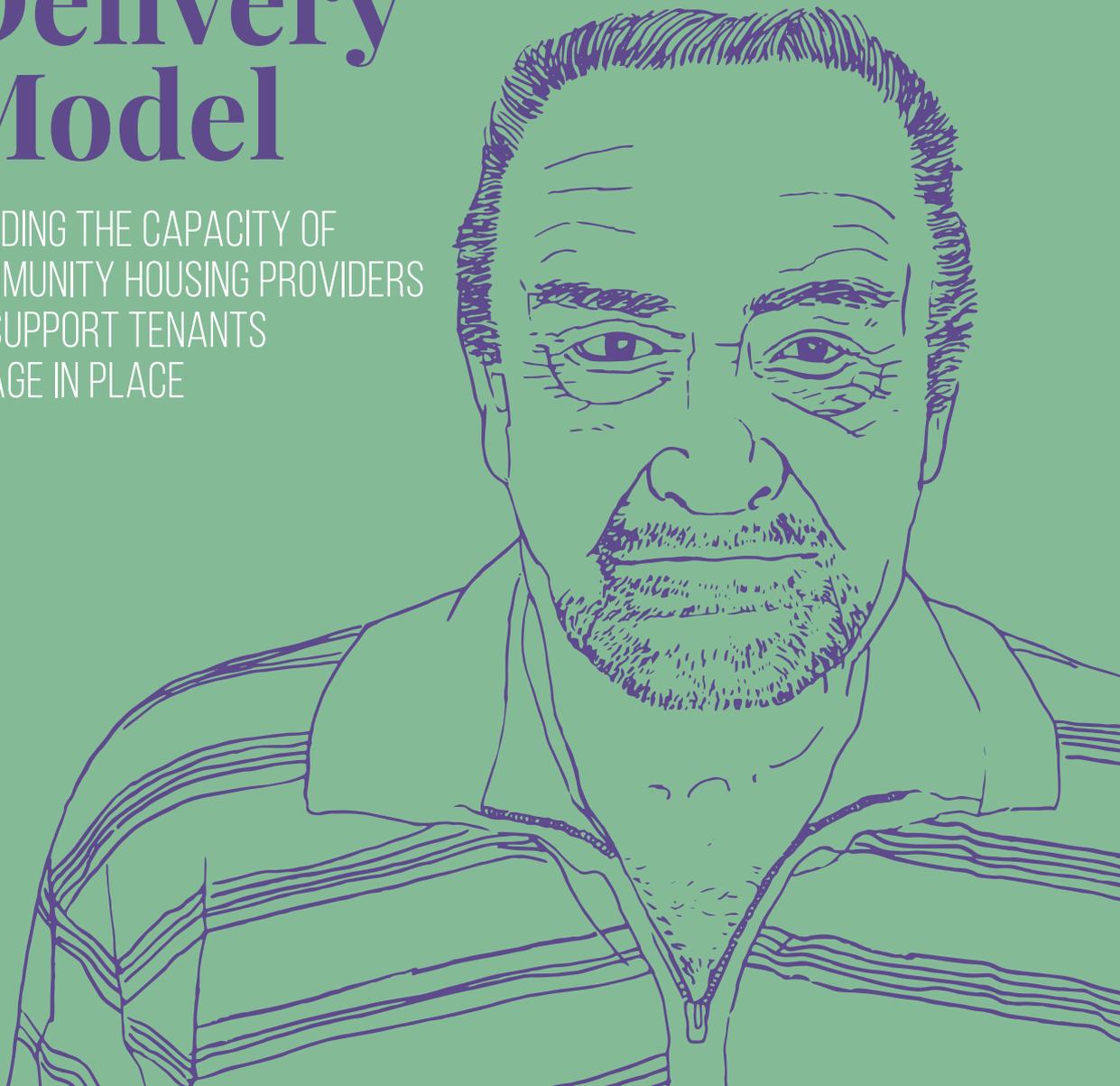


MODULE TWO

The Aged Care Service Delivery Model

BUILDING THE CAPACITY OF
COMMUNITY HOUSING PROVIDERS
TO SUPPORT TENANTS
TO AGE IN PLACE



Working with Older Tenants

A TOOL KIT FOR THE NSW COMMUNITY HOUSING INDUSTRY ASSOCIATION

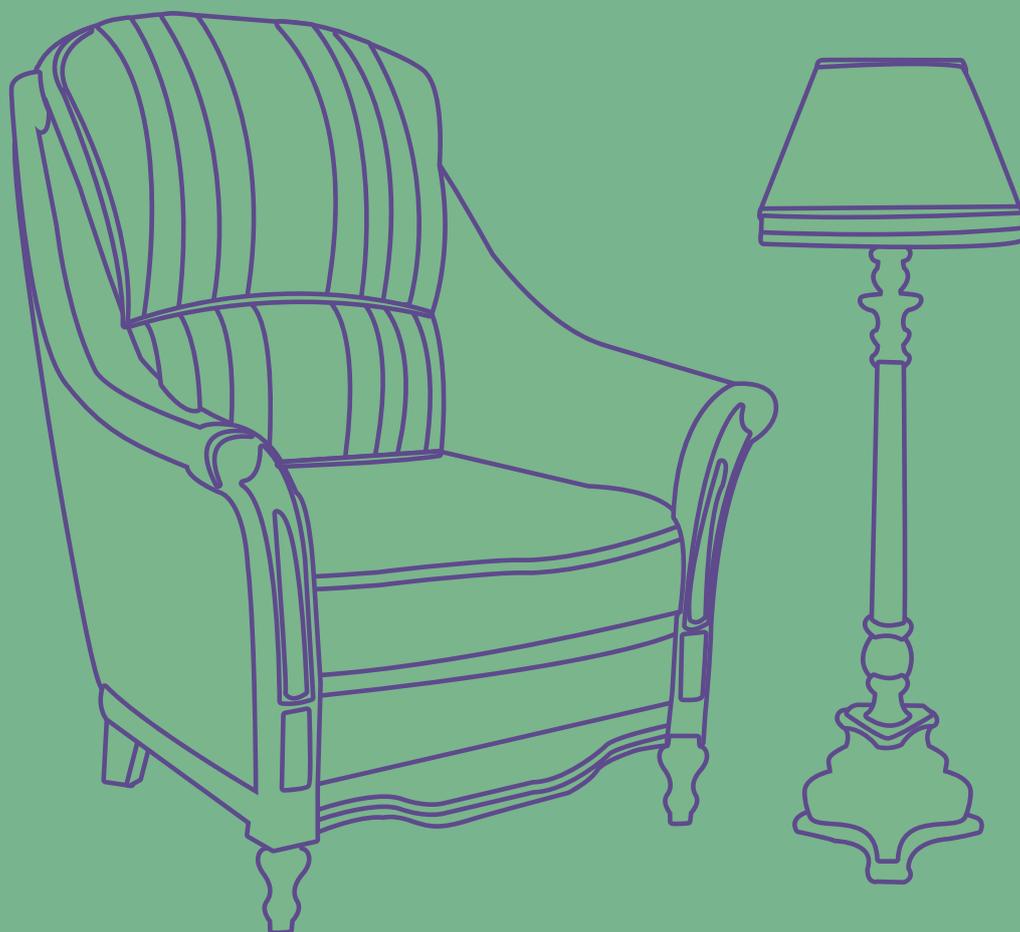
Understanding aged care service delivery: the aged care service delivery model

The major reforms that have occurred to the way that aged care services are designed and delivered since 2013 aim to create an aged care system by 2022 that will:

- Be sustainable and affordable into the future
- Offer greater choice and flexibility for consumers through consumer directed care
- Support people to stay at home, and part of their communities, for as long as possible

My Aged Care is the main entry point to the aged care system and provides:

- Information about aged care to consumers, family members and carers
- Information for service providers
- Online service finders that provide information about aged care service providers and assessors
- Online fee estimators for pricing on home care packages and residential care.



