

## **North Burnett Aged Care Audit August 2016**

## Introduction

North Burnett Regional Council is undertaking an Aged Care Audit to better understand the current situation of aged care provisioning in the North Burnett and to identify gaps and opportunities for enhancement for the benefit of the community. As part of the process Council has taken the following approach:

- A survey for the local aging and the general public seeking feedback on aged care services
- A survey for local aged care providers seeking feedback on aged care services
- Consultation with state and federal government stakeholders
- Consultation with the Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (PHN)

For the public survey Council engaged the public by way of making surveys available at the front counter of its offices across the region. It further leveraged the “Tech Savvy Senior Program” and “Seniors Week” activities for survey completion and promoted the survey through press release, Facebook and website.

The provider survey was distributed to all funded service providers in the North Burnett and presented at the August 18<sup>th</sup> Community Services Advisory Committee Meeting engaging a wide range of service providers in aged care or related to it.

### National trend in Aged Care services

Australia’s population continues to grow and the number of older Australians aged 65 or over is projected to more than double by 2055 compared with 2015. In 2015 there were 350,000 people in the aged care system in Australia and in the coming decade there will be 3.6 million, of whom one million will have dementia. The Health Care and Social Assistance industry is now Australia's biggest employer with a workforce of 1.3 million, or 11.4 percent of the total number of people employed. To put that in perspective, the retail trade employs 10.9 percent, construction 9.1 percent and manufacturing 8.6 percent. It is also the fastest-growing industry, particularly in the area of aged care. Government spending on aged care has increased by 44% between 2009–10 and 2014–15.

In 2015 The Commonwealth Home Support Programme (CHSP) was established to help older people stay independent and in their homes and communities for longer. The CHSP will streamline entry level support with an increased focus on wellness and reablement. The Department has significantly enhanced “My Aged Care” from July 2015 so that it becomes the gateway for all aged care information and services. “My Aged Care” was created to improve consumer choice through a central point of information for older people, their families and carers.

As per the federal portfolio budget statement 2015, in the future, funding will follow the consumer, rather than be allocated to individual providers. This intends to build on the benefits of Consumer Directed Care and provide choice for consumers in deciding who provides their care, as well as flexibility to change their provider. A single integrated care at home programme, combining CHSP and the home care packages programme, is to begin from 2018.

### Types of Aged Services

The following standard definitions of aged care service types are being used by funding bodies and service providers:

- Couples accommodation (housing services for 2)
- Day respite (relieving carers looking after the aged)
- In home support (personal care, domestic help, meals, transport, social support, counselling, home maintenance and modifications)
- Independent living accommodation (housing services for 1)
- Low care (accommodation and personal care)
- Nursing Home (high care, 24 hour nursing services)
- Palliative care (end of life care in an accommodation environment)
- Respite palliative care (end of life care at home relieving carers)

### Types of Aged Care Funding

Funded Aged Care Services are split into “provider allocated funding” and “funding allocated to an individual”. Both Service types are federally funded. Residential care is always provided through provider allocated funding while home care services are provided both through provider allocated funding and funding allocated to an individual (the newly called Commonwealth Home Support program CHSP).

### Demographic Information for the North Burnett Region

(Source: Australian Bureau of Statistics 2014)

# North Burnett Aged Care Audit 2016

Total Number of Persons living in the North Burnett	10,311
Male	5,325
Female	4,986
Median Age	45.2 years
Estimated Resident Population - Persons - 55-64 years	14.3%
Estimated Resident Population - Persons - 65-74 years	13.4%
Estimated Resident Population - Persons - 75-84 years	6%
Pensions and Allowances - Age Pension – Centrelink (no)	1,509
Pensions and Allowances - Age Pension - DVA (no.)	5

## Overview of Aged Care provisioning in the North Burnett

### Provider allocated Funded Aged Care provisioning in the North Burnett

(Source: Queensland Health) List of funded service providers based in the North Burnett. This is a listing of federally funded Aged Care Services *where the funding is allocated to service providers, not individuals.*

Service name	Care Type	Care Type				Provider Name	2014-15 Australian Government Funding
		Residential Places	Home Care Low Places	Home Care High Places	Transition Care Places		
Biggenden Lions Community Care Packages	Home Care Places		10			Biggenden Lions Club Inc	\$136,504
Blue Care Gayndah Community Care - EACH	Home Care Places			5		The Uniting Church in Australia Property Trust (Q.)	\$184,087
Blue Care Gayndah Community Care CACP	Home Care Places		5			The Uniting Church in Australia Property Trust (Q.)	\$62,261
Blue Care Monto Community Care CACP	Home Care Places		4			The Uniting Church in Australia Property Trust (Q.)	\$23,942
Blue Care Mundubbera/Eidsvold Community Care CACP	Home Care Places		10			The Uniting Church in Australia Property Trust (Q.)	\$90,558
Central & Upper Burnett District Home for the Aged Hostel (Gayndah)	Residential	22				The Central & Upper Burnett District Home for the Aged	\$1,381,526
Central & Upper Burnett District Home for the Aged Nursing (Gayndah)	Residential	30				The Central & Upper Burnett District Home for the Aged	\$1,701,533
Eidsvold Hospital Multipurpose Health Service	Multi-Purpose Service	7	1			Queensland Health	\$363,137
Mundubbera Multipurpose Health Service	Multi-Purpose Service	19				Queensland Health	\$871,011
Ridgehaven Retirement Complex	Residential	15				Aged Care Monto Inc	\$951,221
Ridgehaven Retirement Complex	Residential	21				Aged Care Monto Inc	\$742,437
Wakka Wakka Jinda Aboriginal Corporation CACP	Home Care Places		25			The Uniting Church in Australia Property Trust (Q.)	\$307,874
<b>Total Places / Total Funding</b>		<b>114</b>	<b>55</b>	<b>5</b>	<b>0</b>		<b>\$6,816,091</b>

### Funded Aged Care provision in the North Burnett allocated to individuals

The Commonwealth home support program (CHSP) allocates funding to individuals rather than to an organisation. It is the entry level program to Aged Care services although it overlaps in the areas of home care provisioning with services provided through provider funded services. No North Burnett specific budget or expenditure report is available for CHSP services.

