

PRODUCTIVITY COMMISSION

REFORMS TO HUMAN SERVICES

Submission

14 July 2017



ABOUT ACSA

Aged & Community Services Australia (ACSA) is the leading aged care peak body supporting over 700 church, charitable and community-based, not-for-profit organisations. Not-for-profit organisations provide care and accommodation services to about one million older Australians.¹

ACSA represents, leads and supports its members to achieve excellence in providing quality affordable housing and community and residential care services for older Australians.

Aged care providers make a significant \$17.6 billion economic contribution to Australia, representing 1.1% of GDP by producing outputs, employing people and through buying goods and services. The direct economic component is akin to the contribution made by the residential building construction and sheep, grains, beef and dairy cattle industries.²

ACSA members are important to the community and the people they serve, and are passionate about the quality and value of the services they provide, irrespective of their size, service mix or location.

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¹ Australian Government, Department of Health, Report on the Operation of the *Aged Care Act 1997*, December 2016.

² Deloitte Access Economics, Australia's aged care sector: economic contribution and future directions, Aged Care Guild, June 2016, page 24.

**PRODUCTIVITY COMMISSION DRAFT REPORT
INTRODUCING COMPETITION AND INFORMED USER CHOICE INTO
HUMAN SERVICES: REFORMS TO HUMAN SERVICES**

Aged & Community Services Australia (ACSA) response to certain draft recommendations:

End-of-life care

Draft recommendation 4.1	ACSA supports this recommendation
Draft recommendation 4.2	ACSA supports this recommendation
Draft recommendation 4.3	ACSA supports this recommendation
Draft recommendation 4.4	<p>ACSA does not support this recommendation.</p> <p>ACSA supports an aged care system that is consumer driven, market-based and less regulated as outlined in the Aged Care Sector Committee’s Aged Care Roadmap released in 2016.</p> <p>ACSA considers that draft recommendation 4.4 is inconsistent with this approach as it would result in additional regulation and is not consumer driven. It is also inconsistent with the development of the single set of aged care quality standards as it focusses on provider processes rather than outcomes for care recipients.</p> <p>While ACSA supports discussions about future care needs including advance care plans, introducing a requirement for residential aged care facilities to ensure clinically trained staff hold conversations with residents about their future care needs within two months of admission to the facility goes much further than that needed to ensure acceptable standards of care are provided.</p> <p>The timing for such discussions should be guided by working with the older person and taking the lead from them. Strategies should be put in place prior to people moving into residential aged care to encourage these discussions and documentation to occur at a time most suitable to the individual. Moving into a residential aged care facility can be a difficult time for an older person and their family so mandating a timeframe for these discussions at that time would be counter to consumer direction.</p>

Draft recommendation 4.5	<p>ACSA supports the recommendation for governments to monitor how well end-of-life care services are meeting users' needs across all settings of care.</p> <p>However ACSA would not support any new or additional reporting requirements for aged care providers in order to achieve this.</p> <p>ACSA also considers that any data collection mechanisms should come directly from existing systems and not from isolated data collection activities.</p>
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Social housing

Draft recommendation 5.1	ACSA supports this recommendation
Draft recommendation 5.2	ACSA supports this recommendation
Draft recommendation 5.3	ACSA supports this recommendation
Draft recommendation 5.4	ACSA supports this recommendation
Draft recommendation 6.1	ACSA supports this recommendation
Draft recommendation 6.2	ACSA supports this recommendation
Draft recommendation 6.3	ACSA supports this recommendation
Draft recommendation 6.4	ACSA supports this recommendation
Draft recommendation 6.5	ACSA supports this recommendation

Services in remote indigenous communities

Draft recommendation 8.1	ACSA supports this recommendation
Draft recommendation 8.2	ACSA supports this recommendation
Draft recommendation 8.3	ACSA supports this recommendation
Draft recommendation 8.4	ACSA supports this recommendation
Draft recommendation 8.5	ACSA supports this recommendation