

13 July 2017

Human Services Inquiry  
Productivity Commission  
Locked Bag 2, Collins Street East  
MELBOURNE VIC 8003

Dear Commissioners

Silver Chain Group appreciated the opportunity afforded by the Productivity Commission to respond to the Commission's *Introducing Competition and Informed User Choice into Human Services: Reforms to Human Services – Draft Report*.

Silver Chain's submission focused on end-of-life care in Australia. We wish to take this opportunity to affirm the contents of our submission, and to support the findings of the Commission's draft report. We note and endorse the following comments from the key points section of the draft report.

- Each year, tens of thousands of people who are approaching the end-of-life are cared for and die in a place that does not reflect their choice or fully meet their end-of-life care needs. Most people who die do so in two of the least preferred places — hospitals and residential aged care.
- More community-based palliative care services are needed to enable more people who wish to die at home to do so.
- End-of-life care in residential aged care needs to be better resourced and delivered by skilled staff, so that its quality aligns with that available to other Australians.

Silver Chain recognises that the provision of a truly comprehensive, high level, evidence-based end-of-life care occurs along a continuum, incorporating hospital, residential and home based services. Meeting the legitimate aspirations of community members and their families and loved ones to be able to die in their place of choice is an aspiration we should seek to deliver wherever and whenever possible.

Silver Chain endorses the recommendations of the draft report, which if implemented as a matter of policy across Australia, would help ensure exceptional levels of professional care and compassion are delivered to those receiving end of life care.

Yours sincerely

Christopher McGowan  
Chief Executive Officer