

Recommendation 33: Social supports category

From 1 July 2022, the Australian Government should implement a social supports category within the aged care program that:

- a. provides supports that reduce and prevent social isolation and loneliness among older people
- b. can be coordinated to the greatest practicable extent in each location with services and activities provided by local government, community organisations and business designed to enhance the wellbeing of older people
- c. includes centre-based day care and the social support, delivered meals and transport service types from the Commonwealth Home Support Programme
- d. is grant funded.

Recommendation 34: Assistive technology and home modifications category

From 1 July 2022, the Australian Government should implement an assistive technology and home modifications category within the aged care program that:

- a. provides goods, aids, equipment and services that promote a level of independence in daily living tasks and reduces risks to living safely at home
- b. includes the assistive technology, home modifications and hoarding and squalor service types from the Commonwealth Home Support Programme
- c. is grant funded.

Recommendation 35: Care at home category

The System Governor should be in a position to commence payment of subsidies for service provision within a new care at home category by 1 July 2024. This category should be developed and iteratively refined in consultation with the aged care sector and older people. The starting point for this consultation and refinement process should be that this category:

- a. supports older people living at home to preserve and restore capacity for independent and dignified living to the greatest extent and prevents inappropriate admission to long-term residential care

- b. offers episodic or ongoing care from low needs (for example, one hour of domestic assistance per week) to high needs (for example, multiple hours of personal care and nursing care)
- c. provides a form of entitlement (such as, for example, a budget) based on assessed needs which allows for a coordinated and integrated range of care and supports across the following domains:
 - i. care management
 - ii. living supports, including cleaning, laundry, preparation of meals, shopping for groceries, gardening and home maintenance
 - iii. personal, clinical, enabling and therapeutic care, including nursing care, allied health care and restorative care interventions
 - iv. palliative and end-of-life care
- d. requires a lead provider to be chosen by the older person. The lead provider will:
 - i. be responsible for ensuring that services are delivered to address the assessed needs
 - ii. monitor the status of people receiving care and adjust the nature and intensity of the care to meet the person's needs
 - iii. seek a reassessment if an increased need persists beyond three months.

Recommendation 36: Care at home to include allied health care

1. From 1 July 2023, the System Governor should ensure care at home includes a level of allied health care appropriate to each person's needs.
2. From 1 July 2024, System Governor should:
 - a. ensure that the assessment process for eligibility for care at home identifies any allied health care that an older person needs to restore their physical and mental health to the highest level possible (and maintain it at that level for as long as possible) to maximise their independence and autonomy
 - b. ensure that the funding assigned to the older person following the assessment includes an amount to meet any identified need for allied health care, whether episodic or ongoing. This allocation must be spent on allied health care and be consistent with practice guidelines developed by the System Governor

- c. require the older person's lead home care provider to:
 - i. be responsible for ensuring that these services are delivered
 - ii. monitor the status of people receiving care and adjust the nature and intensity of the care provided to meet their needs
 - iii. seek a new aged care assessment if an increased need persists beyond three months
- d. reimburse the provider for the cost of any additional allied health care needed by the older person through an adjusted Home Care Package, without the need for a new aged care assessment, for a period of up to three months, and undertake a new aged care assessment if the need for additional services persists beyond three months.

Recommendation 37: Residential care category

1. From 1 July 2024, the System Governor should implement a category within the new aged care program for residential care that:
 - a. provides older people with:
 - i. goods, aids, equipment and services to meet daily living needs
 - ii. accommodation
 - iii. care and support to preserve and, where possible, restore capacity for meaningful and dignified living in a safe and caring environment
 - b. ensures care is available for people who can no longer live at home due to their frailty, vulnerability or behavioural and psychological symptoms of dementia, or other reasons
 - c. provides integrated and high quality and safe care based on assessed needs, which allows for personalised care, regular engagement, and a coordinated and integrated range of supports across the following domains:
 - i. care management
 - ii. social supports, including support for psychological, cultural and (if applicable) spiritual wellbeing
 - iii. personal, clinical, enabling, therapeutic care and support, including nursing care and allied health care
 - iv. palliative and end-of-life care.