

AGENDA

INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP MEETING

Notice is hereby given that a meeting of the Inclusive Communities Strategic Reference Group will be held in the Manly Chambers, Belgrave St, Manly on

THURSDAY 16 FEBRUARY 2017

Beginning at 5.00pm for the purpose of considering and determining matters included in this agenda.

To Committee Members

Alex McTaggart (Chair)	Implementation Advisory Group
Kay Millar	LRC - Social
Vanessa Moskal	LRC - Social
Susan Alexander	Mona Vale Chamber of Commerce
Maria-Elena Chidzey	Manly Community Centre&Services Inc.
Mark Daly	Resident – Frenchs Forest Ward
Amanda Farrar	Resident – Curl Curl Ward
Bill Gye	Scotland Island Residents' Association
Julia Hornsby	Warriewood Residents Association
Tania Johnson	Uniting - Ability Links
Greg Jones	Resident – Narrabeen Ward
Elaine Kent	Resident – Manly Ward
Carolyn McKay	NBI (Northern Beaches Interchange)
Amanda Parkinson	Sydney North Health Network
Yvonne Parsons	Mona Vale Hospital Auxilliary
Kathryn Pritchard	Resident – Curl Curl Ward
Susan Watson	Manly Drug Education & Counselling Centre
Sandie Wong	Resident – Frenchs Forest Ward

Council Officer Contacts

Beth Lawsen	Deputy General Manager Public Affairs
Lindsay Godfrey	Executive Manager Community Services
Lynne Jess	Administration Officer Governance

Quorum

Majority of members (excluding vacant positions)

**Agenda for a meeting of the Inclusive Communities
Strategic Reference Group
to be held on Thursday 16 February 2017
in the Manly Chambers, Belgrave St, Manly
Commencing at 5.00pm**

1.0	APOLOGIES	
2.0	DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST	
3.0	REVIEW OF MEETING NOTES	
3.1	Notes of Inclusive Communities Strategic Reference Group held 3 November 2016	1
4.0	AGENDA ITEMS	7
4.1	Community Strategic Plan Development work	7
4.2	Connecting the Northern Beaches	12
4.3	Presentation on Aged Care Reforms	13
4.4	National Disability Insurance Scheme	26
5.0	GENERAL BUSINESS	
	NEXT MEETING Thursday 20 April 2017	

2.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

2.1 NOTES OF INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP HELD 3 NOVEMBER 20161

RECOMMENDATION

That the Notes of the Inclusive Communities Strategic Reference Group held 3 November 2016, copies of which were previously circulated to all Members, be confirmed as a true and correct record of the proceedings of that meeting.

NOTES

INCLUSIVE COMMUNITIES STRATEGIC REFERENCE GROUP MEETING

held in the Manly Chambers, Belgrave St, Manly on

THURSDAY 3 NOVEMBER 2016

**Notes of the Inclusive Communities Strategic Reference Group Meeting
held on Thursday 3 November 2016
in the Manly Chambers, Belgrave St, Manly
Commencing at 5.00pm**

ATTENDANCE

Members

Alex McTaggart (Chair)	Implementation Advisory Group
Kay Millar	Local Representation Committee - Social
Vanessa Moskal	Local Representation Committee - Social
Susan Alexander	Mona Vale Chamber of Commerce
Maria-Elena Chidzey	Manly Community Centre & Services Inc.
Mark Daly	Resident – Frenchs Forest Ward
Amanda Farrar	Resident – Curl Curl Ward
Bill Gye	Scotland Island Residents' Association
Julia Hornsby	Warriewood Residents Association
Tania Johnson	Uniting
Greg Jones	Resident – Narrabeen Ward
Elaine Kent	Resident – Manly Ward
Carolyn McKay	NBI (Northern Beaches Interchange)
Amanda Parkinson	Sydney North Health Network
Yvonne Parsons	Mona Vale Hospital Auxiliary
Kathryn Pritchard	Resident – Curl Curl Ward
Susan Watson	Manly Drug Education & Counselling Centre
Sandra Wong	President – Frenchs Forest Ward

Council Officers

Beth Lawsen	Deputy General Manager Public Affairs
Lindsay Godfrey	Executive Manager Community Services
Lynne Jess	Secretariat

Visitors

Alison Kellett	Research Officer
Louise Hardy	Research Officer
Fiona Winter	Senior Social Policy Researcher

1.0 ACKNOWLEDGEMENT OF COUNTRY

DISCUSSION

Alex McTaggart gave an acknowledgement of Country.

2.0 APOLOGIES

DISCUSSION

That apologies from Bill Gye be received and noted.

3.0 DECLARATIONS OF PECUNIARY AND CONFLICTS OF INTEREST

DISCUSSION

Alex McTaggart gave an overview of the effects of the Pecuniary Interest and Conflict of Interest and the importance of declaring.