My Aged Care

My Aged Care is the central system for accessing government subsidised aged care. A range of care, services and supports are available to older people who are finding it harder to do the things they used to do. Subsidised services are regulated by the Australian Government and are available to people who are over the age of 65, or over the age of 50 for Aboriginal people.

To access subsidised aged care, older people need to contact My Aged Care on **1800 200 422** or at www.myagedcare.gov.au to arrange an assessment. There are two types of assessment, depending on the level of care needed.

Access to entry level care and supports for people living at home is determined by the Regional Assessment Service (RAS). If assessed as eligible for entry-level services, the RAS assessor can either make a direct referral to a service provider, or give the older person a referral code so that they can contact local providers directly.

Access to more intensive care and support in the home as well as residential care for people with more complex needs is determined by the Aged Care Assessment Team (ACAT). If an older person is assessed as eligible for services, they will receive an approval letter from My Aged Care. In most areas there is a waiting period between assessment for services and receiving the funding approval required to access services.

Short-term Assistance

After-hospital care (transitional care) is post-discharge support in the home and includes personal care, physiotherapy, podiatry and nursing care. Access must be arranged while the person is still in hospital and can be done by contacting hospital staff, particularly the Social Work Department, or My Aged Care.

The maximum fee for a pensioner receiving transitional care is equivalent to 17.5% of Age Pension for care received in the persons home.

Commonwealth Home Support Program (CHSP)

CHSP offers entry-level supports and services, with eligibility determined by a RAS assessor. Services may include transport, domestic and personal care, home maintenance, home modifications, aids and equipment, meals, nursing and allied health care, social support and respite. A person approved for CHSP services will generally only need one or two services to support them to continue living independently.

There is no set fee structure for CHSP services, although all are heavily subsidised by the Australian Government. All CHSP providers have a client contribution policy, which outlines service fees. Fees should be agreed between the person and the provider when services begin.

Home Care Program

The Home Care Program provides coordinated care and support in the home for people with complex needs, with eligibility determined by an ACAT assessor. A person's care and support needs will determine the home care package level they are approved from. There are long waiting times, so the person may be able to access a lower level package while they wait for a higher-level package to become available.

The types of services available under the Home Care Program include but are not limited to:

- Personal services: assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication
- Nutrition, hydration, meal preparation and diet: assistance with preparing meals, including special diets for health, religious, cultural or other reasons, assistance with using eating utensils and assistance with feeding
- Continence management: assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas
- Mobility and dexterity: providing crutches, quadraped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids
- Nursing, allied health and other clinical services: speech therapy, occupational or physiotherapy services, hearing and vision services. Home care level 1 and 2 packages are not intended to provide comprehensive clinical or health services. Home care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed
- Transport and personal assistance: assistance with shopping, visiting health practitioners and attending social activities
- Management of skin integrity: assistance with bandages, dressings and skin emollients

Residential Aged Care

For people with very complex care needs, residential aged care may be the most appropriate option and eligibility will be determined by an ACAT assessor. Those considering residential aged care should visit a range of aged care homes and ask lots of questions to work out the best fit for them. There are a range of resources to help people ask the right questions when considering residential aged care:

- **10 QUESTIONS: IT'S YOUR RIGHT TO ASK** - a series of leaflets written by experts
- **OLDER PERSONS ADVOCACY NETWORK** - information and advocacy



The range of services and supports available

THE COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

The Commonwealth Home Support Program (CHSP) is one of the changes made by the Australian Government to the aged care system to help older people stay independent and in their homes and communities for longer. The CHSP provides entry-level home support for frail older people who need assistance to keep living independently and forms part of an end-end aged care system offering frail older people a continuum of care options¹.

CHSP services are delivered on a short term, episodic or ongoing basis with a strong focus on activities that support independence and social connectedness taking into account each person's individual goals, preferences and choices.

