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COMMUNITY NURSING SERVICES

- Personal Care
- Medication Prompts
- Catheter Management
- Wound Care
- Medication Administration
- Bowel Care

All Gold Card Holders are eligible for any of the above services.

From the Director

Life as we knew it in the aged care industry is forever evolving and this year has seen a great many changes that are impacting on all of us who either receive care or provide it. The following are a number of changes that have occurred throughout the year to date. We here at TPG Aged Care are working feverishly to meet the challenges change demands of us.

Assessment Agency Provider

The Department of Veterans' Affairs have chosen a Victorian company to operate their assessment centre across the whole of the nation.

Whilst there should be little difference for eligible veterans because 1300 550 450 is still the contact number there does seem to be a significant hold up in people being able to access services – particularly if they are looking for home and garden maintenance services.

New Minister

The re-election of the Morrison Government has brought with it some changes to the composition of the ministry. Senator Richard Colbeck has taken over the role as Minister for Aged Care and Senior Australians from the previous Minister, Ken Wyatt.

The new Minister says making aged care better must be an urgent priority for the Morrison Government.

New Aged Care Quality and Safety Commission

The Commission came into being on the 1 January 2019 and it's principal role is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care funded by the Australian Government. They are the single point of contact for complaints, quality and regulation in aged care as a means of strengthening the focus on consumers, streamline regulation, support better engagement with and between consumers and providers, and promote transparency.



New Standards

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards). Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards from 1 July 2019.

The Aged Care Quality Standards will apply to all aged care services including residential care, home care, flexible care and services under the Commonwealth Home Support Program.

New Charter of Aged Care Rights

From 1 July 2019, the new Charter of Aged Care Rights will provide the same rights to all consumers, regardless of the type of Australian Government funded care and services they receive. The Charter will apply to consumers once they start receiving Australian Government funded aged care, including: residential care.

Key changes in the single Charter include a more principles based approach to the articulation of consumer rights, the removal of consumer responsibilities and the introduction of a new requirement for providers to sign the charter and encourage their consumers to do the same.

The State of the Aged Care Industry

A recent Bankwest Report identified that more than 1.3 million Australians received aged care services in the year to June 2018 and 65.1% of people received home care support.

They also report that WA has the least number of residential care places relative to our over 70 population of any state. The low number of places and relatively high occupancy rates have caused great reliance on higher level 3 and 4 Home Care Packages. There is a queue of 100,000 people across Australia waiting to access a Home Care Package.

A recent survey conducted by a leading aged care industry association identified a number of issues that may impact older people seeking care in the future. They included: concerns about the tightening of home care package approval decisions by assessors; the slowing of home care package releases from the national queue; growing consumer demand for home care packages; increasing competition among home care providers; and a lack of clear policy direction concerning client contribution to the cost of care.

Key findings include:

- wait-times often being much longer than those published on My Aged Care
- many people on the queue never receiving the level of care that they were assessed as needing and instead pass away, or exit from a home care package to either hospital or residential care

For all of the above reasons, we constantly advise our clients to have an ACAT assessment. This will give you a chance to gain care to help you remain living in your own home into the future should your

health and wellbeing deteriorate.

If we can help with any information about any of the above please give Linda a call on 9408 1100 and she will make a time to come and meet with you.

PATRICIA TASSELL

Director



AN ODE TO AGEING

As I was lying around, pondering the problems of the world,

I realized that at my age I don't really give a rat's anymore.

- If walking is good for your health, the postman would be immortal.
- A whale swims all day, only eats fish, drinks water, but is still fat.
- A rabbit runs and hops and only lives 15 years, while a tortoise doesn't run and does mostly nothing, yet it lives for 150 years.

And you tell me to exercise?? I don't think so.

Just grant me the senility to forget the people I never liked, the good fortune to remember the ones I do, and the eyesight to tell the difference.