4.0 WELCOME AND INTRODUCTIONS

4.1 INTRODUCTIONS AND ROLE OF STRATEGIC REFERENCE GROUP – ALISON KELLETT

DISCUSSION

A McTaggart introduced staff and former Councillors Kay Millar and Vanessa Moskal to members and gave a brief overview of the proposed structure of elected Council come September 2017. He noted the importance of strategic planning and inclusiveness into the Community Strategic Plan.

Louise Hardy, Research Officer introduced herself and advised members of fire exits, facilities and details of parking availability.

4.2 PROFILE OF NORTHERN BEACHES – ALISON KELLETT

DISCUSSION

Alison Kellett, Research Officer gave a presentation (*Attachment 1*) and highlighted the following points:

- Strategic Reference Group Protocols and Guidelines
- Local demographic
- Context within the Greater Sydney Commission
<http://www.greatersydneycommission.nsw.gov.au/>
- LGA (Local Government Area) population
- Housing Implementation

Lindsay Godfrey, Executive Manager Community Services introduced himself to members and gave a brief overview of his professional experience.

Members briefly discussed growth in the local area and noted the Northern Beaches was not experiencing the speed of growth of other areas such as Western Sydney.

ACTION: Clarify Greater Sydney region boundaries.

<http://www.greatersydneycommission.nsw.gov.au/What-We-Do/Greater-Sydney-District-Plans/District-Planning-Overview>

ACTION: Clarify the definition of the community profile for employment and how it is defined.

<http://profile.id.com.au/northern-beaches>

5.0 COUNCIL UPDATES

5.1 OVERVIEW OF CORPORATE STRATEGIC PLAN AND PLANNING PROCESS – LOUISE HARDY

DISCUSSION

L Hardy discussed the Community Strategic Plan (CSP) and the priorities that have been identified, and noted the following points: (*Attachment 1*)

- CSP will be prepared in readiness for election of the new Council
- Council will begin work on the delivery program in July 2017
- Followed by the operational plan in 2018

L Hardy noted that all three former councils are still working on their previous delivery programs, which will continue to be the case until the new Council is elected in September 2017.

A McTaggart noted that the three former councils CSP's can be viewed online at the following

links:

<http://www.warringah.nsw.gov.au/your-council/plans-and-reports/community-strategic-plan>

http://www.pittwater.nsw.gov.au/council/documents/Strategic_Documents/community_strategic_plan

<http://www.manly.nsw.gov.au/council/publications/publications-archive/>

5.2 REVIEW OF ISSUES PAPER – LOUISE HARDY

DISCUSSION

SRG members participated in a workshop to identify their priority issues that need to be addressed across the key themes: Social, Economic and Environment..

A summary of the workshop is attached (*Attachment 2*)

L Hardy reiterated to members that they need to focus on strategic issues, and not operational matters.

5.3 NATIONAL DISABILITY INSURANCE SCHEME – FIONA WINTERS

Fiona Winter, Senior Social Policy Researcher provided members with some background on the National Disability Insurance Scheme (NDIS). She gave a presentation (*Attachment 3*) and highlighted the following points: (*Attachment 3*)

- What is the NDIS
- How is NDIS funded
- NDIS Framework – three key pillars underpin the NDIS design (ask the people what they want)
- Reasonable and Necessary Supports
- Individual Budget –
- My Plan
- Local Area Co-ordinators
- Early Childhood Intervention Support – did not want to be identified
- Funds Management

K Millar raised several points and discussed the need for Council to support people and organisations that are not supported under the NDIS. K Millar gave several examples of case studies.

NOTE: Members unanimously agreed to extend the meeting by ten minutes.

6.0 GENERAL BUSINESS

Nil

7.0 PARKING LOT

- Does the new playground at Newport Beach have a 'security' fence to keep children off main road?;
- Re-instate Braille on Shelly Beach walkway signs to silver sculptures;
- Sister Cities programs – school exchange (overseas and local); and

NEXT MEETING

The next meeting will be held in February 2017. Details will be circulated shortly.

SUMMARY OF ACTIONS

ITEM	ACTION	RESPONSIBLE OFFICER
4.1	Clarify Greater Sydney region boundaries.	Research Officers
4.1	Clarify the definition of the community profile for employment and how it is defined.	Research Officers

The meeting concluded at 7.15pm

*This is the final page of the Notes comprising of 6 pages
numbered 1 to 6 of the Inclusive Communities Strategic Reference Group
meeting held on 3 November 2016.*

4.0 AGENDA ITEMS

ITEM 4.1	COMMUNITY STRATEGIC PLAN DEVELOPMENT WORK - 40 MINS
REPORTING OFFICER	EXECUTIVE MANAGER CORPORATE STRATEGY & PLANNING
TRIM FILE REF	2017/033804
ATTACHMENTS	1 Download Draft goals and strategic considerations for CSP

EXECUTIVE SUMMARY

PURPOSE

That the Inclusive Communities Strategic Reference Group participate in a workshop to assist in the development of the Community Strategic Plan.