## Key Service Delivery Gaps of Aged Care provisioning in the North Burnett

### Identified Service Gaps Operational compared to Allocated Funding (source: Queensland Health)

Comparison of allocated funding versus operational funding, comparison of ratios in relation to other Queensland areas, based on Queensland Health public data.

# North Burnett Aged Care Audit 2016

Stocktake of Australian Government Subsidised Aged Care Places and Ratios as at 30 June 2015 Allocated Aged Care Places and Ratios (places per 1,000 people aged 70 years and over) by Aged Care Planning Region as at 30 June 2015:

Aged Care Planning Region	Total Allocated Places					Total Allocated Ratios				
	Residential care <sup>1</sup>	Home care <sup>2</sup>			Total residential + home care	Residential care <sup>1</sup>	Home care <sup>2</sup>			Total residential + home care
		Low care	High care	Total home care			Low care	High care	Total home care	
Brisbane North	4,796	972	345	1,317	6,113	113.4	23.0	8.2	31.1	144.6
Brisbane South	7,123	1,465	479	1,944	9,067	110.5	22.7	7.4	30.2	140.7
Cabool	3,832	928	329	1,257	5,089	92.4	22.4	7.9	30.3	122.7
Central West	116	54	11	65	181	97.9	45.6	9.3	54.9	152.7
Darling Downs	3,085	697	227	924	4,009	99.3	22.4	7.3	29.7	129.0
Far North	2,056	557	147	704	2,760	74.9	20.3	5.4	25.6	100.6
Fitzroy	1,640	435	154	589	2,229	95.0	25.2	8.9	34.1	129.1
Logan River Valley	2,256	519	187	706	2,962	79.6	18.3	6.6	24.9	104.5
Mackay	1,132	263	118	381	1,513	105.1	24.4	11.0	35.4	140.5
North West	144	131	14	145	289	90.0	81.9	8.8	90.6	180.6
Northern	2,153	498	186	684	2,837	102.6	23.7	8.9	32.6	135.2
South Coast	5,602	1,206	452	1,658	7,260	102.6	22.1	8.3	30.4	133.0
South West	277	113	18	131	408	95.0	38.8	6.2	44.9	139.9
Sunshine Coast	5,519	1,102	484	1,586	7,105	111.8	22.3	9.8	32.1	144.0
West Moreton	1,450	454	180	634	2,084	73.5	23.0	9.1	32.2	105.7
Wide Bay	2,853	809	281	1,090	3,943	71.3	20.2	7.0	27.3	98.6
Qld	44,034	10,203	3,612	13,815	57,849	97.1	22.5	8.0	30.5	127.6
	231,615	55,086	18,540	73,626	305,241	95.9	22.8	7.7	30.5	126.3

Stocktake of Australian Government Subsidised Aged Care Places and Ratios as at 30 June 2015. Total Operational Aged Care Places and Ratios (places per 1,000 people aged 70 years and over) by Aged Care Planning Region as at 30 June 2015

Aged Care Planning Region	Residential care <sup>1</sup>	Home care <sup>2</sup>			Total residential + home care	Residential care <sup>1</sup>	Home care <sup>2</sup>			Total residential + home care (planning ratio)
		Low care	High care	Total home care			Low care	High care	Total home care	
Brisbane South	5,577	1,465	479	1,944	7,521	86.5	22.7	7.4	30.2	116.7
Cabool	3,029	928	329	1,257	4,286	73.0	22.4	7.9	30.3	103.3
Central West	116	54	11	65	181	97.9	45.6	9.3	54.9	152.7
Darling Downs	2,360	697	227	924	3,284	75.9	22.4	7.3	29.7	105.7
Far North	1,655	557	147	704	2,359	60.3	20.3	5.4	25.6	85.9
Fitzroy	1,562	435	154	589	2,151	90.5	25.2	8.9	34.1	124.6
Logan River Valley	1,822	519	187	706	2,528	64.3	18.3	6.6	24.9	89.2
Mackay	843	263	118	381	1,224	78.3	24.4	11.0	35.4	113.7
North West	144	131	14	145	289	90.0	81.9	8.8	90.6	180.6
Northern	1,581	498	186	684	2,265	75.3	23.7	8.9	32.6	107.9
South Coast	4,797	1,206	452	1,658	6,455	87.9	22.1	8.3	30.4	118.3
South West	245	113	18	131	376	84.0	38.8	6.2	44.9	128.9
Sunshine Coast	3,776	1,102	484	1,586	5,362	76.5	22.3	9.8	32.1	108.7
West Moreton	1,129	454	180	634	1,763	57.3	23.0	9.1	32.2	89.4
Wide Bay	2,246	809	281	1,090	3,336	56.2	20.2	7.0	27.3	83.4
Qld	34,915	10,203	3,612	13,815	48,730	77.0	22.5	8.0	30.5	107.5

