

# INTRODUCTION to HOME CARE PACKAGES

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May 2016



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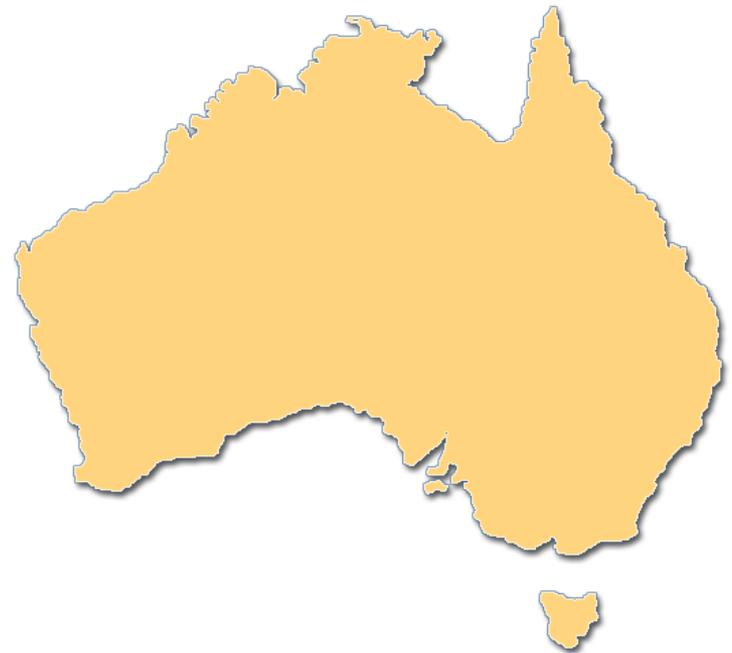
# Changes to Community Aged Care

Why was reform necessary?

What are the challenges?

What are the main changes?

What's happening when?



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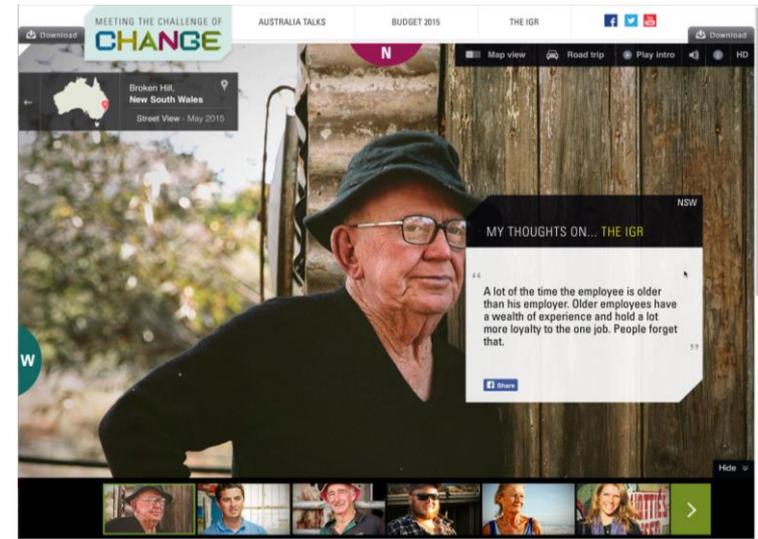
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# Why reform? The demographics

## 2015 Intergenerational Report

### *The Challenge of Change*

- Longer life expectancy
- 40,000 people over 100 by 2055
- We need to increase 65+ workforce participation



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# Why reform? The demographics

## The ageing population

2055

for every person over 65 there will be 2.7  
working age adults

THE NUMBER OF PEOPLE (AGED 15 TO 64) PER PERSON  
AGED 65+ IS DECREASING



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# Why reform? What consumers want

2011 Productivity Commission  
*Caring for Older Australians*



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# What do consumers want?

2012 Minister's Conversations with older people:  
*What older people want*

- to remain valued and **active** citizens
- to stay at **home**
- to remain **independent**
- easy access to good **information**
- access to **services** when needed



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# What do consumers want *from services*?