BACKGROUND

Council at its meeting on 13 December 2016 considered the results of Stage 1 of community engagement for the Community Strategic Plan and approved for exhibition a draft vision statement, aspirations and priorities. Links to the Council report and Engagement Report are provided below for your information:

[View Council Report](#)

[View Engagement Report](#)

The workshop will focus on the development of the framework (outcomes and goals) in the Discussion Paper.

Attached is some information for members to read in preparation for the workshop.

RECOMMENDATION OF EXECUTIVE MANAGER CORPORATE STRATEGY & PLANNING

That the Inclusive Communities Strategic Reference Group participate in a workshop to assist in the development of the Community Strategic Plan.

DRAFT GOALS AND STRATEGIC CONSIDERATIONS FOR CSP

For LRCs and SRGs consideration

Community Outcomes	DRAFT Goals	DRAFT Strategic considerations (key words for LRC)
VIBRANT LOCAL ECONOMY	1. Our businesses are well-connected and thrive in a progressive environment of innovation and economic growth	<ul style="list-style-type: none"> - Improved access to information, incentives and support - Innovative environments (e.g. start-ups, creatives) - Support local business networks
	2. Our local economy provides for a range of employment and education opportunities to better match the skills and aspirations of the population	<ul style="list-style-type: none"> - Higher education opportunities locally - Reduce need for commuter traffic through flexible work options - Attract higher skilled jobs - Better employment and education opportunities for youth and disadvantaged
	3. Our local businesses create a diverse range of opportunities for work, education, leisure, and social life	<ul style="list-style-type: none"> - Diverse job growth in strategic and district centres - Evening economy that is respectful of local character - Sustainable and well-distributed tourism economy
TRANSPORT, INFRASTRUCTURE AND CONNECTIVITY	4. Our community is connected to a broad range of work, education, leisure and social opportunities across Sydney	<ul style="list-style-type: none"> - Promote sustainable commuter travel - Connect to destinations beyond CBD (e.g. universities, business centres)
	5. Our community and visitors are able to easily access and enjoy the diverse villages and places within the Northern Beaches	<ul style="list-style-type: none"> - Better and more connected public transport for travel within the Northern Beaches - Cycling and walking as safe and convenient options - Parking - Provide and maintain assets and infrastructure
	6. Our community and visitors are able to easily connect and communicate through reliable and innovative communication technologies	<ul style="list-style-type: none"> - Public spaces connected with communications and WiFi technology - Digital and physical communication infrastructure

Community Outcomes	DRAFT Goals	DRAFT Strategic considerations (key words for LRC)
ENVIRONMENTAL PROTECTION AND NATURAL HAZARDS	7. Our bushland, coasts and waterway assets are protected and managed for their natural values, allowing for appropriate and safe use and enjoyment	<ul style="list-style-type: none"> - Local indigenous biodiversity - Ecological condition of bushland and natural water systems - Natural and cultural value of council managed land with sustainable visitor access - Enable community participation
	8. Our environment is resilient to natural hazards, ensuring a balance between essential ecological services and the built environment	<ul style="list-style-type: none"> - Risk management of natural hazards - Partnerships to manage natural hazards - Natural hazard management and warning systems - Community's ability to respond effectively before, during and after emergencies - Better planning of urban environments to improve resilience to natural hazards
SUSTAINABILITY	9. Our community is prepared for future climate change and we will work collaboratively to mitigate our impacts	<ul style="list-style-type: none"> - Climate change mitigation and monitoring - Respond to risks posed by expected changes to climate to protect community
	10. Our urban centres and assets are managed sustainably and 'greener developments' actively encouraged	<ul style="list-style-type: none"> - Improve environmental standards in residential and precinct developments - Water, energy and resources sustainability within built environment
	11. Our community will be resource efficient and will continuously work towards resource sustainability	<ul style="list-style-type: none"> - Reduce waste - Cleaner urban environments

Community Outcomes	DRAFT Goals	DRAFT Strategic considerations (key words for LRC)
PLACES FOR PEOPLE	12. Our future is well planned with respect for the diverse communities and villages across the Northern Beaches	<ul style="list-style-type: none"> - Balanced and holistic planning for future population growth - Diverse & quality housing options - Housing choice and affordability - Infrastructure development that keeps up with population growth
	13. Our well-designed public spaces inspire social interaction and inclusion and support our healthy, active Northern Beaches lifestyle	<ul style="list-style-type: none"> - Urban design that supports health, wellbeing, safety and inclusion, particularly for our elderly and people who live with a disability - Activate public domain - Improve look and feel of public spaces
	14. Our vibrant Northern Beaches culture is stimulated through the arts and a variety of cultural and creative events	<ul style="list-style-type: none"> - Support local artists & culture (creative industry, live music, performance space, venues, public art, workshop spaces etc) - Expand public events and nightlife across Northern Beaches - More opportunities for youth
COMMUNITY AND BELONGING	15. Our community feels safe and supported	<ul style="list-style-type: none"> - Quality services and facilities for diverse needs of community - Equal opportunity and inclusion - Stronger communities where neighbours know each other
	16. Our community is healthy, active and enjoys the Northern Beaches lifestyle	<ul style="list-style-type: none"> - Public spaces equitably support active and passive recreation - Partnerships to encourage healthy, active living - Promote social interaction & wellbeing
	17. Our community is open and friendly, providing social and cultural opportunities for everyone	<ul style="list-style-type: none"> - Volunteer opportunities - Enabling broad engagement in civic life (across all demographics)