	195,953	55,055	18,495	73,550	269,503	81.1	22.8	7.7	30.4	111.5
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Notes to chart: Residential care - includes flexible residential care places in the: Multi-Purpose Service (MPS) Programme, Aged Care Innovative Pool Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care, Home care (High care) includes Home care Level 3 and Level 4 places only. Home care (Low care) includes Home care Level 1 and Level 2 places and the flexible Home care places in the: Multi-Purpose Service (MPS)

## Conclusions

- In the Wide Bay Region of 2,853 allocated Residential Care places only 2,246 are being provided. Upon discussion with our local PHN the message is that private investors would have to build the facilities to activate the remaining 607 Care places to provide the services and claim the funding
- The Wide Bay region has the lowest ratios across Queensland (places per 1,000 people aged 70 years and over) both in the funded as well as the operational overview
- The figures illustrate that funding is available if investors can be brought to the North Burnett to build residential aged care facilities
- To establish a tentative figure for available Residential Care places in the North Burnett - calculating with the Wide Bay allocated 2,853 and the operational 2,246 compared to the today operational 114 residential places in the North Burnett, the North Burnett allocation should be 145 which means **another 31 residential places are available** amounting to roughly 1.7million in available funding annually

## Identified Service Gaps (source: Health Needs Assessment Summary - Primary Health Network PHN)

(In relation to Wide Bay, report of 2016, page 18) Stakeholder feedback suggests that there are important gaps in aged care services in the PHN catchment. Stakeholders note that in many rural communities, younger generations are moving to cities and regional areas, leading to greater social isolation for their older relatives.

With limited low cost or public transport in many rural areas, many older people face difficulties in attending GP or other primary care services. Similarly, whilst coastal areas are a favourite retirement destination, an increasing number of elderly people have limited family support nearby. Reduced availability of family networks in both rural and coastal areas, along with limited respite care options, can also place family carers at a higher risk of mental illness and other health issues.

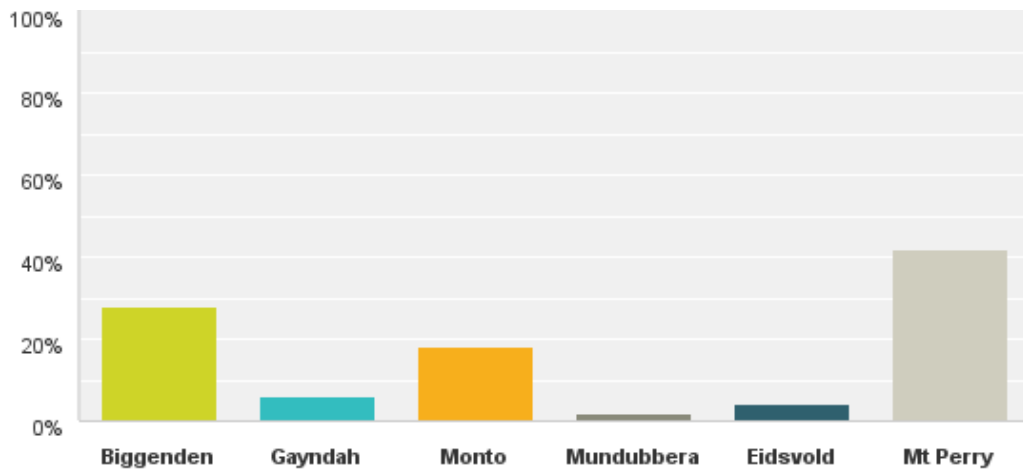
In the Wide Bay Area, which has a high elderly population, additional concerns were raised in relation to the limited availability of Level 3 and Level 4 Aged Care packages (to support older people to stay at home); palliative care; geriatric specialists; and dementia services. Advanced care planning and improved coordination between nursing homes, general practices, and hospitals were also stressed as opportunities to strengthen existing services.

The LGA specific profile for the North Burnett in the report further notes that: Stakeholders noted a significant gap in aged care services and after hours mental health services.

## Public Aged Care Survey - Results

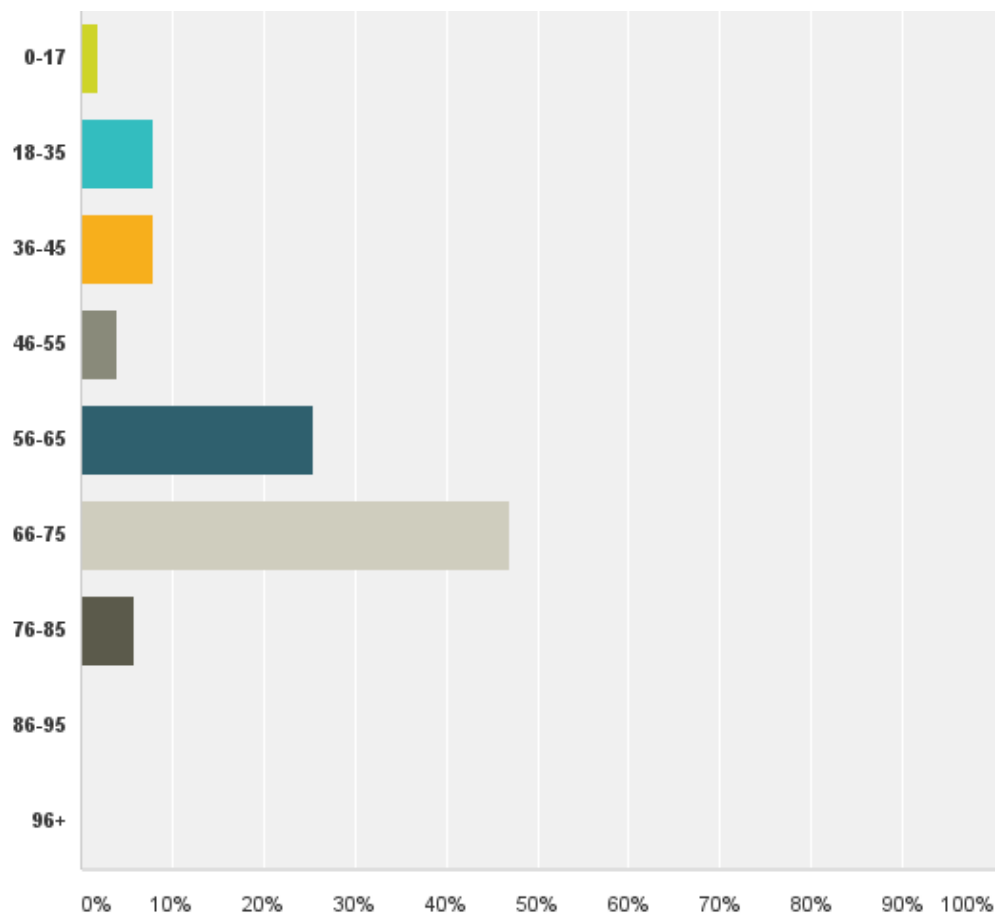
**Q1 In which Region do you currently live?**