## 2011 Productivity Commission findings *Caring for Older Australians*

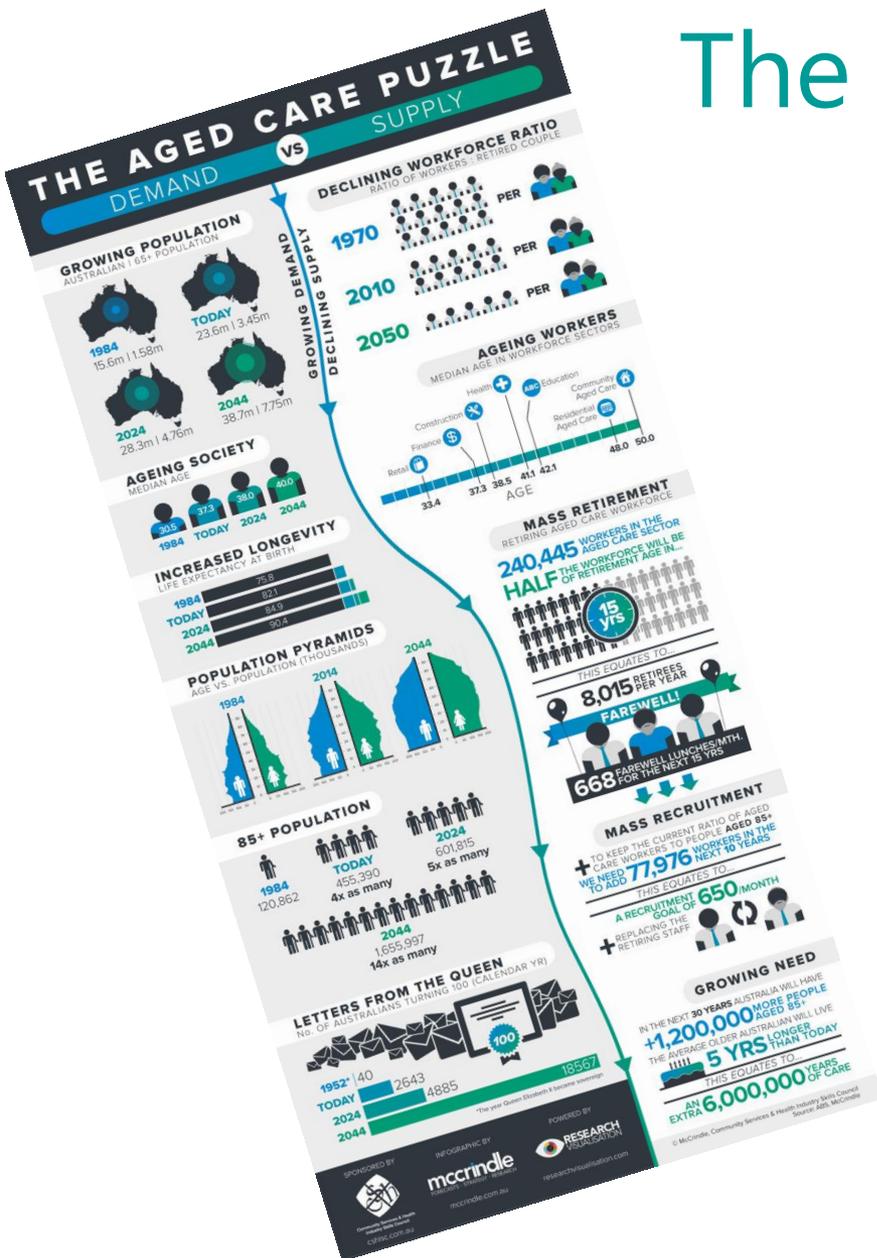
- transparency and fairness
- choice and control
- skilled, respectful workforce
- respect for diversity
- control over death



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# The challenges



Source: McCrindle

- reform unsustainable **funding models**
- build a consistent **national system**
- move to **needs-based funding**
- encourage individuals to take more **responsibility** for their care
- focus on **proactive** health and wellbeing, reduce need for services
- create more **competitive** market for demand-led services
- train large new workforce to deliver consumer-directed **care**
- revise qualifications to reflect **changed roles and skills**

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# The reform timetable

## *When is it all happening?*

- Jul 2012    **Reform announced**  
National system, all funding
- Jul 2013    **Home Care Packages change**  
Consumer Directed Care (CDC) pilots, six principles
- Jul 2014    **Reforms introduced**
- income testing for home care packages
  - changed means test for residential care
  - distinction high/low residential care removed
  - expanded role Australian Aged Care Quality Agency
- Jul 2015    **Home Care packages**
- **All Home Care Packages delivered on a Consumer Directed Care basis**
  - Commonwealth Home Support Program (CHSP) replaced HACC (except in VIC & WA)



