



Chinese Community Social Services Centre Inc.

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Response to Productivity Commission's Draft Report and Recommendations- Caring for Older Australians

Our Feedback towards community aged care services are:

1. Minimum Block Funding

- We support the removal of a distinction between high and low places, and allowing all registered providers to deliver different levels of packages, e.g CACPs EACH and EACH (D). However, it is important to provide a minimum block funding to smaller organisations, for example, ethno-specific organisations, to ensure they can have sufficient recourses to maintain their workforce and infrastructure. (Most ethno-specific organisations have limited funding as compared to local governments and larger service providers.)

2. Social Support Services

- It is very important that social support services, like Planned Activity Groups (PAGs), which are currently funded by the Department of Health, should continue. These services provide an important channel for the CALD community to access community services and receive culturally appropriate support to navigate the aged care system.
- In Victoria, the Supported Access Pilot Project (SAPP) in our organisation has successfully assisted Chinese elderly to link up with the service system in an efficient and effective way.
- Both the PAGs and SAPP formed an important support network to our Chinese Community.
- These also support mainstream service providers in using their services. For example, the Royal District Nursing Services (RDNS) and Community Health Services are in partnership with us, the former through the SAPP and the later through the Well for Life Funding.
- Our staff in PAGs and SAPP also able to provide short term care coordination, if necessary, to Chinese elderly before they start to use any packaged care services. (i.e. before a Case Manager is assigned to them.) This is also welcome by many local governments since it overcomes the language and cultural barriers for their assessment officers in the initial contact and assessments.