Answered: 50 Skipped: 1



**Q2: In which of the following age groups do you belong?**

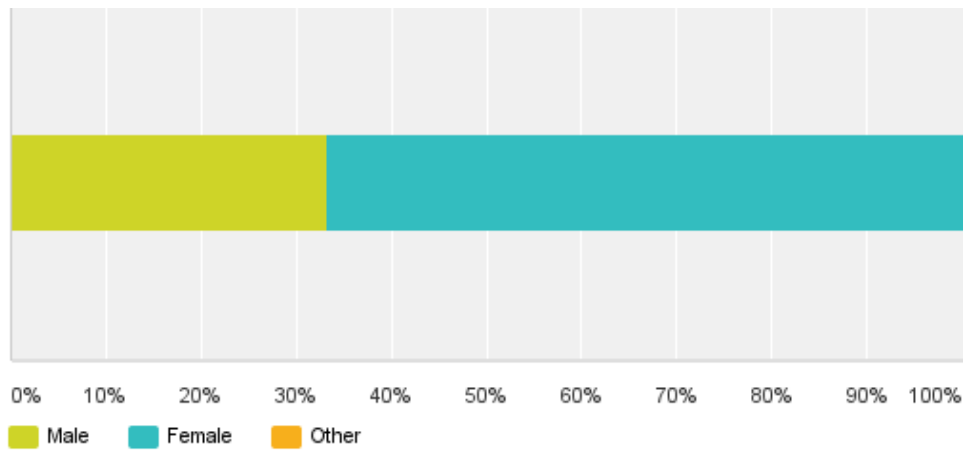
Answered: 51 Skipped: 0



# North Burnett Aged Care Audit 2016

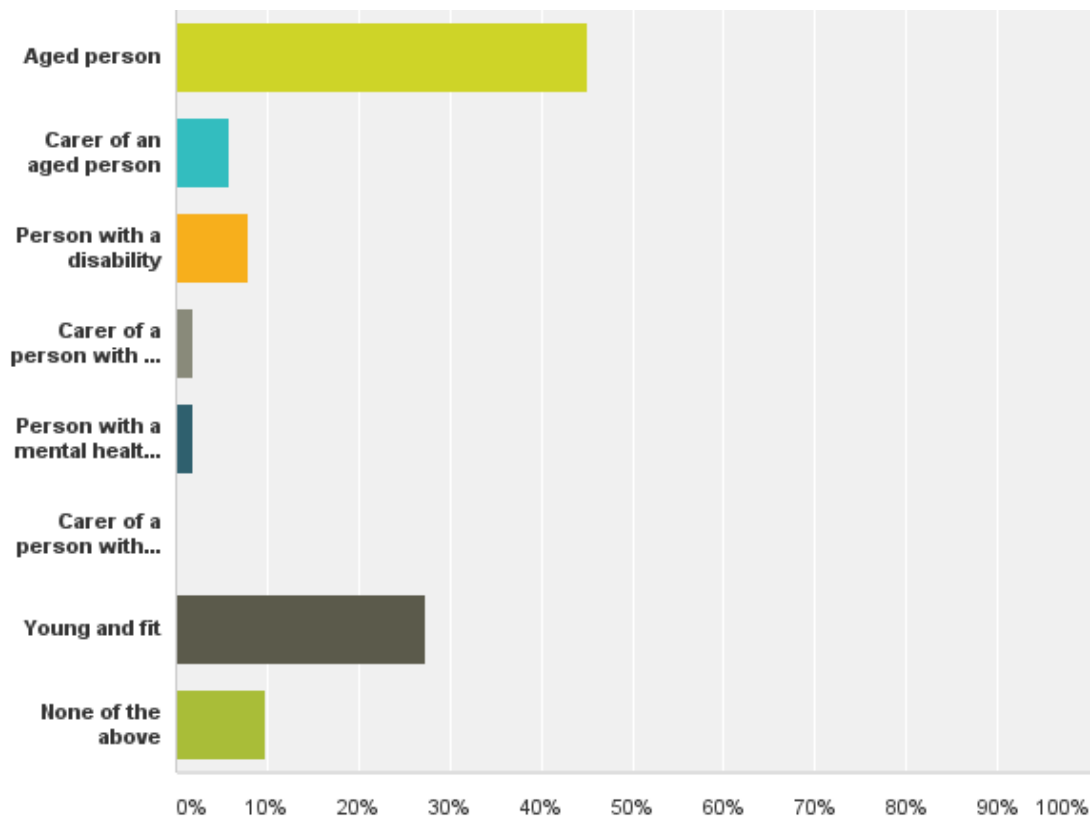
## Q3: With which gender do you most identify?