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# The reform timetable

## *When is it all happening?*

### Feb 2017 **Home Care Packages funding**

All funding goes with eligible consumer, not provider

Central waiting list with My Aged Care following assessment for eligibility

### 2017 **Five year review of reforms**

### July 2018 **Integrated system**

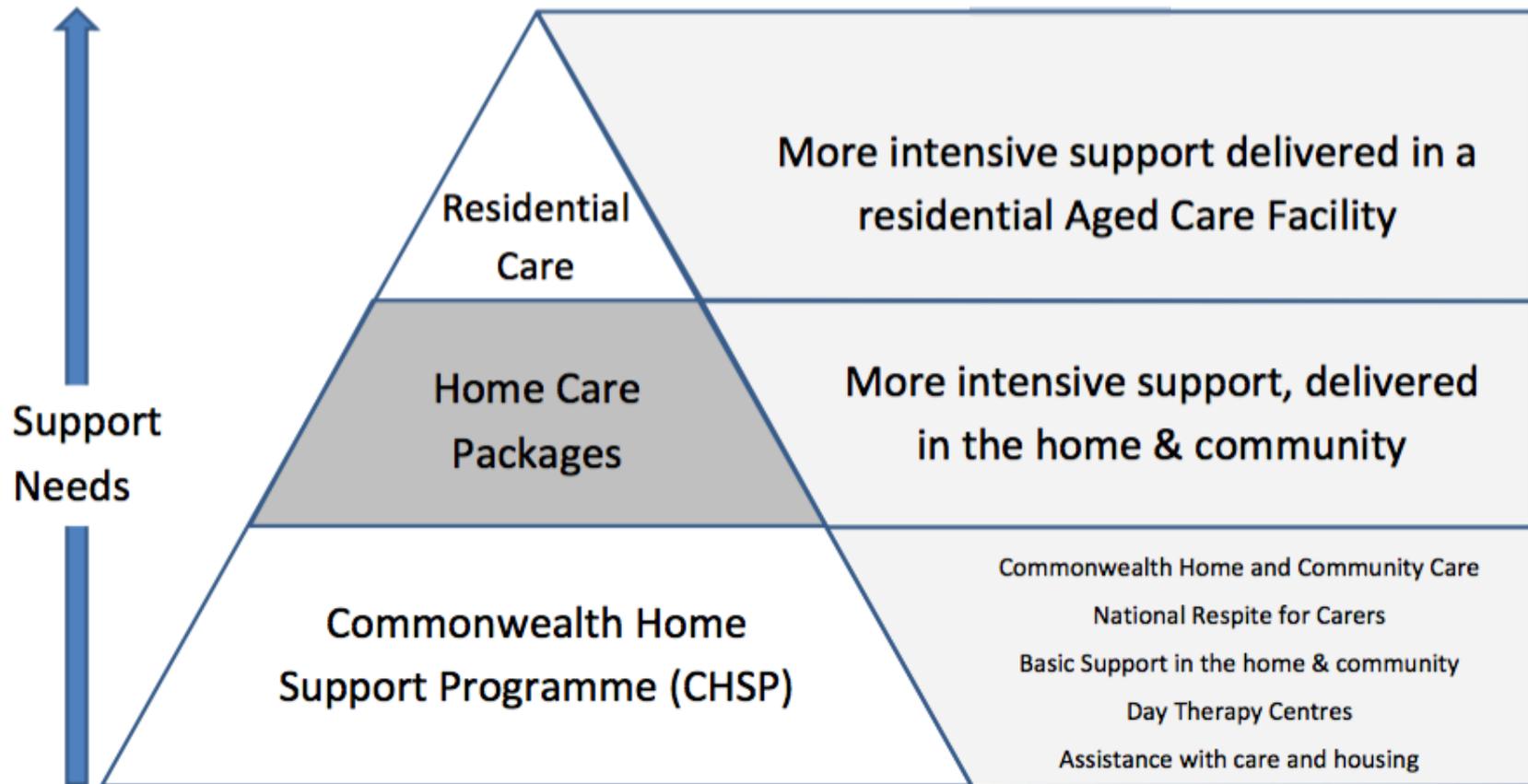
Home Care Packages and Commonwealth Home Support Program to be integrated



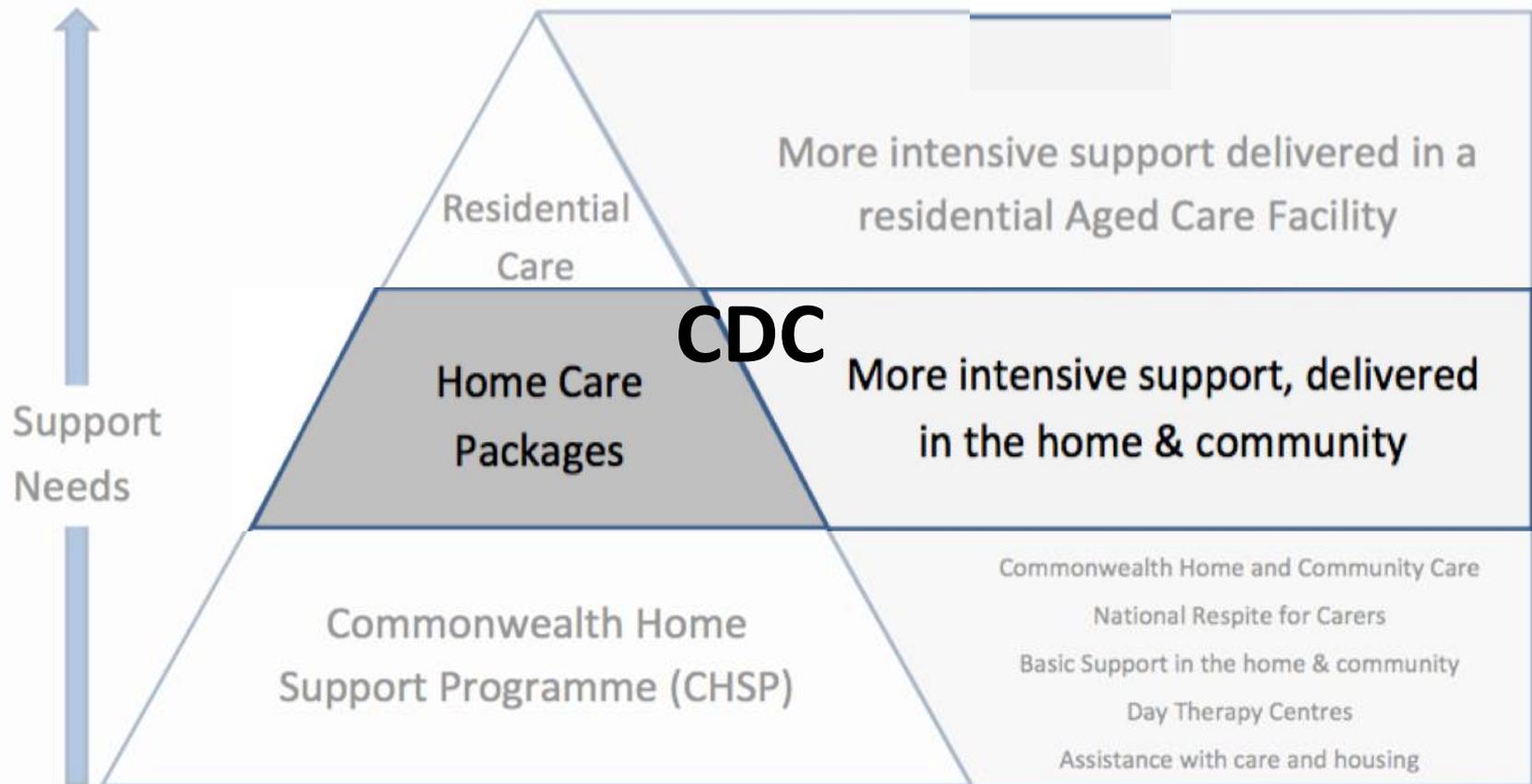
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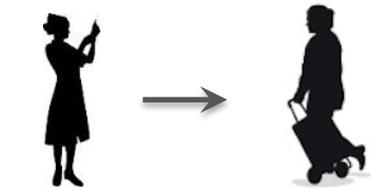
# Home Care Packages



