

# Aged Care & the Participatory Advisory Committee



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# Aged care & engaging older Victorians

- Provision of aged care services can be broadly categorised into two main areas:
  - Home and Community Care and Assessment. A range of home and community based services funded through 500+ providers
  - Residential services. For the DHS Aged Care branch, this spans both statewide approaches to support the 190+ services delivered by public sector agencies, and responsibility for regulation of supported residential services.
- Across both areas, exploring strategies to facilitate genuine participation of older people and their families in ways that are meaningful and ethical.

# Residential Aged Care

- Existing Commonwealth frameworks and standards require resident and families involvement through care plans, resident committees and annual surveys.
- While DHS not involved in direct provision of residential aged care services, it supports various initiatives for public sector services which:
  - promote rights of residents e.g. *Count us in! social inclusion for people living in residential aged care*
  - communicate information to improve health care and treatment e.g. *SCORE – Strengthening care outcomes for residents with evidence*
- DHS also exploring strategies to build consumer participation in project governance (e.g. consumer representative on Quality Indicators Project Steering Committee) & obtain resident feedback on service developments

# Supported Residential Services

- SRS are private businesses, but DHS responsible for their regulation
- Current regulatory scheme does not set specific requirements for proprietors to seek resident input – alternatives being considered as part of current review of regulation (e.g. requirement for resident advisory committees?)
- DHS also seeking to expand proprietor & resident participation in its activities:
  - Seeking feedback from proprietors, residents, carers & their families as part of SRS regulatory review
  - Oral health project involving proprietors in formal project governance

# Participation by people in care relationships

## Charter recognising and supporting care relationships

- Development involved participation by people in care relationships through written feed back and focus groups
- Principles and practice inform people in care relationships about expectations they can have of health and community services



# Well for Life

- Improve nutrition and increase physical activity among frail older people
- HACCC and residential aged care



- Encourage and support individuals to choose activities of interest and food to improve well being and functional ability

# Home & Community Care (HACC)

- Departmental Advisory Committee
- Meets bi-monthly
- To consider issues, provide information and advise DHS about policy, planning, service coordination and service development
- Membership includes a range of stakeholder organisations with a consumer focus:
  - COTA, AAV, Carers Vic, VICACD (Aboriginal) and ECCV (CALD)

# HACC Service Providers

## National Service Standards

- Consumer focussed
  - Includes requirement that providers involve consumers in service management
  - 95% of providers 'fully met' this requirement (independent assessment 2006-08)

# HACC Consumer feedback

- Consumer survey as part of Standards assessment
- In 2006-08, over 12,000 clients surveyed with 47% response rate:
  - 93% believe they receive the right type of service
  - 76% were offered choice in type of services
  - 88% believe the provider would listen to any concerns
  - 71% believe the provider is interested in their views on services
  - 93% believe that the providers do a good job



# Aged Care & the Participatory Advisory Committee



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