Answered: 51 Skipped: 0



## Q4: Which of the following statements best describes you?

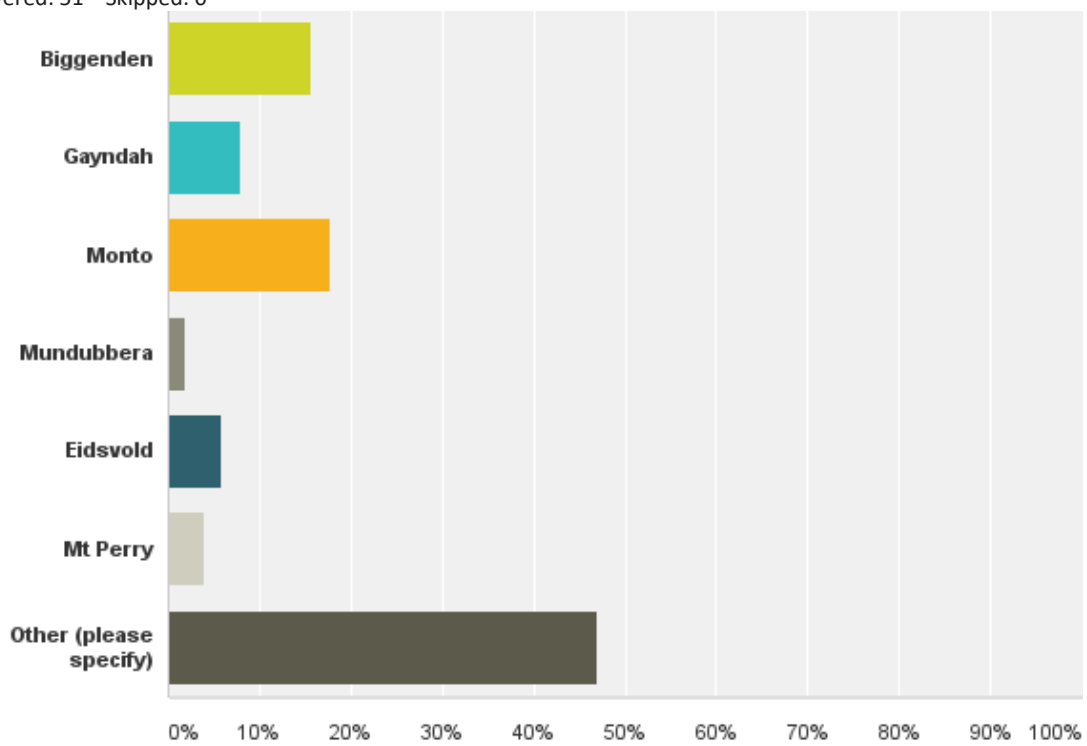
Answered: 51 Skipped: 0



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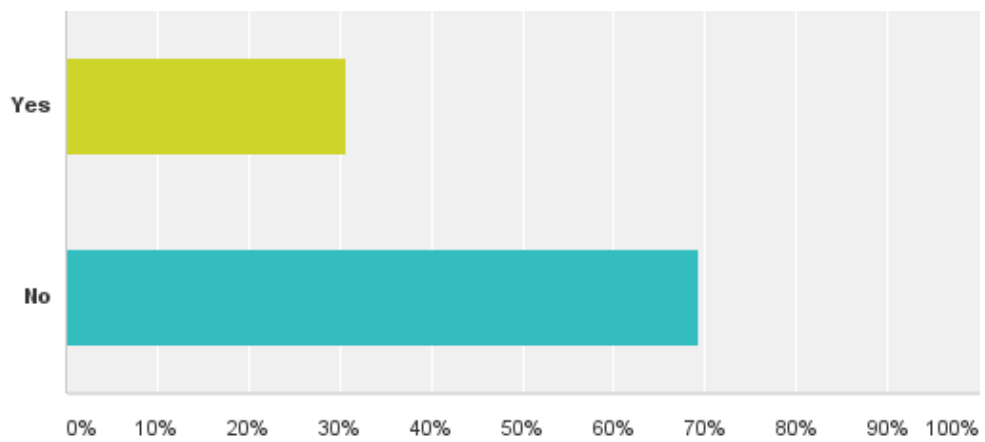
Q5: My GP is currently located in the following town

Answered: 51 Skipped: 0



Q6: Do you think we have adequate aged care facilities in the North Burnett?

