



Aged Care Service Statement 2019-2023

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Date of Last Review:
Date of Next Review: July 2023
Responsible Officer: Manager Service Planning, Partnering and Reform



Purpose

This Service Statement describes Council's approach to the provision of aged care services and other roles that support the holistic experience of ageing in Wyndham. It provides the decision-making framework and principles for current and future service planning, and is an overarching, public summary of detailed service planning processes, data, evidence and policy inputs.

This statement affirms Council's commitment to support the experience of ageing in Wyndham through a holistic approach, and that aged care service provision is part of a national system.

Wyndham City is continuously improving service planning and alignment to ensure public value in all service areas, and accountability and efficiency at the service level. Service planning and statements support the delivery of the Wyndham City Plan 2017-21, and the Wyndham 2040: Community Vision. The aged care service planning fits within a lifecourse approach being developed across services to meet the holistic needs of community members throughout their lives. This approach will deliver on the Community Vision through supporting integrated and joined up services, that wrap-around community members as they seek different services at different stages of life in the community.


This service statement will inform the design of service performance measures based on the principles and service direction articulated here, and in the context of lifecourse planning. Service levels and measures will be monitored in Wyndham City's Service Catalogue. This service statement also informs the service definition and budget in the Annual Plan and Budget, which is transparently reported on in the Annual Report, and through the Local Government Reporting Framework.

Aged Care in Wyndham

The Commonwealth Government Aged Care system provides supports and care to frail older people who require assistance with daily living. There is a continuum of care options in Wyndham supported by the Commonwealth. The care options range from receiving care from family or friends who can receive carer benefits, to services at home - either Home Support Services or a Home Care Package for those needing more complex care, through to residential care, which may be temporary (respite) or permanent. The growing aged population in Wyndham means that the demand for aged care will continue to increase. The 65 years and over population in Wyndham is forecast to grow by 260%, from 17,333 people in 2016 to 62,428 people in 2041. The national aged care reforms aim to address ageing populations, enabling people to remain in their homes longer, and making it easier for older people to access information, navigate the system, and make choices about their care.

Context

The aged care system is a national system funded by the Federal Government. The Productivity Commission's 2011 Inquiry Report Caring for Older Australians recommended fundamental reform of the aged care system to address limited choice, inconsistent inequitable Government subsidies and user contributions, and variable quality. Changes have been progressively introduced in response to the Commission's report through the national aged care reforms.



The Government's Aged Care Roadmap sets out the path to a system where people are valued and respected, including their rights to choice, dignity, safety and quality of life. They will have access to competent, affordable and timely care and support services through a **consumer driven, market based, sustainable aged care system**.

The Government has been making progress through the reforms, with early focus on the aged care sector that are covered by the Aged Care Act (1997), being residential aged care and Home Care Packages.

A future market based aged care model presents a fundamental challenge to Council to comply with the National Competition Policy, or to offer cost-reflective pricing raising viability concerns in a market that should have increased diversity.

Under the Local Government Act Council has responsibility for the wellbeing for all residents. Taking a holistic approach to creating optimal conditions for people to experience ageing in Wyndham brings into focus a range of other roles and responsibilities beyond aged care service delivery. The World Health Organisation Aged Friendly Cities framework describes focus areas as:

- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services
- Outdoor spaces and building
- Transportation

Scope

This statement applies to the following services:

- Council funded services for the ageing population
- Commonwealth funded Aged Care Services (including Regional Assessment Services and Commonwealth Home Support Program)
- State funded Aged Care Services
- State funded Home and Community Care Program for Young People (historically funded and delivered by Council under the same service agreements and service model as aged care)
- Aged Care services that attract alternate funding sources, such as philanthropy

Vision

A holistic approach to ageing in Wyndham will create the conditions for a community in which older people are respected, can actively contribute and participate, and feel safe. Older people will have access to an integrated system of local supports and services that meet their needs, and support ageing in place.

Value Proposition

Older people in Wyndham have equitable access to a choice of aged care supports and services when

they need it. Services will encourage independence and wellness for individuals to remain at home and to socially connect with others. Individuals will have choice and control of their service experiences.

Council Roles

Leader

Lead the development of innovative service delivery models through codesign and piloting innovations or specialised roles. Develop relationships with research institutions, and academic institutions that provide the pipeline for health and human services workforces.

Service provider

Council provides Aged Care services that would not otherwise be available to the community and respond to the diverse needs of ageing residents and carers. These services will be aligned with;

- best value principles including; efficiency, cost effectiveness, transparency and accountability,
- the principles and commitments as outlined in Councils decision making framework.

Partner

Work in partnership with a range of stakeholders including older residents, carers, health providers, human service agencies, Commonwealth Government, State Government, Municipal Association of Victoria to strengthen the aged care sector for people in Wyndham. This includes; service system planning and development as well as a whole of community approach to meeting the needs of the ageing experience in Wyndham.