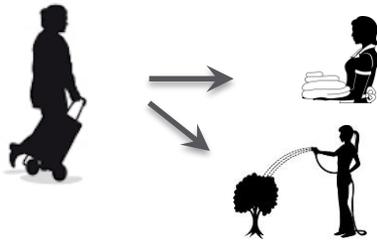
# Home Care Packages



# The reforms: Consumer Directed Care in Home Care Packages



- **Who chooses**  
choice shifts from the provider to the *consumer*



- **Who directs**  
*consumer* directs what supports they want from providers: there is an individualised plan



- **Who decides**  
*consumer* has an individualised and transparent budget to allocate: the budget goes with the consumer



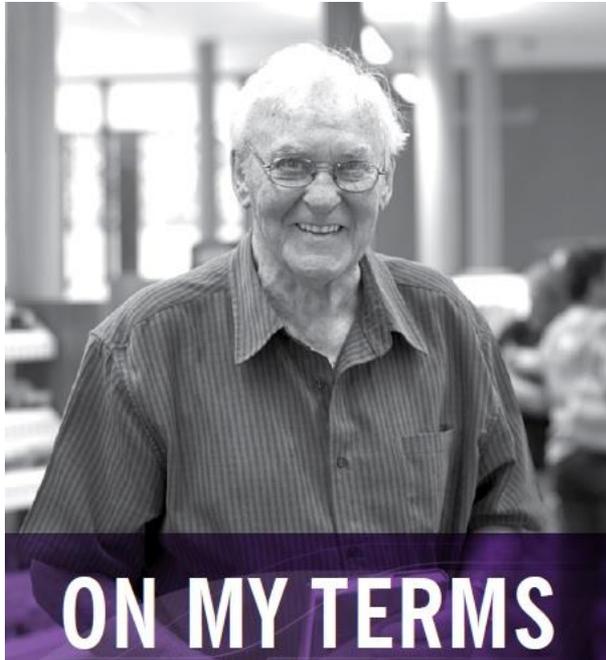
- **Who manages**  
*consumer* chooses how much responsibility they want to take for their own funding package



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# The reforms: Consumer Directed Care in Home Care Packages



- Who chooses
- Who directs
- Who decides
- Who manages

**THE CONSUMER DIRECTS  
THE CARE**

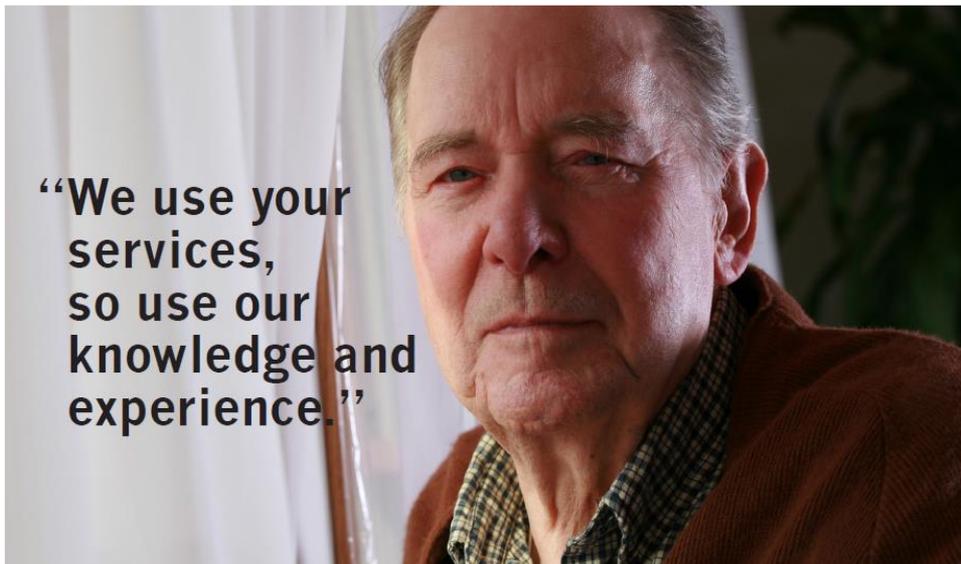


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# Individual goals

- focus on the consumer's strengths and goals
- design support to increase independence



