

Willoughby City Council HACC Services

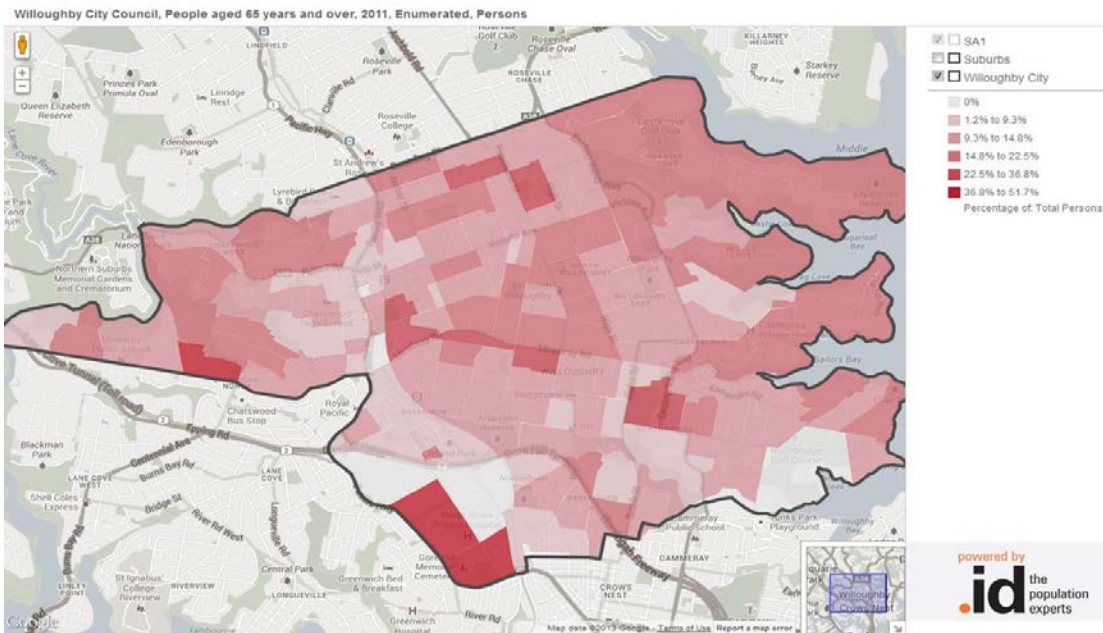


About Willoughby

- Willoughby City is located in Sydney's northern suburbs - about 9 kilometres from the Sydney GPO, bordered by Lane Cove River, Middle Harbour, North Sydney and Ku-ring-gai Councils.
- Population 72,400, over 2,251 hectares with 32 persons per hectare
- Predominantly residential, with substantial industrial, commercial centres (Chatswood), a major public health facility, Royal North Shore Hospital and a number of private hospitals.

In the 2011 Census:

- 12.6% (8,500) of people were 65 years and over
- A large increase in 55-64 year age group. 4,929 in 2001 – 7,145 in 2011 – in addition this was the largest change in age structure in the past 5 years in the LGA.
- 35% of people speak a language other than English at home. 987 people over 65 years reported speaking another language and not speaking English well or at all.
- 2514 (21% of over 60 years) people over 60 live alone
- 1459 people over 65 years responded to requiring need for assistance
- although the SEIFA for Willoughby is high at 1082, 19% (1620) of people aged over 65 years had a personal income of less than \$300 per week.



Council HACCC Services

For over 15 years Council has auspiced a number of Home and Community Care (HACC) services. At present these services are:

- Aged and Disability Services Worker (36% ADHC, 64% DoHA)
Willoughby LGA
- **Lower North Shore** Volunteer Coordinator (36% ADHC, 64% DoHA)
- Meals (94% DoHA, 6% ADHC) **Willoughby LGA**
- Counselling, Information and Advocacy (94% DoHA, 6% ADHC)
Willoughby LGA
- Social Support (94% DoHA, 6% ADHC) **Willoughby - Outings bus, shopping bus, Social Circle (social group), individual shopping service, volunteer provided home visiting.**
- Linen Service (94% DoHA, 6% ADHC) **Willoughby LGA**
- Multicultural Aged Day Care (94% DoHA, 6% ADHC) **LNS Area**
- Home Maintenance (which is actually a 24 hour emergency response service)
(94% DoHA, 6% ADHC) **Northern Sydney Region**

The total funding is \$735,283 per annum.

