 b</td>
</tr>
</tbody>
</table>
Aged Care Expenditure

Chart 2.6: Australian Government total budgeted aged care expenditure 2016-17

- Residential care: 68.6%
- Home care: 9.9%
- Home support: 3.1%
- Other aged care: 2.6%
- Flexible aged care: 15.8%

Total Australian Government expenditure: $17.4 billion
Aged Care Consumers

Chart iii: Proportion of people 70+ and 85+ accessing aged care at 30 June 2015

- HACC: 30% (70+) 53% (85+)
- Home care: 2% (70+) 6% (85+)
- Residential care: 7% (70+) 22% (85+)
- Aged care consumers: 38% (70+) 80% (85+)
Providers in Australia

Excludes Vic & WA HACC
• Call centre 1800 200 422
• Web: http://www.myagedcare.gov.au/
• Key components
  • Information about aged care services
  • Regional Assessment Services for Home Support services
  • Aged Care Assessment Teams for Home Care and Residential Care services
  • Electronic aged care client record
    • Service provider portal
    • Consumer portal
    • Assessor portal
Home Care Services are designed to provide assistance to people who want to remain living at home but might need some assistance to enable them be safe, comfortable and well.

There are two Government-supported Home Care programs:

- **Commonwealth Home Support Program** (CHSP), formerly known as Home and Community Care (HACC) program.
  
  *This program provides entry-level support services for older people who need some basic assistance.*

- **Home Care Packages Program**
  
  *This program provides more complex, coordinated and personalised care at home. It offers four levels of care packages to progressively support people with basic, low, intermediate and high care needs. It can includes personal care, support services, nursing, allied health and clinical services.*
Commonwealth Home Support Programme

- Four grant-funded sub-programs
  - Community & Home Support, including
    - Home nursing, allied health, personal care, domestic assistance, meals, transport, home maintenance, social support
  - Care Relationships
  - Assistance with Care & Housing
  - Service System Development
- Limit of service volume to less than Home Care Package
  - Restrictions on some services, e.g.
    - $500pa (max $1,000) for equipment
    - $10,000 for home modification
- Consumer contributions framework
  - No mandatory fees schedule – target of 15% of grant revenue
  - Greater transparency of user charges and gradual move to national consistency
Shift to Home Care

Chart i: Increase in provision ratio, 2004-2022 (per 1,000 people aged 70 and over)
Projected Growth in Home Care Places
Home Care Packages

- 4 levels of Home Care Package

<table>
<thead>
<tr>
<th>Home Care Package</th>
<th>Annual Subsidy Level (2016-17)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>$8,045</td>
</tr>
<tr>
<td>Level 2</td>
<td>$14,633</td>
</tr>
<tr>
<td>Level 3</td>
<td>$32,171</td>
</tr>
<tr>
<td>Level 4</td>
<td>$48,906</td>
</tr>
</tbody>
</table>

- Dementia & Cognition Supplement
- Veterans Supplement
- All HCPs delivered as Consumer Directed Care (CDC) since July 2015
Table 1.1 Home care subsidy and consumer contributions, daily/annual amounts (March 2017 rates)

<table>
<thead>
<tr>
<th></th>
<th>Basic daily fee</th>
<th>Care*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Level 1</td>
</tr>
<tr>
<td>Maximum government subsidy^</td>
<td>×</td>
<td>$22.04 / $8,044.60</td>
</tr>
<tr>
<td>Pensioner</td>
<td>$10.10 / $3,686.50</td>
<td>×</td>
</tr>
<tr>
<td>Part pensioner</td>
<td>$10.10 / $3,686.50</td>
<td>$14.49 / $5,276.08</td>
</tr>
<tr>
<td>Self-funded retiree</td>
<td>$10.10 / $3,686.50</td>
<td>$22.04 / $8,044.60</td>
</tr>
<tr>
<td>Maximum provider revenue (annual)</td>
<td>$3,686.50</td>
<td>$8,044.60</td>
</tr>
</tbody>
</table>

* Consumer contributions for care show maximum income-tested care fees. The income-tested care fee is capped at $14.49 per day for incomes up to $50,455.60 and at $28.98 for incomes over $61,007.78.