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# Aged Care profile, July 2015

## Home Care

- live at home as long as possible
- provide choice and flexibility in services

### **Home Care Package 3&4**

intermediate and high intensity care

### **Home Care Package 1&2**

low intensity, case management

# Aged Care profile, July 2015

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Flexible Care

Residential Care

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## Home Care

*Expected 100,000 by 2018*

(over 30% increase from 2014)



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Flexible Care

Residential Care

## Commonwealth Home Support Program

low intensity basic support at home

*short term restorative*

*ongoing services for clients and carers*

# What are the six CDC principles?



## **1 Consumer choice and flexibility**

- acknowledge that consumers have managed their own lives for a long time
- provide service options to help them build their care package
- support them to live the life they want

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- support them to live the life they want



## 2 Rights

- acknowledge an older person's right to individualised aged care services and support

# What are the six CDC principles?



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- provide service options to help them build their care package
- support them to live the life they want



## 2 Rights

- acknowledge an older person's right to individualised aged care services and support



## 3 Respectful and balanced partnerships

- support consumers to determine the level of control they want
- some will choose help to manage their package

# What are the six CDC principles?

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## **4 Participation**

- help remove of barriers to community and civic participation
  - provide information, encouragement and support
-

# What are the six CDC principles?



## 4 Participation

- help remove of barriers to community and civic participation
- provide information, encouragement and support



## 5 Wellness and re-ablement

- use a re-ablement framework for services
- assume older person can regain previous level of function and independence

# What are the six CDC principles?



## 4 Participation

- help remove of barriers to community and civic participation
- provide information, encouragement and support



## 5 Wellness and re-ablement

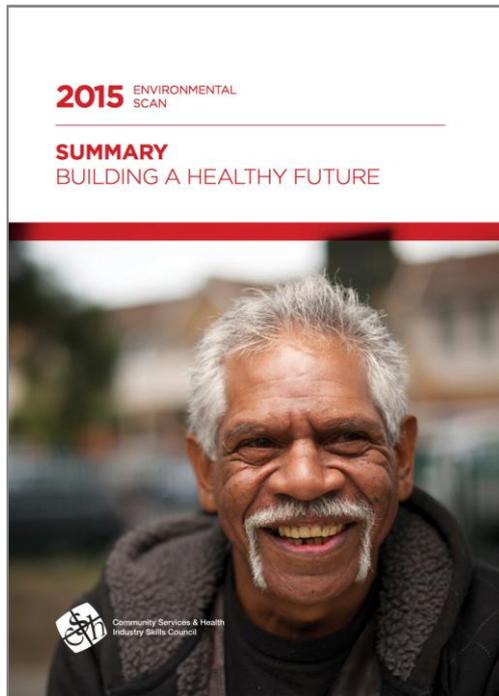
- use a re-ablement framework for services
- assume older person can regain previous level of function and independence



## 6 Transparency

- support people use their budgets to purchase the aged care services they choose
- assist them to make informed decisions about their care
- provide full information about cost of services, contents of their individual budgets, how their package funding is spent

# Workforce



“ In 2012 there were **350,000** workers in aged care; by 2050 there will need to be **1.3 million.**”

*CSHISC 2015 Environmental Scan*  
[www.cshisc.com.au/learn/cshisc-environmental-scan/escan-2015/](http://www.cshisc.com.au/learn/cshisc-environmental-scan/escan-2015/)



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# The provider-centred model



\$\$s to the agencies



agencies determine the services based on the available \$\$s

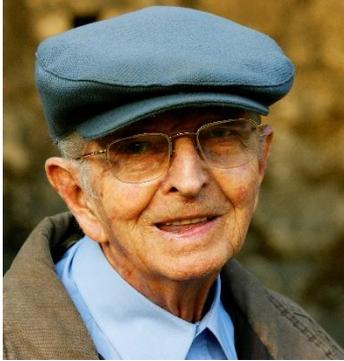


consumer is offered services



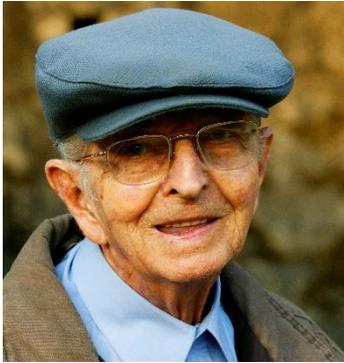
consumer receives services from the available "menu"