HACC service provision in Willoughby

- There are many HACC and Home Care Package service providers across the Willoughby LGA. The only service types Council auspice that not replicated are:
- Linen – may be incorporated in domestic assistance
- Meals
- Constant Companion – emergency monitoring

Additional Council supports for older people

- Three community buses for low rent hire
- 6 community centres with subsidised community hire fee structure, including full concession – provided to small community groups such as Willoughby Senior Citizens, Older Woman's Wellness, Scrabble and knitting groups, support groups, disability clubs/social groups.
- Library home delivery service
- Waste rate concession for pensioners and Commonwealth Seniors Health Card holders (with conditions).
- Substantial Seniors Week program
- Annual Seniors Health presentation series
- Various programs for seniors including cooking for singles and males, falls prevention and mind matters workshops
- HACC Advisory Committee and Access Committee
- Seniors Internet Kiosk
- Land partnerships for residential aged care facility
- Council Cab and Loop bus services
- Disability dances, cooking classes, theatre event, carers events
- Venue provision for regional interagencies and networks e.g. LNS Interagency, Disability Network for Northern Sydney.

Concerns for future – where do we sit

- Block funding changes – cancelled or reduced. There will be different pathways for AHDC and DoHA. What to do if left with small amounts of block funding?
- Council currently subsidises all HACCC services. Future concerns include our level of subsidy for retaining current services using fee for pay or billing package providers, which services do we retain and exit.
- CDC issues – client management software and trained staff – finance, marketing, unit costings
- Local Gov. State Award - consideration to competitive budget environment
- Ensuring services and support for HACCC clients in the Willoughby community after the new funding models are rolled out – evidence from UK – Older people spent their individual budgets predominately on personal care with little resources left for social activities or leisure activities and had higher levels of psychological ill health, lower levels of wellbeing and worse self-perceived health than older people in receipt of conventional services. Only 15 % of older people sent part of their budget on leisure activities whereas younger people in the UK found to spend 42-65% of funding on some form of leisure activity. (Moran, Glendinning et. al, 2013) Does this impact on how Council supports residents?

Concerns continued.

- Gateway and My Aged Care website in early stages however along way removed from the regional centres that were recommended by the Productivity Commission and local centres that were requested by the sector.
- Currently in the Willoughby area there are very lengthy waiting lists for HACC funded domestic assistance, personal care and all packages. ACAT no longer manage waiting lists – older people will struggle to access services.
- Disability – implications of Disability Care Australia, Ability Links, ST2 and person centred care. Proportion of HACC funding for people under 65 years small in Willoughby.
- Support and information issues for older people, people with disability and carers. Added responsibilities been identified as high concern for people managing their own budgets or carers.

Council process to resolve concerns

- Successful transition funding application to engage a consultant to analyse possible strategies post July 2015 and to purchase Client Management Software.
- EOI for consultants distributed
- Each HACC service developing an accurate unit costing for service delivery
- Investigation of range Client Management Software that will interface with existing Council systems, allow tracking of services to provide individual budgets, relevant reporting and invoicing
- Ongoing tracking and analysis of reports from HACC consultations regarding service groups, the National Community Home Support Program and ADHC's Community Care Support Program to update decision making process.
- Workshops with LGNSW and other LG organisations
- Partnerships and relationship building with local package providers and other NGOs
- Report to Council expected in April 2014

Reference

- Moran, N., Glendinning, C., Wilberforce, M., Stevens, Nettens, A., Jones, K., Manthorpe, J., Knapp, M., Fernandez, J., Challis, D., and Jacobs, S. (2013) Older people's experiences of cash for care schemes: evidence from English Individual Budget pilot projects. *Ageing and Society*, 33, 826-851.