Community Aged Care Reforms in Australia and New Zealand
Questions and Answers

Simon Templeton: so income testing means if you have too much money you have to pay for the service? Is this new?

Lee Fay Low: Yes this is new and the info is here: http://www.myagedcare.gov.au/financial-and-legal/home-care-package-income-tested-care-fee I suspect that we'll see more of the wealthier older people going to private providers as a result of this.

Carole Bain: This is not new in Residential Aged Care, but new in Home Care Packages. There has always been a means test but meant you could only contribute up to 17.5% of the pension rate. It is not about having too much money it is about the ability to contribute to your care.

Elizabeth Evans: Would individualised funding and good levels of service collaboration resolve the itinerancy issue?

Gill Lewin: Yes I would think so if the commonwealth’s systems allowed individuals to access services wherever they were and didn’t rely on the individual needing to tell anyone in advance what their movements were going to be as when we tried to run a program in which individuals could access our services anywhere in a region we found that they were very unlikely to be able to tell us in advance where they were going and when in different places would often not access the service even if it was available. Once there is a shared electronic record it should be easy enough to be able to allow individuals to access services wherever they are. The difficulty for service providers would be having unpredictable demand for their services.

Carole Bain: It may although this is not really the only answer in small populations as a provider, you need an overall base $ amount to manage buildings etc.

Emily You: Is there any new research about CDC? I am interested in the implementation process rather than the outcomes at this stage. It seems as if it is so early to talk about the outcomes because CDC has not been fully implemented in the community aged care system. While the government guideline has specified that all home care packages should be delivered on a CDC basis from July 2015, many industry people have argued that aged care providers have not got prepared for it. What are your opinions on these issues? Thank you.

Lee Fay Low: There may be evaluation research about CDC implementation in Australia which is in the 'grey' literature, but nothing from the Government or peer-reviewed journals as far as I know, if others are aware of such work or are willing to share their evaluations please email them to me and we can circulate.

I have heard others saying that there has been insufficient support to aged care providers
in terms of helping them implement CDC, and descriptions of all the infrastructure changes that are required to put the model in. I don’t know if this is true.

**Carole Bain:** If you look at the My Aged Care Website or the Home Care Today Website. There are some good resources re implementation of CDC:
http://homecaretoday.org.au/provider

**Pansy Lee:** Lee Fay, Has there been anything in prior research papers (limited as it may be) regarding the impact of progressive decline (e.g. the issue of a decline in capacity which can impact on choice and risk) how a CDC model of service delivery manages these issues?

**Lee Fay Low:** you may be interested in the following – they don’t really answer your question but are related:


**Jackie Broadbent:** is there any research on patient experience of CDC? (from an Aussie who lives in NZ)?

**Lee Fay Low:** These may be of interest:


**Carole Bain:** There was an initial evaluation of implementation of CDC conducted by KPMG and is available on the DSS Website.

**Elizabeth Evans:** Is there a lobby /advocacy group pressing the argument that aged care in rural and remote areas should be considered very high risk in terms of market failure and that funding, practice and service design that responds specifically to the issues Carole raised (and others that are characteristic of rural and remote areas) is the best way to ensure effective support for people in these communities?
**Carole Bain:** Definitely - Aged & Community Care Services (ACSA)

**Kim Fergusson:** Was community funding of allied health etc. (services outside the specific support package) taken into account?

**Simon Templeton:** Hi Kim, yes it was - it certainly took a lot of AH initially, and the community team was funded for this (for the first 6 months). After that it was business as usual, now some of the community providers have employed allied health as part of their teams.