



benetas

# The Australian Aged Care System

Dr Amee Morgans

# Aged Care in Australia

- ✦ Government regulated at a national level - national consistency in service minimum standards and costs
- ✦ Accreditation, funding, regulation and complaints are managed using a standard national framework.
- ✦ Accreditation has 4 standards and 44 measurable outcomes.
- ✦ Accreditation standards:
  1. Management systems, staffing and organisational development
  2. Health and personal care
  3. Resident lifestyle
  4. Physical environment and safe systems

# Aged Care in Australia

- ✦ Population of Australia is 23 million
- ✦ Aged care expenditure is 13.3 billion
- ✦ Aged Care Service Providers:
  - Mix of not-for-profits and business
  - 1150 aged care providers across Australia
  - There are almost 226,042 residential aged care 'beds' in Australia
  - There are 48,182 respite places
  - There are 82,668 community packages
- ✦ Aged Care Recipients:
  - 70% of are female
  - Half aged over 85

# Aged Care Provider Perspective

- ✦ Benetas is a Not-for-profit aged care provider
- ✦ We support over 4,000 older people and their families each year across Victoria
- ✦ We employ over 1400 staff
- ✦ We are grateful for the support of over 400 volunteers



# Pathways to care

- ✦ Clients can self refer or be referred by family or doctor for an assessment
- ✦ Referral is often related to a sudden event or health crisis
- ✦ Begins with a government agency eligibility assessment



# Types of aged care

- ✦ Community based care - personal care or house cleaning, transport to medical appointments, shopping assistance and meal delivery
- ✦ Respite services (day/overnight/emergency)
- ✦ Residential care (permanent)
- ✦ Direct care/unfunded care (private, Supported Residential Services)



# Home Care 'Package'

- ✦ A Home care package provides services that can help clients to stay at home for as long as possible
- ✦ A home care package gives the client choice and flexibility in the way that care and support is provided
- ✦ There are four levels of Home Care Packages available, and s Dementia and Veterans supplement available ranging in value from 1.5 to 20 hours care per week
- ✦ Clients must undergo formal standardised assessments to determine eligibility for a package by the Aged Care Assessment Service (ACAS)

# Costs - Home Care Package

- ✦ If the client is eligible to receive government-funded assistance, most service costs will be covered
- ✦ Some clients may be asked to make a co-contribution (or fee) which is calculated based on income and assets
- ✦ Fee for service options available from most providers





# Costs - Home Care Package

- ✦ If the client is a single person in receipt of the full pension, the fees will not exceed 17.5% of the maximum basic rate of pension
- ✦ If the client is not a pensioner, or receives a partial aged pension in addition to other income, you may be asked to pay additional fees, which will not exceed 50% of that additional income
- ✦ The basic fee for a Home Care Package that the service provider may charge is up to \$131.46 per person, per fortnight
- ✦ You will not be refused a Home Care Package if you are unable to pay

# In-Home Nursing & Support

Services include, but are not limited to:

- ✦ Personal hygiene and care
- ✦ Acute and chronic wound management
- ✦ Diabetes education and management
- ✦ Medication management
- ✦ Respite for carers
- ✦ Palliative care



# Respite services

Designed to give carers a break

- ✦ Day, overnight and emergency
- ✦ In home or in day centres
- ✦ Planned Activity Groups
- ✦ Respite services include activities, meals and transport



# Residential care

- ✦ Provides residents with 24-hour support, including specialist nursing care, and some facilities have a secure wing for clients with dementia
- ✦ Government funds up to \$183 per residential client per day
- ✦ Clients contribute a daily care fee on top of this
- ✦ Maximum client daily care fee is set at 85% of the annual single basic Centrelink age pension and is currently \$46.50 per day
- ✦ Goes towards providing for care needs and daily living expenses like meals, cleaning and laundry

# Residential care fees

## What is an accommodation charge?

- ✦ If clients are assessed as needing high care, they may be asked to pay an accommodation charge
- ✦ Accommodation charges for high care are also based on an asset assessment
- ✦ Accommodation charge is currently \$34.20 per day. This will only apply if assessed assets are \$116,136.00 or more.

# Retirement villages and assisted living

- ✦ Not part of government funded aged care service provision
- ✦ May include services on top of accommodation and communal resources like a swimming pool, community centre or games room or access to on site health services.



# Living Longer Living Better

- ✦ Future of aged care in Australia
  - Focus of residential aged care on high acuity/ high dementia clients
  - More older people receiving care in their homes
- ✦ Consumer Directed Care
- ✦ Moving to a user pays system
- ✦ Additional services available - for a fee

# Strengths of Australian Aged Care

- ✦ Workforce
  - Training
  - Workforce modelling for higher and lower care
- ✦ National structure, service alignment, eligibility assessment models
- ✦ Residential aged care industry
- ✦ National standardised palliative care training
- ✦ Community based aged care
  - Innovative service provision
  - Development of user-pays packages



# Aged Care In Australia



[Amee.Morgans@benetas.com.au](mailto:Amee.Morgans@benetas.com.au)