Community Outcomes	DRAFT Goals	DRAFT Strategic considerations (key words for LRC)
GOOD GOVERNANCE	18. A transparent Council that the community confidently trusts to make decisions on its behalf	<ul style="list-style-type: none"> - Embed transparency and accountability throughout Council - Transparent and regular reporting - Ethical and equitable decision-making that balances local needs with strategic priorities
	19. A unified Council that efficiently and effectively responds to the evolving needs of the community	<ul style="list-style-type: none"> - Streamlined systems and processes - Long term financial sustainability (ie. ability to maintain assets and service levels over time) - Survey the community regarding service levels and satisfaction on a regular basis
PARTICIPATION AND PARTNERSHIPS	20. Our community is actively engaged in decision-making processes	<ul style="list-style-type: none"> - Community capacity to be involved - Innovative engagement that connects with and involves a broad audience - Build confidence in the community that their input is considered and responded to
	21. Our Northern Beaches Council builds and maintains strong partnerships and advocates effectively on behalf of the community	<ul style="list-style-type: none"> - Collaboration on priority services - Collaboration between community, business and NGOs - Represent the views of the community and advocate on their behalf

ITEM 4.2	CONNECTING THE NORTHERN BEACHES
REPORTING OFFICER	RESEARCH OFFICER
TRIM FILE REF	2017/038028
ATTACHMENTS	NIL

ISSUE

Council recently announced a project to connect the northern beaches for walking and cycling. The project will focus in integrating active walking paths and cycleways that link to B-Line transport hubs and services.

A brief presentation on the project will be given to the SRG at its meeting on 9 February 2017.

Members wishing to become familiar with this project prior to the meeting may do so via the following link - <https://www.northernbeaches.nsw.gov.au/council/connecting-northern-beaches>

RECOMMENDATION OF RESEARCH OFFICER

That Inclusive Communities Strategic Reference Group note the information presented.

ITEM 4.3	PRESENTATION ON AGED CARE REFORMS
REPORTING OFFICER	EXECUTIVE MANAGER COMMUNITY SERVICES
TRIM FILE REF	2017/037587
ATTACHMENTS	1 ↓ SRG Aged Care Sector Reforms Handout 2 ↓ May aged care consumer brochure

EXECUTIVE SUMMARY

PURPOSE

To provide a presentation on aged care reforms.

Two documents have been attached to this agenda item as pre-reading for SRG members.

RECOMMENDATION OF EXECUTIVE MANAGER COMMUNITY SERVICES

That the information presented be noted.



AGED SECTOR REFORMS

“LIVING LONGER, LIVING BETTER”

NORTHERN
BEACHES

northernbeaches.nsw.gov.au

TABLE OF CONTENTS

1. BACKGROUND.....	3
1.1. An ageing and increasingly diverse population.....	3
1.2. Increasing complexity and fragmentation of aged care services	3
2. AGED CARE POLICY AND REFORMS	4
3. KEY CHANGES IN AGED CARE FROM 1 JULY 2015	4
3.1. My Aged Care (MAC) and Regional Assessment Service (RAS)	4
3.2. Commonwealth Home Support Program (CHSP)	5
3.3. Home Care Package Program (HCP)	5
4. CONSUMER DIRECTED CARE	6
5. NATIONAL FEES POLICY	6
6. INTERFACE BETWEEN THE CHSP AND HCP PROGRAMS	7
7. CONSEQUENCES TO DATE	7
8. SUMMARY	8
9. MOVING FORWARD	8

1. BACKGROUND

1.1. An ageing and increasingly diverse population

Our population is getting older. The Intergenerational Report tells us that Australians continue to have one of the longest life expectancies in the world. The number of people aged 85 and over is projected to more than quadruple by 2050, increasing from 0.4 million in 2010 to 1.8 million.

By 2050 it is estimated that over 3.5 million people will access aged care services each year, with approximately 80 per cent of services delivered in the community.

This is particularly relevant for Pittwater where people over the age of 65 years constitute 17% of the population compared to 12.8% in Greater Sydney and 14% across Australia. There is increasing diversity among older Australians in their preferences and expectations including a greater desire for independent living and culturally relevant care.

Ageing of the population has been likened to climate change, urbanisation and technological change as one of the most significant forces shaping the world. As such the ageing sector has entered a phase of large scale reform.