# CDC principles in action



individual comes first

# CDC principles in action

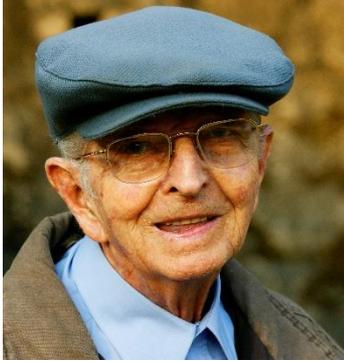


individual comes first



staff help identify dreams  
and wishes for a good life,  
and independence

# CDC principles in action



individual comes first

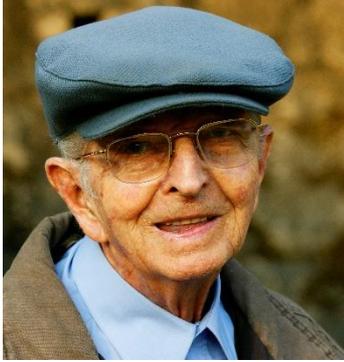


staff help identify dreams  
and wishes for a good life,  
and independence



services match individual  
needs and goals

# CDC principles in action



individual comes first



staff help identify dreams and wishes for a good life, and independence

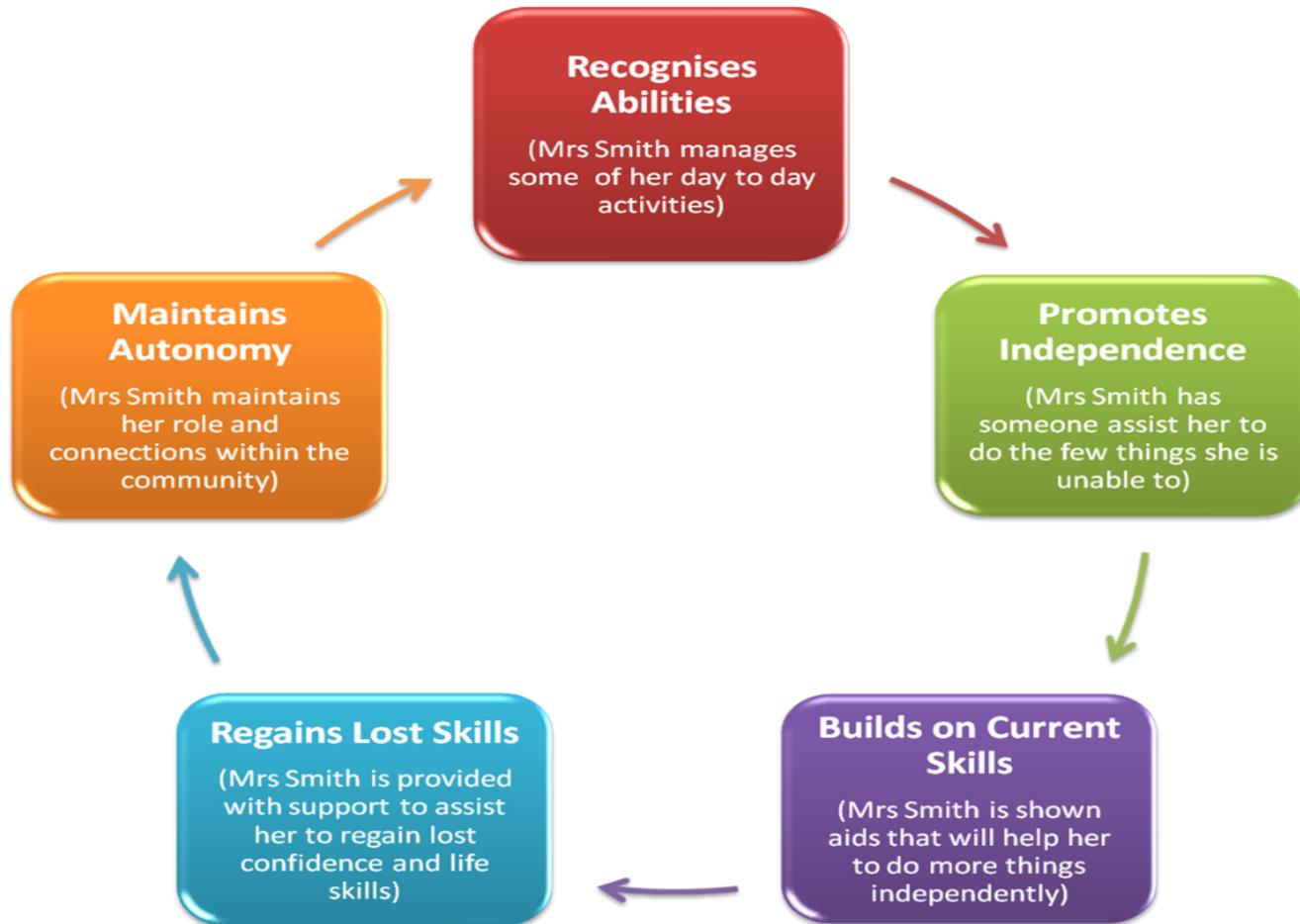


services match individual needs and goals



more satisfaction due to choice and flexibility

# CDC supported by an independence/wellness approach



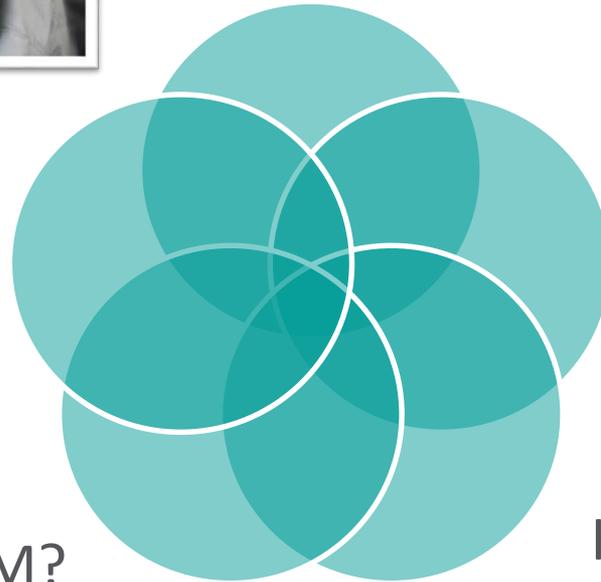
# What will your service model be?