An entry level program is designed to provide relatively low intensity of a single service or a few services to a large number of frail older people. This could be basic support such as a reminder to have a shower or encouraging individuals to access their community network. As a group, this could be a number of older people coming together over a common interest on a regular basis learning new skills and making friends.

The CHSP benefits frail older people and their carers through:

- Streamlined access to entry-level support services
- A standardised national assessment process and entry point through My Aged Care
- Increased focus on a restorative approach including wellness and reablement

Target groups for the CHSP are:

- **Frail older people aged 65 years and over** (or 50 years and over for Aboriginal and Torres Strait Islander people) who need assistance with daily living to remain living independently at home and in the community.
- **Frail older clients aged 65 years and over** (or 50 years and over for Aboriginal and Torres Strait Islander people) who need planned respite services, to provide their carers with a break from their usual caring duties.
- **Frail older people or prematurely aged people 50 years and over** (or 45 years and over for Aboriginal and Torres Strait Islander people) on a low income who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation.
- CHSP service providers and their client base that will benefit from a range of activities that are designed to support, develop and strengthen the service system and the sector.

Older people need to call **MyAged Care on 1800 200 422** to see if they are eligible for help at home services. My Aged Care staff will ask some simple questions about current needs and circumstances so that they can organise a home support assessment with a Regional Assessment Service (RAS) to make the final decision about whether an older person is eligible for care.

¹ <https://agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual> - read section 1.2.4

INCLUDING THE ACTIVITIES OR SUB-TYPES UNDER EACH, ARE AVAILABLE UNDER THE CHSP²

SUB-PROGRAM	SERVICE TYPE	SERVICE SUB-TYPE
Community and Home Support	Allied Health and Therapy Services	<ul style="list-style-type: none"> • Podiatry • Physiotherapy • Occupational Therapy • Social Work • Speech Pathology • Accredited Practising Dietitian or Nutritionist • Aboriginal and Torres Strait Islander Health Worker • Psychology • Ongoing Allied Health & Therapy Services • Restorative Care Services • Diversional Therapy • Exercise Physiology • Other Allied Health & Therapy Services • Hydrotherapy
	Domestic Assistance	<ul style="list-style-type: none"> • General House Cleaning • Unaccompanied Shopping (delivered to home) • Linen services
	Goods, Equipment and Assistive Technology	<ul style="list-style-type: none"> • Self-care Aids • Support and Mobility aids • Medical Care Aids • Communication Aids • Other Goods and Equipment • Reading Aids • Car Modifications
	Home Maintenance	<ul style="list-style-type: none"> • Minor Home Maintenance and Repairs • Major Home Maintenance and Repairs • Garden Maintenance

² <https://agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual>

SUB-PROGRAM	SERVICE TYPE	SERVICE SUB-TYPE
Community and Home Support	Home Modifications	<ul style="list-style-type: none"> • N/A
	Meals	<ul style="list-style-type: none"> • At Home • At Centre
	Nursing	<ul style="list-style-type: none"> • N/A
	Other Food Services	<ul style="list-style-type: none"> • Food Advice, Lessons, Training, Food Safety • Food Preparation in the Home
	Personal Care	<ul style="list-style-type: none"> • Assistance with Self-Care • Assistance with Client Self-administration of Medicine
	Social Support Individual	<ul style="list-style-type: none"> • Visiting • Telephone/Web Contact • Accompanied Activities, e.g. Shopping
	Social Support Group	<ul style="list-style-type: none"> • N/A
	Specialised Support Services	<ul style="list-style-type: none"> • Continence Advisory Services • Dementia Advisory Services • Vision Services • Hearing Services • Other Support Services • Client Advocacy
	Transport	<ul style="list-style-type: none"> • Direct (driver is volunteer or worker) • Indirect (through vouchers or subsidies)
Assistance with Care and Housing	Assistance with Care and Housing	<ul style="list-style-type: none"> • Assessment - Referrals • Advocacy – Financial, Legal • Hoarding and Squalor

