

The Commissioner  
Productivity Commission  
GPO Box 1428  
CANBERRA CITY ACT 2601

PricewaterhouseCoopers  
ABN 52 780 433 757

Darling Park Tower 2  
201 Sussex Street  
GPO BOX 2650  
SYDNEY NSW 1171  
DX 77 Sydney  
Australia  
Telephone +61 2 8266 0000  
Facsimile +61 2 8266 9999  
Direct Phone +61 2 8266 6410  
Direct Fax +61 2 8286 6410  
pwc.com.au

21 March 2011

Dear Sirs

**PwC's response to the Interim Report on the Care of Older Australians – “Delivering care to the aged - A focus on Workforce”**

PwC is pleased to respond to the Commission's Interim Report on the Care of Older Australians (the Report). We have worked extensively with clients in the Aged Care industry both in the for profit and the not-for-profit sectors.

Our response to the issues raised in the Report is restricted to our comments on workforce issues arising under draft recommendations 11.2 to 11.4.

The main points of our submission are as follows:

- workforce skills need to be aligned to the needs of aged care residents
- recommendation of a case management model for aged care
- applying the concept of a “teaching hospital” to the residential aged care sector, and
- competitive wage structures
- funding recommendations.

PwC consents to making this submission available to the Public on the Commission's website.

We would be pleased to discuss our views in more detail. Please contact Kate Goodwin on 8266 0040 for further information.

Yours faithfully

  
John Gannings  
Partner