Planner

Plan, design and build environments and infrastructure that are inclusive, accessible and engaging for all ages. The needs of an ageing community are reflected in the design of new community infrastructure.

Facilitator/Broker

Play a key role in information dissemination and in connecting local service providers through the facilitation of networks and the maintenance of information sharing systems. Council also supports sector development to strengthen the diversity and quality of local service options.

Advocate

Advocate to State and Federal Government on behalf of the Wyndham community to ensure that the future design of the aged care at home model and system funding meets the community's needs.

Stewardship

Improve the capacity and capability of an integrated service system in Wyndham through local government stewardship.

Service Commitment

Council is committed to ensuring that Wyndham's older residents have the opportunity to optimise their independence and wellbeing through access to timely and responsive aged care services.

From analysis of the Local Government Act's Objectives of a Council, and with consideration to Public

Value Principles, we commit to delivering services that are:

- **Outcome focused** - Our services and people align all efforts towards delivering community outcomes and improving public value.
- **Agile** - The City’s rapid growth means we need to quickly respond to change ensuring continuous improvement, relevancy and value-add.
- **Efficient** - With limited resources we need to be effective and efficient to ensure maximum public value no matter the constraints.
- **Accessible** - Our strategies and services need to be easy to access, equitable, affordable, clearly communicated and simply understood.
- **Integrated** – It is essential that we align effort across a service system to maximise community benefits
- **Transparent** – We have a responsibility to keep our community informed of how we use public funds.

The following framework will be used to guide Council’s decision-making process to determine when services will be delivered by Council.

Decision Making Framework

Service principle	Acquittal
Outcome Focused	<p>Council will ensure access to aged care services in the home for the local community. Council will contribute to the planning, development, design and delivery of aged care services in Wyndham that:</p> <ul style="list-style-type: none"> • reflect consumer choice and control • support ageing in place • prioritise individual wellbeing, independence, reablement and social inclusion • are the right service, at the right levels, at the right time • provide integrated service responses • support innovative practices to improve outcomes • recognises and supports carer roles and relationships • remove disincentives to access appropriate levels of care <p>We will support local employment. Many of our staff are from the local community. We support the further education and training of our staff for their own improvement as well as to create greater benefit for our community.</p> <p>Council will invest in sector development for the evolving aged care sector to retain and increase local employment opportunities.</p>
Agile	<p>We will ensure we base our services on the best information available in a timely manner.</p> <p>We will ensure community voice is heard and responded to in our service design process, reflected in our continuous improvement approach and represented in our roles as planner, advocate, leader, partner and facilitator.</p>

Efficient

The service model and resourcing will provide value for money, with services delivered in compliance with the National Competition Policy and at a level of subsidy that is acceptable to Council.

Council will seek to create efficiencies through:

- Monitoring and understanding the local market of providers, services and specialisations, and prioritising services that differentiate from others
- Partnering with other specialist and generalist providers
- Understanding the benefits of upstream health promotion, preventative health and social inclusion approaches for ageing well and taking affirmative action
- Consider the benefits for the Wyndham community in partnerships or service approaches with a geographic catchment larger than Wyndham
- Investment in universal approaches that improve the experiences of people ageing in Wyndham

Accessible

The diversity of our communities is a source of pride, not an access barrier. Aged care services will be accessible to any older person requiring support. Timely and streamlined entry into the system will be supported by Council, with appropriate coordinated supports delivered in line with consumer choice and control. In our role as leader, planner and our facilitating and leadership role as service provider, we will be cognisant of the cultural and personal needs of our community members and support the health and human services sector to ensure accessibility.

Affordability will not be a barrier to receiving quality services. Assessments of service gaps will inform Council's decision to enter into service sectors to ensure a healthy market.

Our services will be delivered through a model and level of subsidy that is acceptable to community members and compliant with National Competition Policy.

From an equity perspective, Council recognises that greater effort may be required for some members of the community to achieve equality of opportunity.

Integrated

In our service system planning and development role, we will facilitate a whole-of-community approach to meeting the needs of an ageing community. Services work as one to provide more comprehensive and cohesive delivery to community.

We will seek to understand the service system as a whole and to align effort from all contributors to the system.

We will ensure we base our services on the best information available in a timely manner.

We will continue our role as a service planner and share findings with Government and other appropriate stakeholders to plan and respond to community needs.



Associated Policies & Documents

- Local Government Act 1989
- Family Friendly City Charter, 2018
- Wyndham 2040 Community Plan
- Wyndham City Plan 2017-2021
- Wyndham Life Course Framework (in development)
- Wyndham Public Value Framework: Services and Strategies (in development)
- Commonwealth Home Support Program Guidelines 2018
- Aged Care Sector Committee Aged Care Roadmap
- World Health Organisation Age Friendly Cities Framework
- Aged Care Act 1997
- Future Reform – An Integrated Care at Home Program to Support Older Australians 2017
- Legislated Review of Aged Care 2017
- Productivity Commission’s Inquiry Report *Caring for Older Australians* 2011