SUB-PROGRAM	SERVICE TYPE	SERVICE SUB-TYPE
Care Relationships and Carer Support	Flexible Respite	<ul style="list-style-type: none"> • In-home Day Respite • In-home Overnight Respite • Host Family Day Respite • Host Family Overnight Respite • Community Access – Individual respite • Other Planned Respite • Mobile Respite
	Cottage Respite	<ul style="list-style-type: none"> • Overnight Community Respite
	Centre-based Respite	<ul style="list-style-type: none"> • Centre-based Day Respite • Community Access – Group • Residential Day Respite
Service System Development	Sector Support and Development	<ul style="list-style-type: none"> • Sector Support and Development

Costs

The Australian Government subsidises a range of aged care services to keep client fees reasonable and affordable. For older people who are eligible for CHSP they are expected to contribute to the cost of their care if they can afford it.

Older people do not need an income assessment to access CHSP services and their age pension will not be affected by their contributions to the cost of their services. They will need to discuss and agree to any fees with their service provider before they receive any services.

Advocacy and Financial Assistance

There are two key programs available to support older people receiving government subsidised aged care services if they are having issues with their services or experiencing financial hardship.

The **Older Persons Advocacy Network** offers information and advocacy to people receiving aged care services. **Seniors Rights Service** is the NSW-based Older Persons Advocacy Network provider and can provide legal advice, advocacy and education to care recipients.

If an older person is experiencing financial difficulties, they may be eligible for **financial assistance** to cover the costs of their care. To submit an application for assistance, the person will need to **complete a form** and submit it to the Department of Human Service for assessment. The aged care service provider, or Seniors Rights Service can help to fill this form out.

Home Care Packages Program

The Home Care Packages Program provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day-to-day activities.

The program is part of the Australian Government's continuum of care for older people, providing services between the Commonwealth Home Support Program and residential aged care.

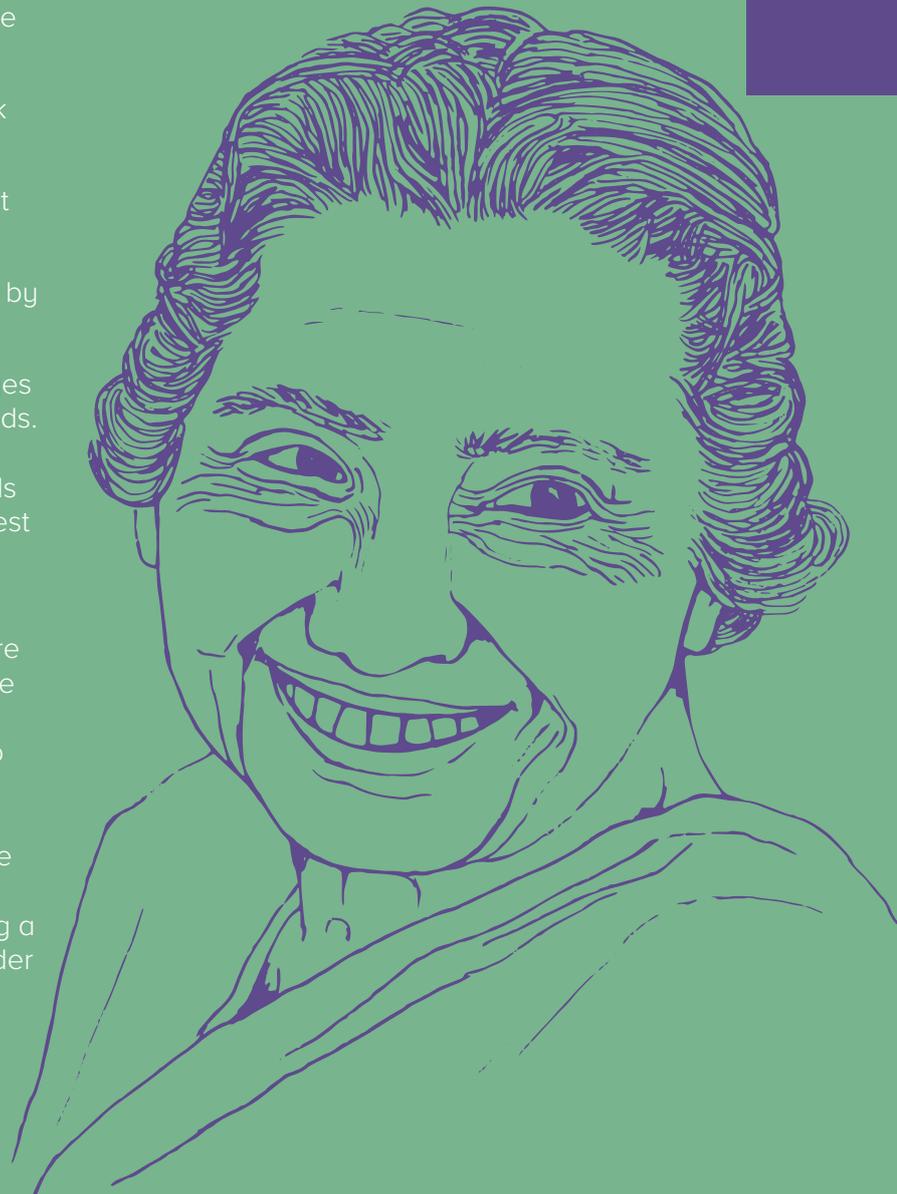
Some older people receive services through the Commonwealth Home Support Program and are then assessed for a home care package. Others will start with a home care package.

