



16 February 2011

## Hobsons Bay CITY COUNCIL

Caring for Older Australians  
Productivity Commission  
PO Box 1428  
CANBERRA CITY ACT 2601

Our Ref: A1297168

Dear Sir / Madam,

### INQUIRY INTO THE AGED CARE SYSTEM

Reference is made to the Productivity Commission's Draft Report titled *Caring for Older Australians*. Upon review of the draft report, the Council supports the recommendations made. In addition to the points made in its original submission, the Council would like to highlight the following points for your consideration:

- Effective and reasonable implementation will greatly influence the transition to a new and improved system.
- Many aged care services are locally based, so effective integration of these services within a centralised regional agency will be vital.
- Workforce reforms such as skill development, opportunities for variety and the introduction of competitive wages are all important, however more should be considered to support and increase the capacity of the current workforce. Caring for older people remaining in the home for longer with combinations of chronic health conditions presents complexities that have not been specifically acknowledged.
- The reforms will allow aged care providers to disclose information about their services to care recipients on request rather than automatically. Whilst the Council acknowledges the benefits of this, it is important that providers are mindful of the needs of vulnerable groups such as CALD groups or people with a disability who may not know, or be able, to request the information they need.
- By removing the distinction between low and high care, residential care facilities will be able to provide increased flexibility to respond to individual needs and allow ageing in place, which is very encouraging. However, specific reference has not been made to ensuring the availability of respite services within these facilities.

The Council supports work towards a streamlined service system which reduces existing fragmentation and duplication, as well as strategies to address service gaps. Such a system will allow older people better access to the services they need and the Council looks forward to the opportunity to contribute to the implementation of the proposed reforms.

Yours faithfully

Bill Jaboor  
CHIEF EXECUTIVE OFFICER