1.2. Increasing complexity and fragmentation of aged care services

Community aged care services and the aged care system more broadly, have expanded significantly over the past few decades. This has led to growing complexity in the service system which is difficult for consumers to navigate and unnecessarily complex for service providers to operate within.

Government funding supports 113* residential care and community package places per thousand of the population aged over seventy years and a range of community based services including Home & Community Care, National Respite for Carers (NRCP) and Day Therapy Centre programs. While the quantum of funding for care has increased each year, there is generally not enough to meet the demand.

Based on funded programs, rather than the individual, the service system has become fragmented, with differences between organisations, resulting in variable outcomes for consumers.

The Productivity Commission Inquiry Report *Caring for Older Australians* identified a number of issues and challenges for the sector including a system that is difficult to navigate, inequity and inconsistency in meeting consumer need, variable quality of services, pricing of services and the application of subsidies, consumer contributions and subsidies. Workforce and skill shortages were also identified as issues.**

The Report recommended significant change and a fundamental redesign of the aged care service system.

*This increases to 125 places per thousand by 2022

**Productivity Commission (2011) *Caring for Older Australians*, Report No 53 Final

2. AGED CARE POLICY AND REFORMS

The 'Living Longer, Living Better' (LLLBB) aged care reform package was announced by the Commonwealth Government in 2012. It aims to build a fairer and more equitable aged care system and is based on the work of the Productivity Commission and the recommendations from the *Caring for Older Australians* report.

The objective of the reforms is to move to a system that better empowers older Australians to choose their own care services through a market based system that drives quality and choice, is sustainable and affordable.

The reforms are being progressively introduced in three phases, over ten years, between 2012 -2022.

3. KEY CHANGES IN AGED CARE FROM 1 JULY 2015

The key changes in aged care from the 1 July 2015 included:

- a single gateway based information, needs assessment and service connection point model to help people navigate the system.
- the development of the Commonwealth Home Support program, the Home Care Package program and changes to residential aged care.
- government recognition that most people would prefer to remain living at home supported with appropriate care, rather than move to residential care. Additional focus has been placed on providing home care to assist people to remain living at home for as long as possible by adopting a consumer directed care (CDC) model. This means people will have greater choice and care will be based on need.

3.1. My Aged Care (MAC) and Regional Assessment Service (RAS)

The Productivity Commission proposed that information on aged care be delivered through a national platform, providing access to accurate and relevant information.

My Aged Care was initially introduced on 1 July 2013, consisting of the MAC contact centre (1800 200 422) and website (www.myagedcare.gov.au)

Since its introduction in 2013 MAC has provided:

- information about aged care to consumers, family members and carers
- information for service providers
- online service finders about service providers
- online fee estimators for Home Care Packages and Residential Care Homes

From 1 July 2015, MAC was expanded to incorporate:

- a centralised consumer record - to facilitate the collection and sharing of consumer information.
- My Aged Care Regional Assessment Service (RAS) was established – to conduct face to face assessments for clients needing access to Commonwealth Home Support Program (CHSP) services.
- National screening and assessment form (NSAF) was implemented - to provide a nationally consistent and standardised screening and assessment process. The NSAF is used by the contact centre staff, RAS and Aged Care Assessment Team (ACAT)
- Use of web based portals for consumers, assessors and service providers

From 1 July 2015 all people seeking access to aged care service for the first time, or people whose needs have changed, need to contact the MAC contact centre to discuss their needs and have a consumer record created.

Consumers receiving services prior to 1 July 2015 do not need to register with MAC, unless their needs or circumstances change.

Following screening, MAC staff determine if the consumer should be referred:

- to service providers for basic support services
- the RAS for a face to face assessment for the Commonwealth Home Support program,
- the Aged Care Assessment Team for a comprehensive assessment for a home care package, transitional care, residential care or residential respite.
- to other information, programs or resources.

3.2. Commonwealth Home Support Program (CHSP)

The aged care system is intended to provide a continuum of increasingly intensive support and care options that frail older people can travel in either direction, as their care needs change.

Within this continuum, the Commonwealth Home Support Program provides basic home support services to those older people (and their carers) who can remain living at home with a small amount of assistance. For example, service support may include domestic assistance, meals or respite care, which is delivered as an individual service intervention, with limited co-ordination.

The CHSP brings together four programs, including the Home and Community Care Program (HACC) the National Respite for Carers Program (NRCP), the Day Therapy Centres program and Assistance with Care and Housing for the Aged program.

3.3. Home Care Package Program (HCP)

The Home Care Package Program is part of the Commonwealth Government's continuum of care, positioned between the Commonwealth Home Support Program and Residential Aged Care.

This program aims to assist people to remain living at home, providing choice and flexibility in the way their aged care and support is provided. A range of services are available, depending on the person's assessed needs and individual goals. Typically this may include, but is not limited to personal services such as bathing and showering, support services, such as domestic assistance, meal preparation, transport and clinical care, including nursing, physiotherapy, occupational therapy, hearing and vision services.