The identified home care provider will work with older people to:

- Choose care and services that best meet the needs and goals of older people
- Manage the care and services identified by the older person as required

There are four levels of home care packages to help meet the different level of care needs. During the aged care assessment process, the assessor will discuss current care needs with the older person and determine the best level to meet them.

It is important to note that individuals who are approved for a Home Care Package are placed on a national queue until a package becomes available and assigned to them. Community housing providers may need to consider (with the older tenant) what other supports and options might be available to help them whilst they wait for their package to become available. This could include assessment for home modifications, moving a bedroom to avoid stairs or having to consider a relocation. It could also be a simple assessment to remove trip hazards.



Government funding by Package Level

The total cost of a home care package is made up of:

- The contribution made by the older person
- The subsidy paid by the Australian Government

The Australian Government pays a different subsidy amount for each level of home care package. Home care fees for consumers entering a home care package from 1 July 2014 will include a basic daily fee. Providers may ask these consumers to pay an income-tested care fee (if their income is over the maximum income for a full pensioner).

The hardship supplement is available to home care recipients in genuine financial hardship who do not have income to pay their costs of aged care due to circumstances beyond their control. In general, home care recipients who have commenced receiving a home care package on or after 1 July 2014 need to apply for a hardship supplement.

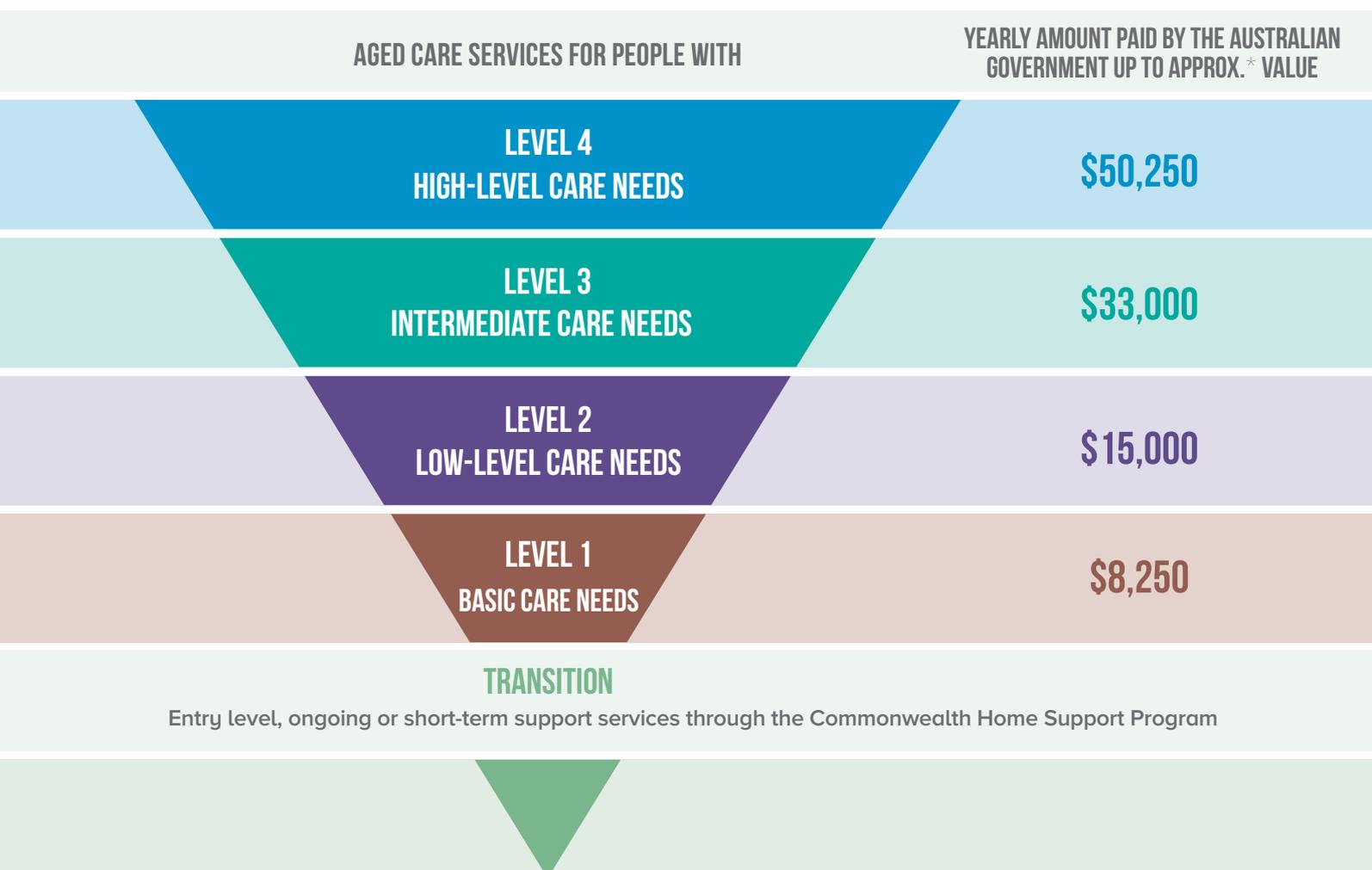
Eligibility