Answered: 51 Skipped: 0

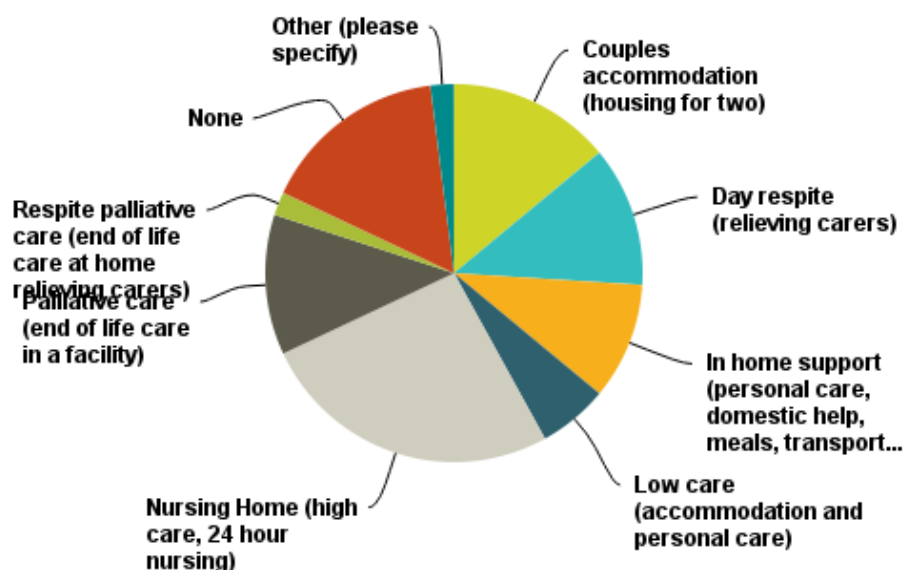




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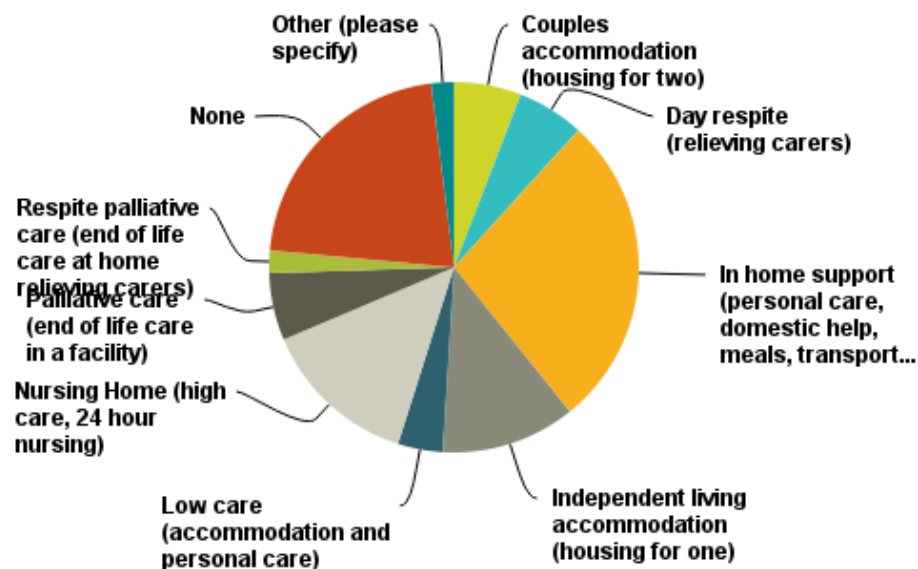
Q7: What aged care facilities are not adequate or available in your region?

Answered: 51 Skipped: 0



Q8: What services would you consider using yourself?