^ Basic subsidy rates excluding additional supplements. Actual subsidy paid is reduced by amount of assessed income-tested care fee.
Home Care income thresholds and caps

**Figure 2.1 Home care income thresholds and maximum income-tested care fees, at March 2017**

- **Home care – maximum income-tested care fees based on income, single person, March 2017 prices (current rates)**

<table>
<thead>
<tr>
<th>Annual assessed income</th>
<th>Maximum annual fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 - $10,000</td>
<td>$0</td>
</tr>
<tr>
<td>$10,001 - $20,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>$20,001 - $30,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>$30,001 - $50,000</td>
<td>$6,000</td>
</tr>
<tr>
<td>$50,001 - $61,007.78</td>
<td>$8,000</td>
</tr>
<tr>
<td>$61,007.79 - $70,000</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

- **Note:**
  - *Would also include those people with significant levels of assets and low levels of income*
  - **Would also include those people with significant levels of assets and income within the income range.**

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- **First cap**
- **Second cap**
- **50% taper rate**
- **Income tested fee payable and may be asked to pay a basic daily fee**
- **Full pensioner**
- **Part pensioners**
- **Self-funded retiree**
Table 2.3 Split of maximum consumer contribution (including basic daily fee) and government subsidy, by home care package level (March 2017 rates)

*P: Full pensioner, PP: Part Pensioner, SFR: Self-funded retiree

* Consumer contributions for full pensioner limited to basic daily fee. Contributions for part pensioners and self-funded retirees include basic daily fee and income-tested care fee (at annual caps).

^ Total package value includes basic home care subsidy rates (excluding supplements) and basic daily fee.

<table>
<thead>
<tr>
<th>Source</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>%</td>
<td>$</td>
<td>%</td>
</tr>
<tr>
<td><strong>P</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consumer*</td>
<td>$3,686.50</td>
<td>31%</td>
<td>$3,686.50</td>
<td>20%</td>
</tr>
<tr>
<td>Government</td>
<td>$8,044.60</td>
<td>69%</td>
<td>$14,632.85</td>
<td>80%</td>
</tr>
<tr>
<td><strong>PP</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consumer</td>
<td>$8,962.58</td>
<td>76%</td>
<td>$8,962.58</td>
<td>49%</td>
</tr>
<tr>
<td>Government</td>
<td>$2,768.52</td>
<td>24%</td>
<td>$9,356.77</td>
<td>51%</td>
</tr>
<tr>
<td><strong>SFR</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consumer</td>
<td>$11,731.10</td>
<td>100%</td>
<td>$14,238.68</td>
<td>78%</td>
</tr>
<tr>
<td>Government</td>
<td>0</td>
<td>0%</td>
<td>$4,080.67</td>
<td>22%</td>
</tr>
<tr>
<td><strong>Total package value</strong>^</td>
<td><strong>$11,731.10</strong></td>
<td><strong>$18,319.35</strong></td>
<td><strong>$35,857.60</strong></td>
<td><strong>$52,592.85</strong></td>
</tr>
</tbody>
</table>
## Aged Care Revenue

<table>
<thead>
<tr>
<th>Program</th>
<th>Government contribution</th>
<th>Consumer fees</th>
<th>Other sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home &amp; Community Care</td>
<td>90%</td>
<td>10%</td>
<td>-</td>
</tr>
<tr>
<td>Home Care Packages</td>
<td>89%</td>
<td>10%</td>
<td>1%</td>
</tr>
<tr>
<td>Residential Care</td>
<td>66%</td>
<td>27%</td>
<td>7%</td>
</tr>
</tbody>
</table>
# New aged care concepts

<table>
<thead>
<tr>
<th>Concept</th>
<th>Description</th>
<th>Service responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness</td>
<td>A philosophy or approach focused on health and wellbeing</td>
<td>All services</td>
</tr>
<tr>
<td>Reablement</td>
<td>A time-limited, goal-oriented intervention</td>
<td>Home Support</td>
</tr>
<tr>
<td>Restorative care</td>
<td>An intensive short-term program to make a functional gain, led by allied health workers</td>
<td>Home Support; Transition Care</td>
</tr>
<tr>
<td>Consumer directed care (CDC)</td>
<td>Philosophy of person-centred care giving consumer choice and control</td>
<td>All services</td>
</tr>
<tr>
<td></td>
<td>CDC with individual budget</td>
<td>Home Care Packages</td>
</tr>
</tbody>
</table>
2017 Reforms
Increasing Consumer Choice

• From 27 February 2017 **Home Care Packages funding transferred to the consumer**
  
• National pool of HCPs with prioritisation process taking into account relative need and time waiting
  • New HCPs are allocated throughout year
  • ACATs assess for specific HCP Level

• Consumers will choose provider, who in turn claims funding from government

• Packages/funding portable to another provider, including in another location
  • Any unspent funds follow the consumer

• Any unspent amount in the HCP budget on exit is returned to the Commonwealth and consumer
  • Approved providers can charge an exit amount which must be published on My Aged Care
Managing the prioritisation process – post Feb 2017

**People**
- Client record updated with approval for home care (package level & priority for service)
- Consumer placed in queue on My Aged Care (Date of home care approval & priority for service)
- Package assigned to consumer