Older people may be eligible for a home care package if they are:

- An older person who needs coordinated services to help them stay in their home
- A young person with disability, dementia or other special care needs that are not met through other specialist services.

Home care packages are not intended for visitors to Australia or people requiring temporary or short-term care.

IN NOVEMBER 2018, THE GOVERNMENT SUBSIDY FOR EACH PACKAGE WAS AS FOLLOWS:



* The maximum government contribution increases each year. The individual amount that will be paid will depend on whether the older person is asked to pay an income-tested care fee.

Assessment for a home care package

Older people need to call **My Aged Care on 1800 200 422** to find out if they are eligible for a home care package. The My Aged Care Contact Centre will ask the older person a series of questions to determine if they need an assessment by an Aged Care Assessment Team (ACAT).

During an ACAT assessment, they will determine if the older person is eligible for a home care package and which package level best meets their needs.

Home Care Package restrictions

There are care and services that an older person must not use their home care package funds for:

- items that would normally be purchased out of general income
- buying food, except as part of enteral feeding requirements
- payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- payment of home care fees
- payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- home modifications or assets that are not related to their care needs
- travel and accommodation for holidays
- cost of entertainment activities, such as club memberships and tickets to sporting events
- gambling activities
- payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

What happens if a tenant refuses to refer themselves to My Aged Care even though you have identified some concerns with them?

