



**9.1** **OLDER PERSONS' CONSULTATIVE COMMITTEE  
SUBMISSION TO THE ROYAL COMMISSION INTO AGED  
CARE, QUALITY AND SAFETY**

**EXECUTIVE MEMBER:** **TONY KEENAN, GENERAL MANAGER, COMMUNITY AND  
ECONOMIC DEVELOPMENT**

**PREPARED BY:** **MARY MCGORRY, MANAGER DIVERSITY AND INCLUSION  
LAURA CATTAPAN, COORDINATOR ACCESS AND INCLUSION**

**1. PURPOSE**

- 1.1 To provide to Council the Older Persons Consultative Committee's (OPCC) submission to the Royal Commission into Aged Care Quality and Safety (attachment 1).
- 1.2 To inform Council on the issues and recommendations raised by the OPCC in the submission.

**2. EXECUTIVE SUMMARY**

- 2.1 The Royal Commission into Aged Care Quality and Safety was announced in September 2018. It was announced after a series of complaints and incidents of seriously poor quality residential and home care and of older people being exploited by some providers.
- 2.2 The OPCC through their Aged Care Reforms Working Group has prepared a submission to be submitted.
- 2.3 The submission is based on the personal experiences of OPCC members, and what they have been hearing from the community.
- 2.4 It raises issues with the current aged care service system, concerns with the proposed future model, and provides recommendations on how they would like this to be addressed.
- 2.5 The submission seeks to highlight local councils' long and successful history of delivering aged care services and supporting residents to navigate the new system. It also emphasises that, given their constituency, they are best equipped, knowledgeable and well placed to continue to deliver aged care services to the community.
- 2.6 It also highlights that this Council's aged care services currently have a high proportion of clients who are disadvantaged or vulnerable, and the Committee believes they are at risk of experiencing further disadvantage and vulnerability in an open market.

**3. RECOMMENDATION**

That Council:

- 3.1 Notes the attached submission prepared by the Older Persons' Consultative Committee, to submit to the Royal Commission into Aged Care, Quality and Safety.



#### 4. KEY POINTS/ISSUES

- 4.1 The OPCC, established in 2000, is a key consultative Committee of the City of Phillip. Members are appointed on a voluntary basis to be its main advisory body on all issues affecting older residents living in the Port Phillip. It advises and advocates to Council on wellbeing issues, policies, plans and services impacting older people
- 4.2 On an annual basis, the OPCC develop a workplan in line with their Terms of Reference, the Council Plan 2017-27, and the World Health Organisation Age Friendly Cities Framework.
- 4.3 In their 2018 workplan (Attachment 1, Action 1.1) there was an action to establish an Aged Care Reform (ACR) Working Group to gain detailed understanding and analysis of the impact of the reforms, and to keep the OPCC informed and consulted.
- 4.4 In April 2018, the ACR Working Group was established, consisting of both OPCC representatives and relevant Council Officers. The Working Group agreed to meet as matters arose, guided by both the Officers and community feedback/experience through the OPCC representatives.
- 4.5 The Working Group provided a forum for the OPCC representatives to gain more detailed information on Councils aged care services funded through the Commonwealth Home Support Program (CHSP), and the reforms more broadly. It also enabled them to discuss their personal experience of the system, and highlight what they were hearing from members of the community.
- 4.6 The current Working Group is made up of five OPCC representatives with excellent credentials in aged care, including lived experience of aged care, experience in working in residential aged care nursing, gerontology and social work. Council Officers consist of the Manager Diversity and Inclusion, Coordinator Access and Inclusion, Coordinator Community Support, and Team Leader Regional Assessment Team.
- 4.7 In September 2018, Prime Minister Scott Morrison announced the Government's decision to ask the Governor General to establish a Royal Commission into Aged Care Quality and Safety due to the serious concerns being highlighted by older people and their families about quality and safety of aged care, both residential and in the community, and multiple stories of exploitation of vulnerable older people.
- 4.8 In the 2019 OPCC Objectives and Plan (Attachment 3, Action 1.1) there was a specific action to respond to the Royal Commission. The OPCC felt this would provide a valuable opportunity to highlight the issues with the current service system, and concerns with the future impact if it was no longer funded or delivered by local government. The ACR Working Group was tasked to draft the submission.
- 4.9 The submission was drafted in July and highlights issues and recommendations for the Commission to consider.
- 4.10 Issues and concerns highlighted include:
  - 4.10.1 Access and barrier to current services and the impact on carers.
  - 4.10.2 Care navigation
  - 4.10.3 Care coordination and oversight
  - 4.10.4 Equity of access and the impact of privatisation on vulnerable people.
  - 4.10.5 Providers "Cherry picking" clients.