WHO?



ASSUMPTIONS



WHAT?

BY WHOM?

HOW?



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# Assumptions

People with  
cognitive  
impairments  
can't make  
choices

Consumers can choose  
options that may involve  
some risks



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# Stakeholder comments

Do our customers really love us - we don't know yet!

*You cannot take it for granted that what made you successful in the past will make you successful into the future.*

*Services are going to learn that it is not how slick our marketing is but how good our service delivery is.*

For us this is a board led process



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# Aged Care Principles

**Consumer choice is at the centre of quality aged care**

**Support for informal carers remains at the centre**

**Provision of formal aged care is to be contestable, innovative and responsive**

**Aged Care is both affordable and sustainable**



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# National Aged Care Alliance

The National Aged Care Alliance is a representative body of peak national organisations in aged care, including consumer groups, providers, unions and health professionals, working together to determine a more positive future for aged care in Australia.



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Enhancing the quality of life of older  
people through better support and care

NACA Blueprint Series  
June 2015

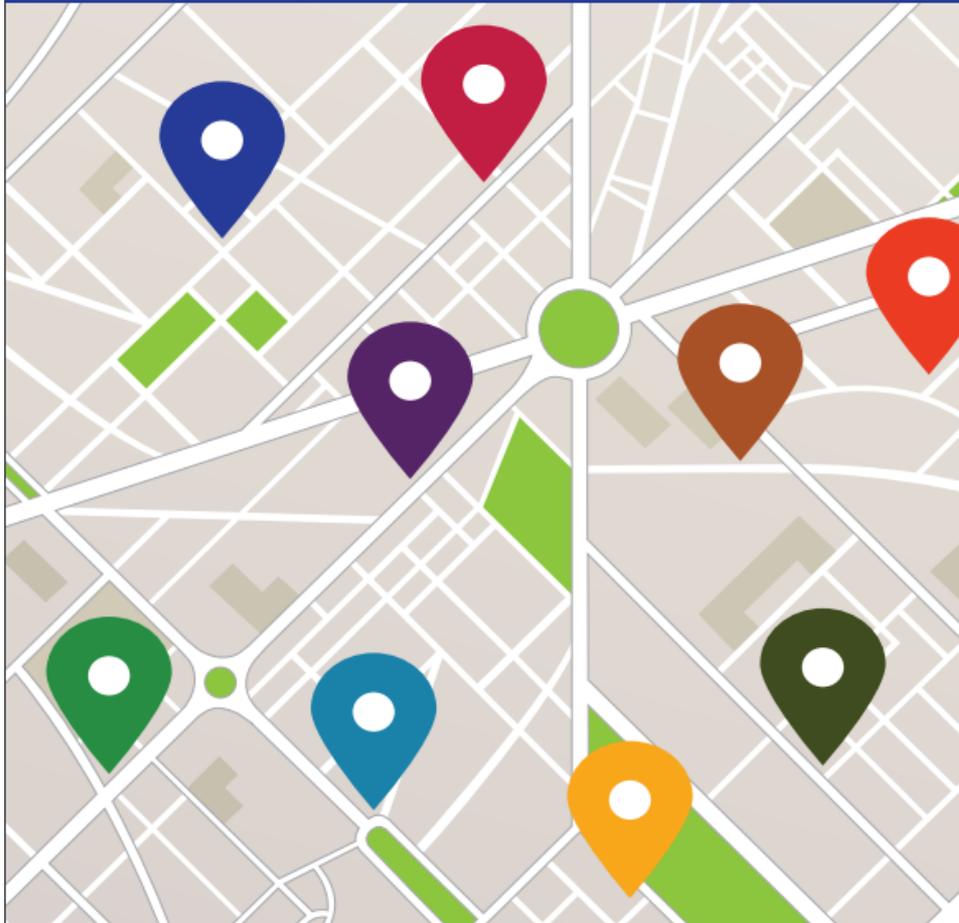


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# Aged Care Roadmap

Aged Care Sector Committee



How do consumers prepare for and engage with their aged care?

How are eligibility and care needs assessed?

How are consumers with different needs supported?

How do we make dementia care core business throughout the system?

What care is available?

Who provides care?

Who pays?

How will the formal and informal workforce be supported?

How will quality be achieved?