Older people who require more intensive support are referred from MAC to the Aged Care Assessment Team (ACAT) for a comprehensive assessment.

The comprehensive assessment determines the level of need and eligibility for a home care package or residential care.

The Australian Government funds four tiers of home care packages which attract basic care subsidies as follows:

- Home Care Level 1 –basic care needs (\$8044 subsidy pa.)
- Home Care Level 2 –low level care needs (\$14,632 care subsidy pa.)
- Home Care Level 3 –intermediate care needs (\$32,170 care subsidy pa)
- Home Care Level 4 –high care needs (\$48,904 care subsidy pa)

Home care packages have historically been allocated to approved providers through the Aged Care Approvals Round (ACAR). A provider must be approved by the Department under the Aged Care Act 1997 to receive a home care subsidy.

There are approximately 2,500 operational packages in Northern Sydney and 73,000 across Australia.

4. CONSUMER DIRECTED CARE

From 1 July 2015, all home care packages are required to be delivered on a Consumer Directed Care (CDC) basis. CDC is a way of delivering services that supports consumers to have greater control over their own lives by allowing them to make choices about the type of aged care services they access and the delivery of those services, including who will deliver them and when. CDC also provides greater transparency to consumers about what funding is available under their package and how those funds are spent through the use of an individualised budget and monthly statement.

5. NATIONAL FEES POLICY

As a result of the aged care reforms, changes were made from 1 July 2014 in the way certain fees were calculated related to residential and home care and to how accommodation prices are charged. These new arrangements only apply to residents who have entered, or consumers who have commenced care after 1 July 2014.

From this time, people receiving a home care package are asked to pay a *basic fee* and an *income tested* care fee. The basic fee is calculated at 17.5% of the basic aged pension per week (\$69.79 per week as at 1 Jan 2017)

The income tested care fee depends on a person's assessable income and is calculated by Centrelink. Based on this assessment, the government subsidy paid to the provider is reduced by the amount of the income tested fee. The individual consumer then pays this amount towards the cost of their HCP.

Annual and lifetime caps apply to the income tested care fee. Centrelink takes these caps into account when determining the daily fees that can be charged.

Under these arrangements a consumer is able to apply for financial hardship assistance for both the basic daily fee and/or the income tested care fees.

The issue of 'value for money' has become a key consideration for consumers as they are contributing to the cost of their care. For some, paying privately for services is a more attractive and financially viable option, to receiving care and support through government subsidised services with the associated fees.

6. INTERFACE BETWEEN THE CHSP AND HCP PROGRAMS

In certain circumstances, consumers are able to receive care and services through the CHSP on a time limited basis when they are on a home care package. These circumstances include:

- Where a Level 1 or 2 home care package consumer's budget is already fully allocated, they can access additional, short-term or episodic Allied Health and Therapy services or Nursing services from CHSP
- Where the consumer's budget is already fully allocated, and a carer requires it, a consumer can access additional planned respite services under CHSP
- In an emergency (such as when a carer is not able to maintain their caring role), where a consumer's budget is already fully allocated, additional services under the broader CHSP can be obtained on an emergency or short term basis.

The additional CHSP services are not charged to the consumer's individualised budget and the provision of them is to be time limited, monitored and reviewed.

7. CONSEQUENCES TO DATE

Through CDC, consumers now have the opportunity for greater choice and flexibility in the provision of services and staff, and the degree of involvement they choose in managing their package.

Consumers and service providers work together to identify the consumers goals and needs and have a shared understanding of the resources available to support the consumers care plan.

Service providers have increased the means of access to their organisation through various means including changes in hours of operation and locations, different delivery methods such as telephone, face to face, and cheaper prices and service options.

In response to these market driven changes, some service providers are growing, merging and consolidating, while others are closing as the sector becomes highly competitive.

While it is still early in the implementation of MAC, experience so far has highlighted a number of issues for both individuals and service providers trying to access the contact centre and website. These include delays in getting through, untimely and inappropriate referrals to service support, and access to limited information about service providers on the services database.

The government has gathered data related to wait times to the MAC contact centre and is to undertake detailed analysis, including time between assessment and service provision as well as gaps in service regions and waiting times to access services.

Changes were introduced in April 2016 to improve the useability of the system, including the MAC assessment process and service portal useability, with a further system upgrade due in June 2016.

The Commonwealth budget announced on 4 May 2016 saw a boost in funding to MAC to help meet the ongoing increase in demand (\$136.6 m over four years from 1 July 2016).

For service providers the move from block funded service delivery to individual user based funding has seen impacts on the financial sustainability of some smaller organisations. The introduction of income tested fees has led to delays in the take up of some packages, with vacancies resulting and loss of income for service providers.

The introduction of the MAC service portal, electronic referrals to services and associated reporting systems has necessitated that some service providers invest in additional IT and administrative resources at a significant cost.

8. SUMMARY

The Commonwealth Government have initiated a number of reforms across the aged care sector through 'Living Longer, Living Better'.