4.10.6 Quality of care delivery

4.11 Recommendations include:

4.11.1 Community-focused model of care

4.11.2 Continuum of homecare packages

4.11.3 Information for informed choices

4.12 In addition, the submission addresses the recent confirmation by the Commonwealth Government of its intention to tender out nationally a streamlined assessment process, to be in place by 1 July 2020. This will lead to the defunding of Councils' Regional Assessment Teams from that date. This intention was included in the Councillor Briefing 'Aged Care Reforms Update', on 10 April 2019, prepared by Mary McGorry Manager Diversity and Inclusion.

## 5. CONSULTATION AND STAKEHOLDERS

5.1 The OPCC ACR Working Group has met five times since they were established in April 2017. Outcomes from the Working Group meetings are reported back at the OPCC monthly meetings.

5.2 At the May 2019 OPCC meeting the Committee were informed that the ACR Working Group would begin drafting a response to the Royal Commission into Aged Care Quality and Safety. At the following meeting in June they were informed of the process of presenting the submission at a Councillor briefing and then to a Council meeting for endorsement.

5.3 The ACR Working Group met in May to draft the submission, it was then edited by OPCC Deputy Chair Dr Jane Sims and the Co-ordinator Access and Inclusion.

5.4 In July 2019 OPCC members were provided with the draft submission for input and feedback and agreed the submission at its meeting on Monday 5 August.

## 6. LEGAL AND RISK IMPLICATIONS

6.1 There are no legal implications of Council providing this submission.

## 7. FINANCIAL IMPACT

7.1 There is no financial impact on Council in providing this submission.

## 8. ENVIRONMENTAL IMPACT

8.1 There is no environmental impact on Council in providing this submission.

## 9. COMMUNITY IMPACT

9.1 The submission provides an opportunity for Council's Older Persons' Consultative Committee (OPCC) to raise concerns and advocate on services that directly affect their constituency.

9.2 Person Centred Choice and Consumer Directed Care are key goals of the Aged Care Reforms. The OPCC submission puts into practice this feature by articulating to the Commissioners the impact of the current reforms and proposed upcoming changes. It provides recommendations on how to address this, directly from older people themselves.



- 9.3 The submission also highlights Victorian local governments' long and successful history of delivering aged care services and supporting their residents to navigate the service system. It argues that due to their local resident focus, local government is best equipped and placed to continue to do this.

**10. ALIGNMENT TO COUNCIL PLAN AND COUNCIL POLICY**

- 10.1 It aligns to Strategic Direction 1 : We Embrace Difference and People Belong
- 10.2 The submission highlights the OPCC's concern about access for vulnerable older people and care navigation in a competitive market. This is particularly of concern to the Committee for people on low incomes, including those receiving Centrelink payments, people from multicultural backgrounds and those with complex needs such as mental health, alcohol or drug issues, dementia, homeless or at risk of homelessness.

The Committee wishes to highlight to the Royal Commission their concerns that these residents may be disproportionately impacted in gaining services in a competitive market where providers are not obligated to offer services.

**11. IMPLEMENTATION STRATEGY**

- 11.1 If the submission is endorsed by Council the OPCC Deputy Chair will lodge the submission.

**12. COMMUNICATION**

- 12.1 A copy will be provided to the OPCC and the working group members.

**13. OFFICER DIRECT OR INDIRECT INTEREST**

- 13.1 No officers involved in the preparation of this report have any direct or indirect interest in the matter.

**TRIM FILE NO:** 02/06/36

**ATTACHMENTS** 1. Port Phillip's Older Persons Consultative Committee submission to the Royal Commission into Aged Care 2019