If you have a tenant who is refusing to refer themselves to MAC, the following options could be considered by the community housing provider as part of a tenancy management approach.

It is important to invest the time to engage with older tenants to explore their concerns so that you are actively engaging with them to explore issues. Their concerns about exploring aged care services might relate to fear about a loss of independence or a lack of trust of those services for example.

Some of the things you might look to do could include:

1. Encouraging a referral to a social group that might facilitate deeper discussions about concerns between the older person and the social group leader
2. Within the bounds of confidentiality, if the older tenant ends up in hospital, the Tenancy Manager could call and ask to speak to the social worker or the Aged Care Assessment Team to explain their concerns, being aware that is probably all they will be able to share, given the bounds of confidentiality. Explain your concerns to the social worker, identifying the issues that the older tenant is experiencing from your perspective. They might be able to arrange some additional supports for the person to come home in the short term. This short-term care will provide an opportunity for the aged care provider to undertake some more detailed assessment of need.
3. The housing worker could explain to the tenant that they have a duty of care to discuss any concerns they have with the hospital social worker. It should be noted that the sharing of information without tenant consent should only ever occur as a last resort and if there are significant concerns for the tenant's safety.
4. It is important to communicate to the social worker the level of support that you think the older tenant is able to access at home so that the social worker is able to make a more informed plan.

ACCESSING OTHER CARE AND SUPPORT SERVICES

There are a number of programs that provide subsidised care and support in the home. Each is slightly different in terms of eligibility, ongoing access and costs.

National Disability Insurance Scheme (NDIS)

The NDIS provides care, services and support to people with a permanent and significant disability.

The NDIS is implemented by the National Disability Insurance Agency (NDIA). Underpinning the scheme is the idea that if people receive access to the right supports, they will be able to build skills and independence over time.

To access the NDIS, prospective participants need to make an Access Request by calling 1800 800 110 or contacting their local NDIA office.

Those who meet the eligibility criteria will then be required to provide evidence of their disability. This evidence should outline the nature of the disability as well as its impact on the persons day to day life. The NDIS website has a list of disabilities that are likely to meet the requirements for NDIS access and a list of permanent disabilities that have a range of impacts on a person's function, so further assessment is generally needed before an NDIS access request can be accepted.

Eligibility criteria:

- Permanent and significant disability
- Under the age of 65 (or 50 for Aboriginal people)
- Australian citizen or permanent resident

While the NDIS is not available to people over the age of 65, if the person is an NDIS participant when they turn 65 they can continue to access services and support under the scheme.

The NDIS takes a goal-based approach to determining the services and supports participants can access. Participants have a planning meeting to discuss what they would like to achieve, and the supports needed to do so. This forms the basis of the NDIS plan, which provides a budget to purchase the services and supports required. Plans are intended to be reviewed on an annual basis to consider progress towards the identified goals and any change in support needs or budget.

There are no out of pocket costs for any services purchased within the NDIS plan budget, but any additional services not included in the plan budget will need to be paid for by the participant. NDIS plans will allocate a certain amount of funding to each of the three categories based on the participants' needs and goals:

- Core supports budget – support for daily living including household assistance, consumables such as continence products, support to participate in social and community activities, and transport.
- Capacity building supports budget – activities and programs that support the independence, and skill development, for example support with employment, relationships, education. This budget also includes a provision for support coordination.
- Capital supports budget – generally higher-cost on-off purchases of either assistive technology or home modifications.

Continuity of Support

The Continuity of Support (CoS) program was established to ensure that no one with a disability is disadvantaged by the roll out of the NDIS.

CoS is available to people over the age of 65, or over the age of 50 for Aboriginal people, who were receiving state-funded disability care at the time of the NDIS roll out.

The CoS program ensures that people continue to receive similar services at the same cost and is administered by the organisation that was delivering state-funded disability care to the person at the time of the NDIS roll out. There is no way to apply for CoS as an individual.