The reforms provide for gateway based information, needs assessment and service connection to assist people to navigate the aged care system.

The reforms include the development of the Commonwealth Home Support Program, the Home Care Packages Program and changes to residential care.

With the introduction of the national fees policy consumers receiving support through a HCP can be asked to pay:

- A daily fee of up to 17.5% of the single basic Aged Care Pension and
- Income tested fee if their income is over a certain amount

Central to the reforms, is government recognition that most people, if given the choice, would like to remain living at home in the community for as long as possible, supported by appropriate care.

Consumer Directed Care (CDC) has provided opportunities for people to exercise more choice, control and flexibility in the provision and management of their services.

There are considerable benefits for the consumer in having greater autonomy and choice in service delivery, however with the creation of a market place there is increasing competition for consumers between local non-government community organisations, who have traditionally provided community care and larger for-profit providers, including health funds and residential care providers. Ultimately there will be no 'real' choice for consumers if open competition results in a limited pool of community care providers.

For those organisations already engaged in the provision of aged care it is important that they improve systems to cope with the significant changes and develop strategies to remain in the home care business.

9. MOVING FORWARD

Stage 1 – commencing February 2017

Legislation was passed in parliament in 11 February 2016 that will see home care packages allocated to individual consumers (rather than approved providers) from 27 February 2017.

This reform is aimed at reducing the red tape for providers but more importantly, improving consumer choice and control. Funding for a home care package will follow the

consumer, enabling them to choose a provider that is best suited to them and directing the funding to that provider. That is the funding will not be paid directly to the consumer but consumers will be able to direct Government funding to the provider of their choice. The consumer will also be able to change provider if they wish, including if they move to another area to live.

Service providers will also have to return any unspent funds to the Australian Government when a consumer leaves their service. Currently any unspent funds are retained by the service provider and can be used to off-set infrastructure and other innovations.

Legislative criteria to become an approved provider for all types of care will be streamlined with the emphasis on the capacity of the organisation as a whole rather than key personnel as it is currently. Providers will no longer have to apply for new home care places through the Aged Care Approvals Round (ACAR).

While welcoming the reduction in red tape many service providers have expressed concerns regarding the potential impact of increased competition across the sector and the loss of certainty of business once home care packages are no longer allocated to providers.

From 27 February 2017 there will be a national system of prioritisation to manage eligible consumers' access to packages within My Aged Care. This system will replace the current situation where places are allocated directly to providers and they manage individual waiting lists and decide the allocation of packages.

Stage 2 – commencing July 2018

The Australian Government intends to combine the Commonwealth Home Support Program and Home Care Package Program into a single, integrated care at home program.

Existing Commonwealth Home Support Program funding agreements will remain in place until June 2018.

No decisions have been announced but it has been suggested that the integrated program is likely to be a mix of individualised funding for the consumer and some block funding to service providers.

The department has notified that further consultations are planned before final decisions are made about program design, implementation and any transition arrangements.

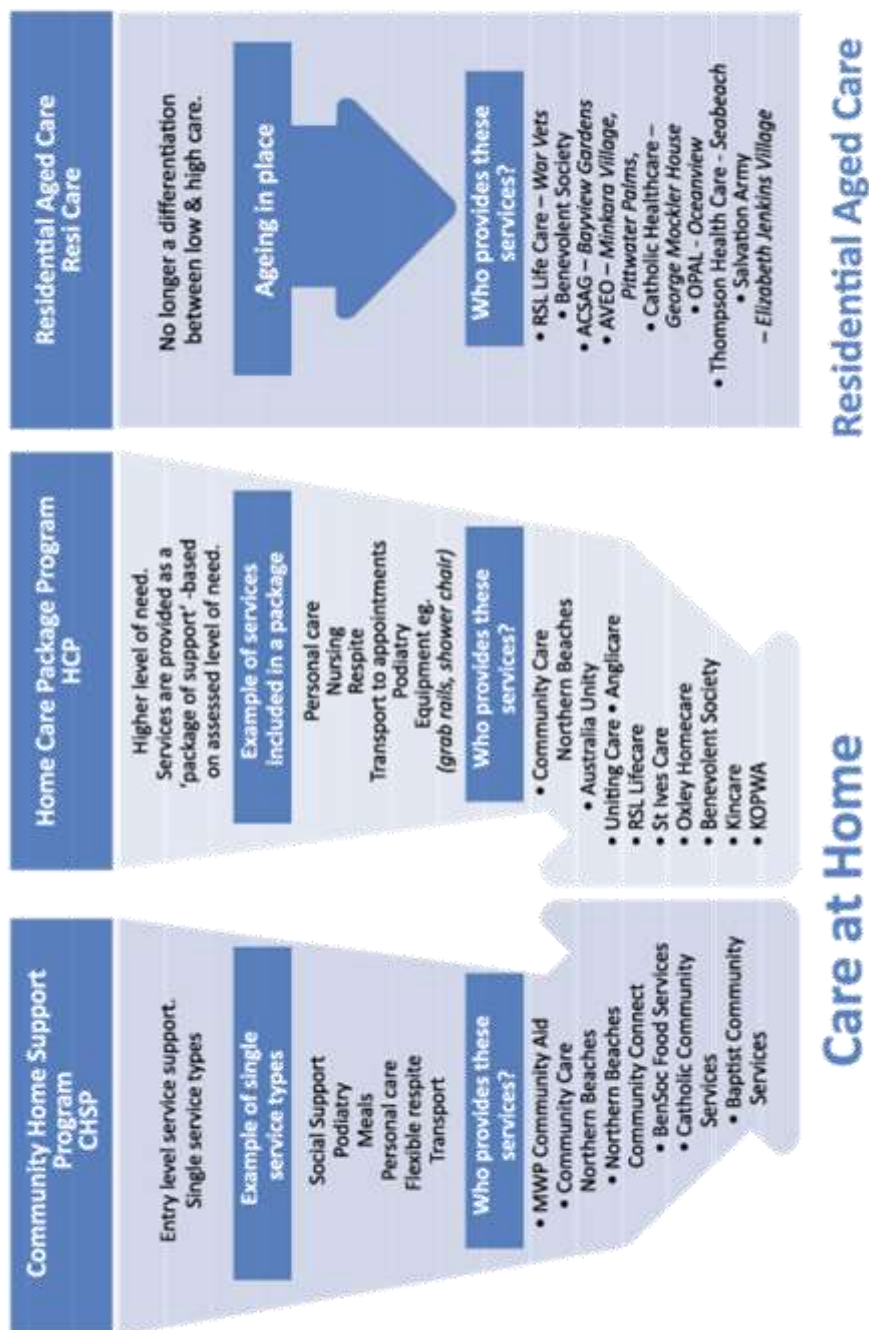
Further references:

