

**Sent:** Wednesday, 27 July 2022 3:08 PM

**Subject:** RE: Consumer perspectives roundtable - Productivity Commission [SEC=OFFICIAL]

Thanks so much for your follow-up.

I feel like the Commissioners' summary of the situation covered it adequately – i.e., that direct and indirect employment are more complex than they seem, hence their decision to focus on what consumers want from homecare, and then to map the realities of indirect or direct employment onto that. I think the Commissioners and team did a great job of capturing our concerns and the needs and wants of the older Australians we represent, such as the ability to obtain consistent care over time from an individual carer or team of specific carers in order to build a relationship of trust and understanding, better pay and conditions for workers, and so on as per our submission.

As you note, when we put our submission in, we had a particular model of indirect employment in mind (i.e., agency care) and thus advocated for a direct employment model, but the meeting made it clear that the model we had in mind is not the only kind of indirect employment, and in fact that agencies can be direct employers too. So I think our position on this matter now would be that we support whatever employment model is most likely to produce the outcomes the older Australians we represent are looking for. Our expertise is in representing what they want and need, and it may be better to leave it to others such as yourselves to gauge the appropriate employment model to meet those wants/needs, especially in an ambiguous and changing employment landscape.

So in short, I feel that our concerns and those of our research participants have been heard and meaningfully incorporated into what the Commission is likely to publish on this matter. I don't think we need to resubmit our piece. But perhaps it would be valuable to add these emailed comments as an addendum if our submission is to be reproduced anywhere.

Thanks very much again,



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