**Packages**
- Release of new packages
- Turnover of existing packages (clients leaving home care or changing package levels)
- All packages available in My Aged Care
- National Package Inventory
Latest on Home Care Reform

• 43,000 new HCPs trickling out from MAC national pool
  • Slightly over 9,000 will be brand new by end of June 2017
• Many new organisations have been approved as home care providers
• CHSP funding contracts extended to mid 2020
  • New funding conditions focused on consumer choice and wellness & reablement
• Focus on wellness and reablement
  • Project to review takeup and effectiveness of this across sector
• CHSP consumer contributions framework
  • Project to survey current fee levels and provide additional advice
Quality
Aged Care Quality

- Review of aged care quality regulatory system
- Consolidation of residential and home care standards into a single set of aged care standards
  - 8 new consumer-focused standards
  - Increased focus on consumer directed care, consumer involvement in service planning
  - Pilot to be conducted in 2017-18
  - Implementation 2018-19
- 3 options for assessing new standards:
  1. Retain separate residential care and home care processes
  2. Instigate single assessment process across all service settings
  3. Exclude certain single service providers from assessment against the standards entirely (combined with either Option 1 or 2)
Legislated Review
Aged Care Legislated Review

• David Tune (Chair of ACSC) conducting the review
• Key areas of investigation according to terms of reference:
  1. Whether unmet demand for residential and home care places has been reduced
  2. Whether number and mix of residential and home care places should continue to be controlled
  3. Whether further steps should be taken to change from a supply driven model to a consumer demand driven model
  4. Effectiveness of means testing arrangements, including alignment across residential and home care services
  5. Effectiveness of pricing regulations
  6. Effectiveness of protections for equity of access
  7. Effectiveness of workforce strategies
  8. Effectiveness of arrangements for protecting refundable accommodation deposits
  9. Effectiveness of arrangements for facilitating access to aged care
• Due to report by August 2017
Legislated Review

- Submissions

- Aged Care Financing Authority
Future aged care reforms
**Focus:**

Wellbeing of older Australians – promoting their independence, giving them choice and retaining their community engagement

**Balance:**

- Individual responsibility
- Affordability for taxpayers
- Safety net for those that need it
Aged Care Sector Committee

• Key formal Government consultative committee with sector
• Key outputs so far:
  • Aged Care Sector Statement of Principles
  • Red Tape Reduction Plan
  • Aged Care Roadmap
• Minister Wyatt has supported directions in Roadmap and indicated it will guide future policy work
Aged Care Roadmap
Aged Care Sector Committee
Aged Care Roadmap

• Consumers, their families and carers are proactive in preparing for their future care needs and are empowered to do so
• A single government operated assessment process that is independent and free, and includes assessment of eligibility, care needs, means and maximum funding level
• Regardless of cultural or linguistic background, sexuality, life circumstance or location, consumers can access the care and support that they need
• The community is dementia aware and dementia care is integrated as core business throughout the aged care system
• A single aged care and support system that is market based and consumer driven, with access based on assessed need
Aged Care Roadmap

• A single provider registration scheme that recognises organisations registered or accredited in similar systems, and that has a staged approach to registration depending on the scope of practice of the providers

• Sustainable aged care sector financing arrangements where the market determines price, those that can contribute to their care do, and government acts as the ‘safety net’ and contributes when there is insufficient market response

• A well-led, well-trained workforce that is adept at adjusting care to meet the needs of older Australians

• Greater consumer choice drives quality and innovation, responsive providers and increased competition, supported by an agile and proportionate regulatory framework
National Aged Care Alliance (NACA)

• NACA consists of national provider, consumer, union and professional peak bodies (including AAG)
• Government consults with NACA as major sector representative group
  • Home Support Advisory Group
    • Working with DoH to provide input into wellness & reablement and client contributions consultancy projects in first half of 2017
• Quality & Compliance
• Gateway (My Aged Care)
• Home Care Reform
  • Focus is HCP to consumer Feb 2017
Enhancing the quality of life of older people through better support and care

NACA Blueprint Series
June 2015

Australians deserve to
preparing for our future now

national AGED CARE alliance
An integrated care at home program
Creating an integrated care at home program

- Government considering consolidating Home Care Package and Commonwealth Home Support Programs into an Integrated Care at Home program from 2020
  - Department of Health held consultation workshop with members of NACA Home Support & Home Care Reforms Advisory Groups in October 2016
  - Likely to release discussion paper within next month
- Aged & Community Services Australia and NACA have released discussion papers on the options for creation of an integrated home care and support program
Useful websites

• Australian Department of Health
  https://agedcare.health.gov.au

• Aged Care Financing Authority

• National Aged Care Alliance
  http://www.naca.asn.au

• Aged & Community Services Australia
  http://www.acsa.asn.au

• Australian Association of Gerontology
  https://www.aag.asn.au