



# SAMARINDA AGED SERVICES

## Productivity Commission Submission Inquiry into Aged Care

### Labour and technology

In order to support older people in a labour intensive industry and with declining numbers and skills of aged care staff, we must consider changes to the way we manage care. This must involve addressing of both these areas – ie reducing labour intensity and managing the skills shortage.

Despite government policy on immigration aiming to address the number of workforce participants, these people are unlikely candidates for long term aged care work. Some of those who are students are likely to participate in the aged care workforce however most will not be long term within this field. These care workers are and will be even more so in the future the front line for care. It is upon them that other services will rely for information and referral.

With policy push toward community based care for the frail aged and all but the acutely ill, much time is, and will continue to be spent by clinical staff on travel. Existing technologies can provide many benefits in monitoring people within their home via the web. This can reduce some of the need for contact but more importantly provide a constant coverage of care through monitoring of various appropriate indicators. Samarinda has developed a plan for the application of existing technologies to provide for broad remote monitoring capabilities within the home. The outputs from this monitoring could be channelled back to any relevant stakeholder (ie case manager, community care provider, care worker, family member or other informal carer) based on the particular condition being monitored. **Attachment A –Falls Monitoring confidential.**

Within the residential care setting, Samarinda Aged Services has undertaken an implementation of existing technology and case study that has demonstrated up to a 32% improvement in productivity through understanding and addressing work flow and communication within the residential care setting. **(Attachment B the Samarinda Communication System Evaluation Report)**

Appropriate study of the needs of the frail aged and the time and task distribution of aged care workers will provide valuable insight into the possibilities for reshaping the workforce to meet the needs of clients and the skills of workers available.

Samarinda Aged Services has, in conjunction with the centre for health innovation, undertaken what is likely to be the most detailed collection and analysis of the task and time distribution of aged care workers in the residential setting. This study has provided Samarinda with valuable insights to guide change processes and would be of high value to the sector. The data contained in this study is unpublished and confidential and would need to be broadened to ensure it is an accurate representation of the sector. The analysis of this type of data collection could be used to change the nature of role and task distribution and training of aged care workers within the residential setting and contribute to both identification of areas for productivity development and possible technological innovation. **Attachment C and D Aged care work analysis – confidential.**

### Funding of capital costs

In regard to the ongoing shortfalls in managing capital costs for high care facilities – in the absence of being able to charge an accommodation bond, uncapping the accommodation charge to be levied as a daily fee



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based on a set interest rate at the time of entry and calculated on the residents assets with the same rules applied as for accommodation bond calculation.