

Caring for Older Australians – Response to the Draft Report

Home Instead Senior Care strongly supports the key points of the Productivity Commission Report and in particular the Framework for Assessing Aged Care, and the Care and Support recommendations which provide consumers with greater choice and control over the service provision they receive.

The report reinforces private research conducted by Home Instead Senior Care that clients believe it is extremely important to stay in their own home as they grow older, that the loss of independence is their number one fear and that clients and families want greater choice and control over their care options – even to the extent of receiving direct payments from government and organising their own care.

We also support the proposed Australian Seniors Gateway, and, as it plays such a pivotal role in the assessment and referral of care, would wish to see this function operated by an entirely independent body unrelated to the provision of care needs in the industry.

Finally we would wish to emphasise that a large number of home care services required by clients to remain independent in their own home are of a non-medical nature. Such services also include many personal care services/activities of daily living, such as assistance with walking, dressing, grooming etc., but also include services which enable clients with challenging behaviours to remain in their own home. The needs in these circumstances are for a carer to be appropriately trained in caring for an older person and trained in understanding and managing challenging behaviour. We would like these facets of care services to be very carefully considered before any imposition of accreditation, regulation and cost is placed upon the delivery of such services.