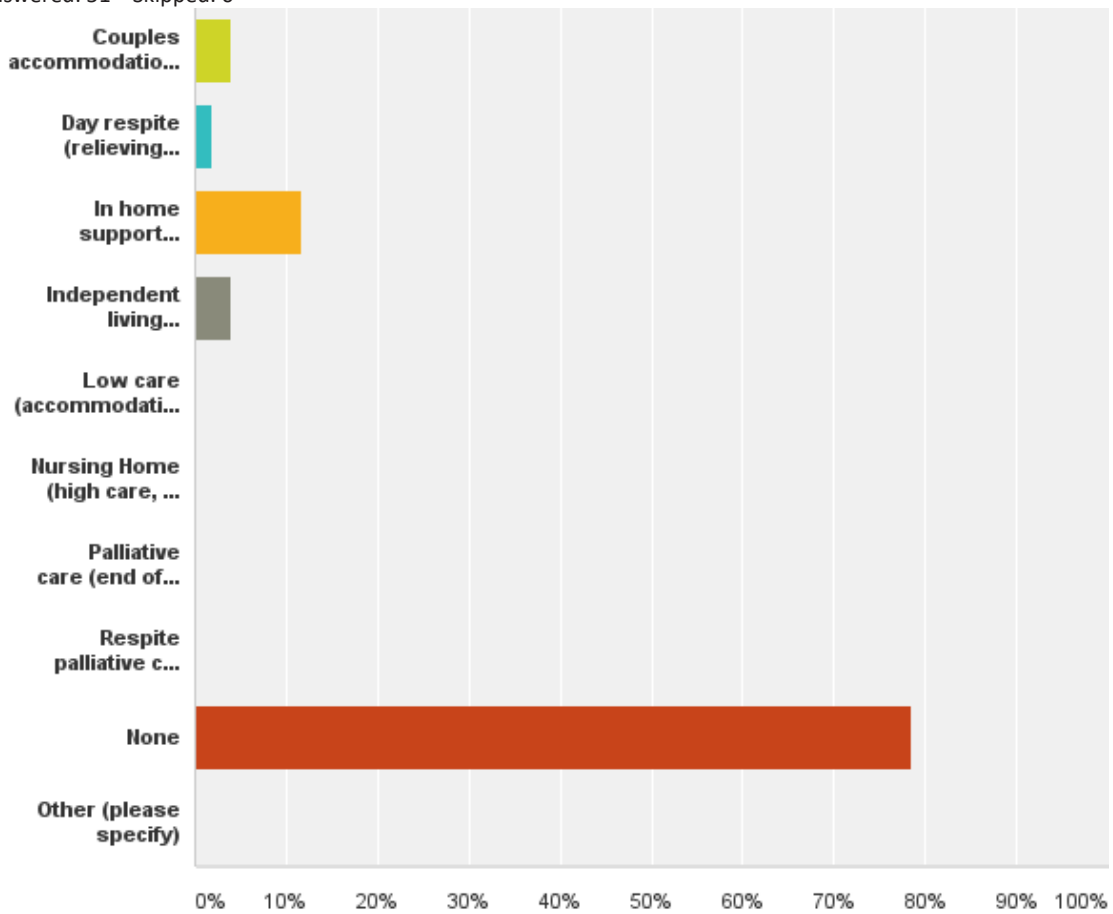
Answered: 51 Skipped: 0



# North Burnett Aged Care Audit 2016

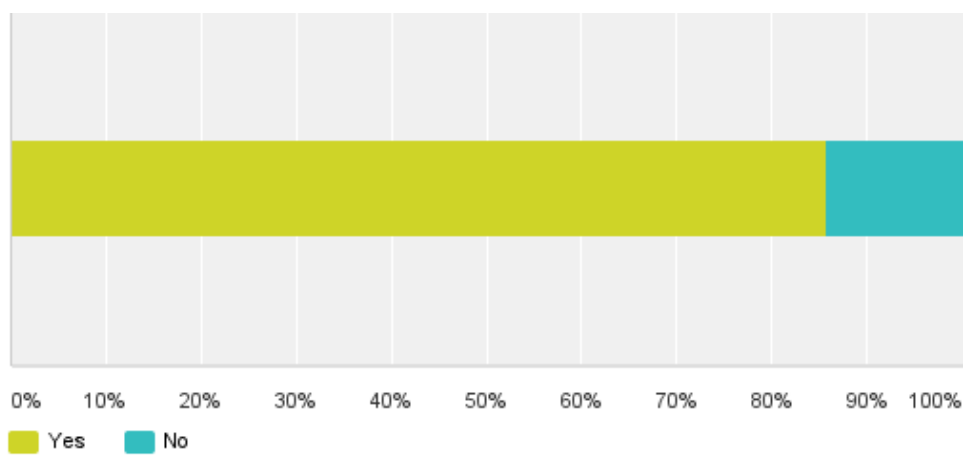
Q9: What services and facilities do you use today?

Answered: 51 Skipped: 0



Q10: Would the town you live in / close by be your first choice for long term aged care accommodation?

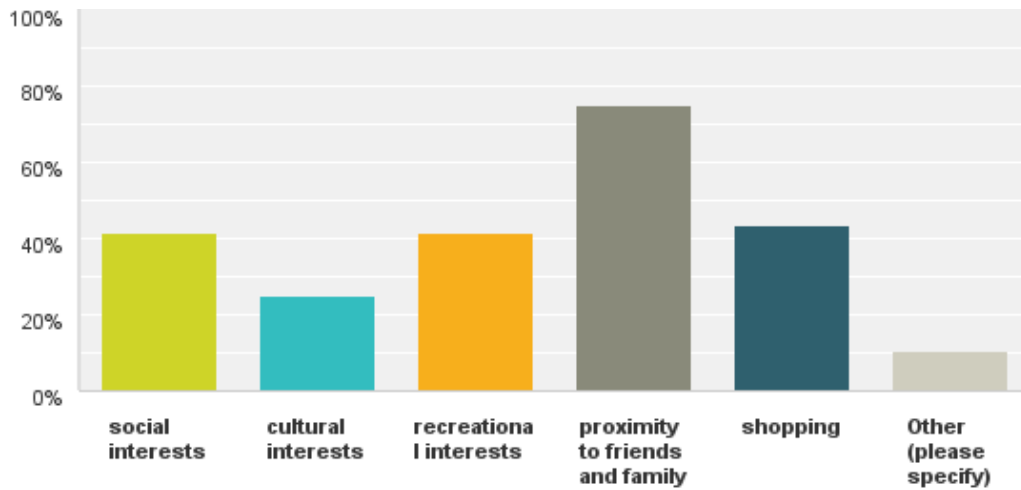
Answered: 49 Skipped: 2



# North Burnett Aged Care Audit 2016

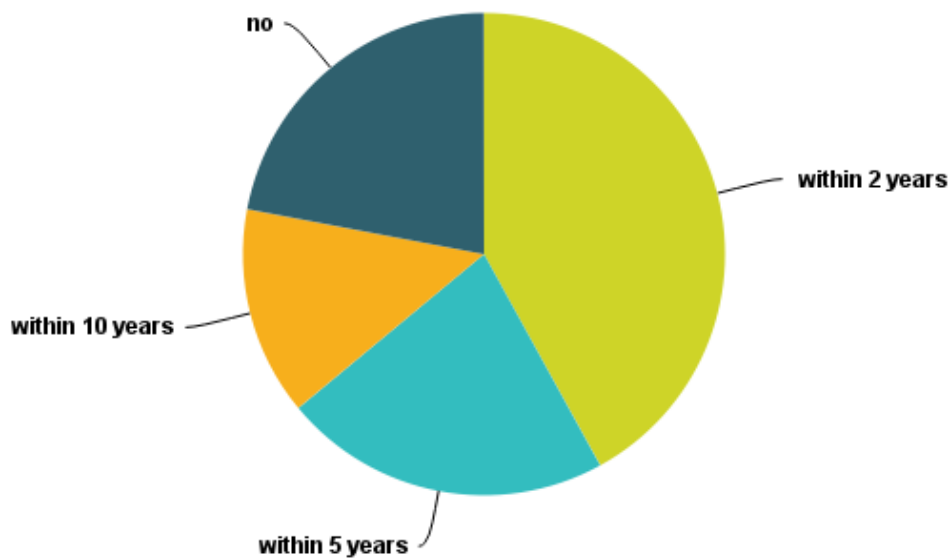
**Q11: What considerations other than Aged Care & accommodation services themselves will drive your choice in location for Aged Care Services?**