www.agedcare.health.gov.au/

www.myagedcare.gov.au/

PTO

The Future - 2018 Onwards





From home support to aged care homes: How to get started with My Aged Care

It's never too early to talk about getting some extra help. Knowing what services are available before you need them will help you be prepared to make decisions about your future.

What services are available?

Care at home

My Aged Care can help you access services at home which can improve your wellbeing and help you stay independent. Receiving help with regular activities at the right time can help you manage better at home.

You may be eligible to receive services such as:

- personal care like help with getting dressed
- transport
- modifications to your home like rails or ramps
- nursing, physiotherapy and other care
- meals
- household jobs like cleaning or gardening
- equipment like walking frames
- social activities.

Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an accident or illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you or your carer needs a break (respite care).

Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, a residential aged care home lets you live in a supported environment where help is available 24 hours a day.

Are you eligible for services?

A call to My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

My Aged Care may arrange a face-to-face assessment of your care needs.

Who pays for services?

The Australian Government contributes to the cost of aged care services. You are expected to contribute to the cost if you can afford to. How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

My Aged Care

1800 200 422*



How to access services

1. Call My Aged Care on 1800 200 422*

- You will be asked questions over the phone to help work out your needs and care arrangements – this takes at least ten minutes.
- You will need your Medicare card.
- If you're calling for someone else, they will need to give their consent.

2. Have a face-to-face assessment

- My Aged Care may arrange for a trained assessor to come to your home.
- With your consent they will assess your care needs and eligibility for services and work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during this visit.

3. Find out about costs

- My Aged Care and service providers can give you information about costs. You will be told if you need a financial assessment.

4. Choose services

- The service finder on the My Aged Care website can help you locate and compare some services in your area.
- Your assessor and My Aged Care can also help you find a service provider(s) in your local area that meets your needs.

My Aged Care

My Aged Care is the entry point to access aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- referrals to service providers that can meet your needs
- your contribution to the cost of your aged care.

For more information

www.myagedcare.gov.au

or call 1800 200 422*

Weekdays – 8 am to 8 pm

Saturday – 10 am to 2 pm

Closed on Sundays and public holidays

National Relay Service call 1800 555 677* and ask for 1800 200 422*

Translating and Interpreting Service call 131 450 and ask for 1800 200 422*

If you are a veteran or war widow/er you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

*1800 calls are free from landlines and most Australian mobile providers now offer free calls to 1800 numbers. Check with your mobile phone provider.

My Aged Care

1800 200 422*

ITEM 4.4	NATIONAL DISABILITY INSURANCE SCHEME
REPORTING OFFICER	EXECUTIVE MANAGER COMMUNITY SERVICES
TRIM FILE REF	2017/037600
ATTACHMENTS	NIL

EXECUTIVE SUMMARY

PURPOSE

There will be a presentation and discussion on the National Disability Insurance Scheme at the meeting.

RECOMMENDATION OF EXECUTIVE MANAGER COMMUNITY SERVICES

That the information presented and discussed at the meeting be noted.