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# Diversity

Consider older people with diverse needs, including:

<b>people from Aboriginal and Torres Strait Islander communities</b>	<b>people from culturally and linguistically diverse backgrounds</b>
<b>people who live in rural or remote areas</b>	<b>people who are financially or socially disadvantaged</b>
<b>Veterans</b>	<b>people who are homeless or at risk of becoming homeless</b>
<b>care-leavers</b>	<b>parents separated from their children by forced adoption or removal</b>
<b>lesbian, gay, bisexual, transgender and intersex people</b>	<b>people of a kind (if any) specified in the Allocation Principles.</b>



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*February 2017 and July 2018 will be the biggest change this industry has seen. I haven't been able to find a parallel in any other industries. I'm concerned most of the industry has not seen the significance of the change – this is the mother of all disruptions.*

Home Care Package provider, 2015



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# Seven governance implications: being ready for February 2017

1. Increasing choice for consumers
2. Fluctuating demand and revenue
3. Marketing and communications
4. Workforce planning
5. Innovation
6. Managing risk
7. Organisational strategy, structure and performance



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HOME

CONSUMER

PROVIDER

## Consumers and Carers

- [▶ What are Home Care Packages?](#)
- [▶ What is Consumer Directed Care?](#)
- [▶ For answers to Frequently Asked Questions about CDC in Home Care Packages](#)
- [▶ Would you like to learn from others? Find information about Peer Education](#)

## Home Care Package Providers and other Aged Care Professionals

- [▶ For resources, learning opportunities and tools to help your organisation with the implementation of Consumer Directed Care \(CDC\) in Home Care Packages.](#)
- [▶ Grappling with legal issues that changes to CDC might raise?](#)
- [▶ Considering how to engage more effectively with the consumers of your service? – Consumer Engagement](#)

## Events/Training

Consumer Directed Care in Aged Care – An Introduction for Educators 13th May 2016

May 13 @ 2:00 pm - 3:30 pm

Your Future in Home Care Packages: Conference for New Providers

May 16

Realising the Potential of CDC in Australia: Citizenship, Community, Creativity

May 17

[View All Events](#)

## What's New

[Your Future in Home Care Packages](#)

This workshop is for providers looking to take up Home Care Packages. It covers all the basics of what you need to do now, including an overview of the February 2017 changes.

[Realising the Potential of CDC In Australia](#)

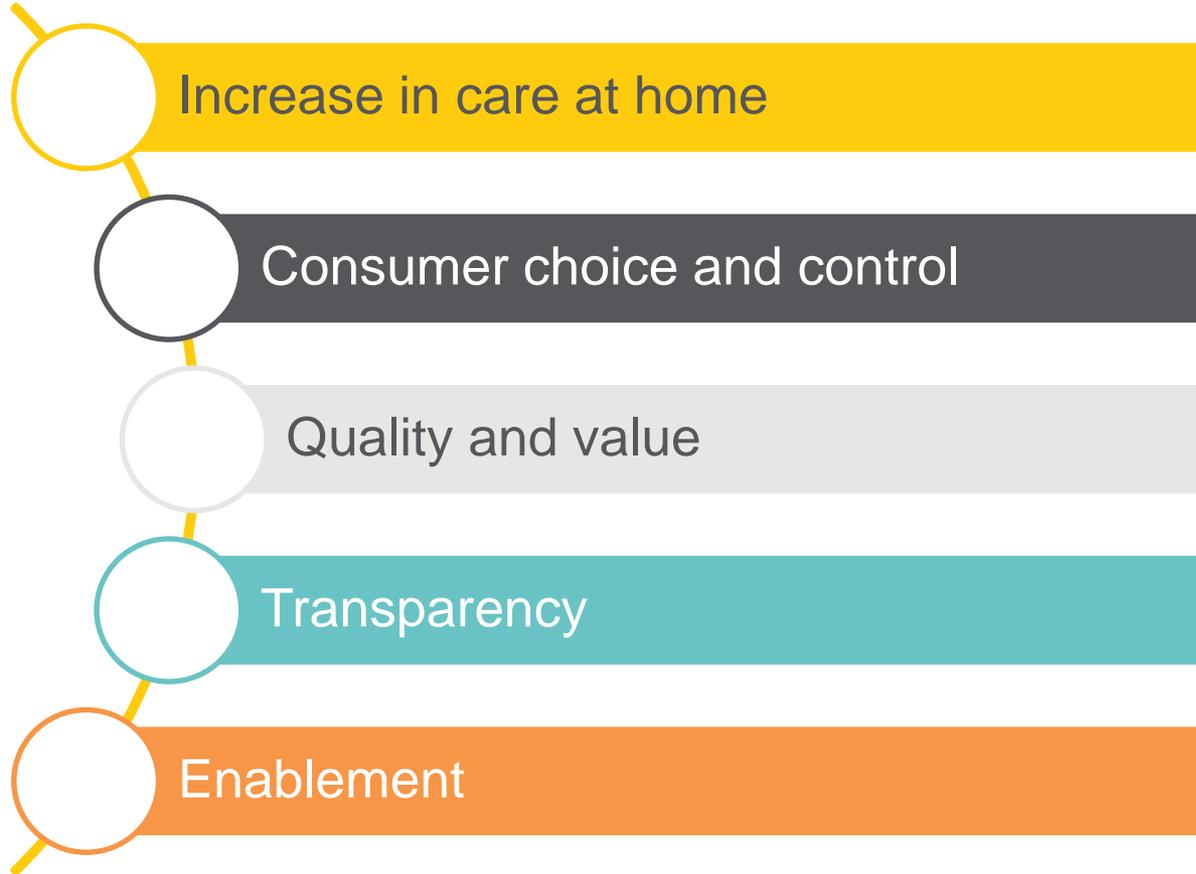
This workshop is run by Dr Simon Duffy from the UK, and focusses on viewing older Australians as more than just consumers, as well as how individual budgets and self directed care can bring about excellent service outcomes.



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# Take-home messages



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# Questions?



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