Answered: 48 Skipped: 3



**Q13: Do you know anyone that may need aged care support and when?**

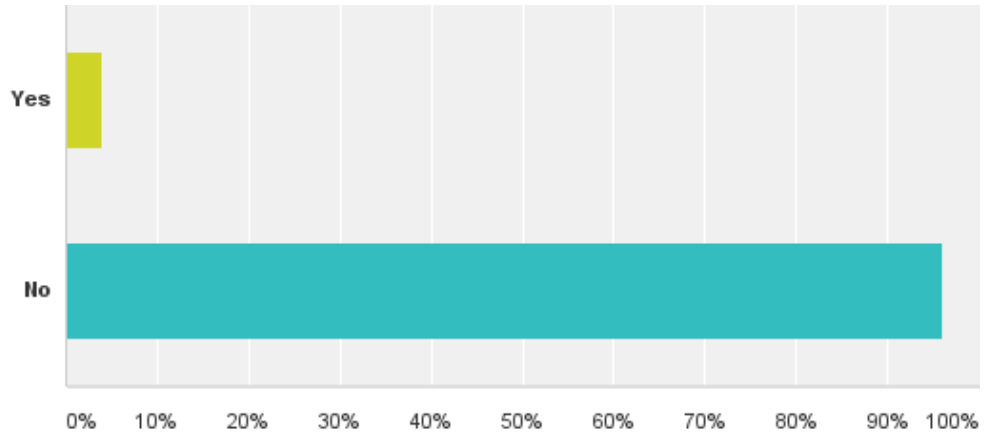
Answered: 50 Skipped: 1



**Q14: Do you have a carer?**

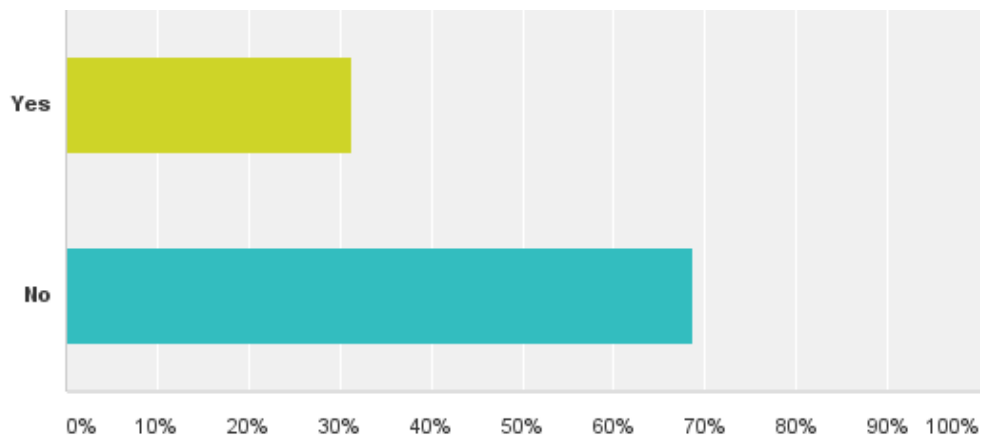
Answered: 50 Skipped: 1

# North Burnett Aged Care Audit 2016



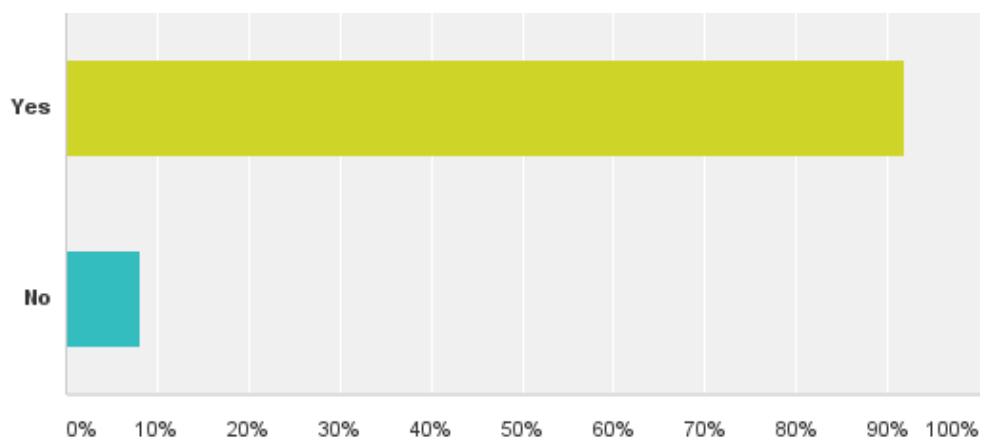
**Q15: Would you prefer aged care accommodation with a carer?**

Answered: 48 Skipped: 3



**Q16: Do you think people would come to the region to access residential or aged care services if there were sufficient available?**

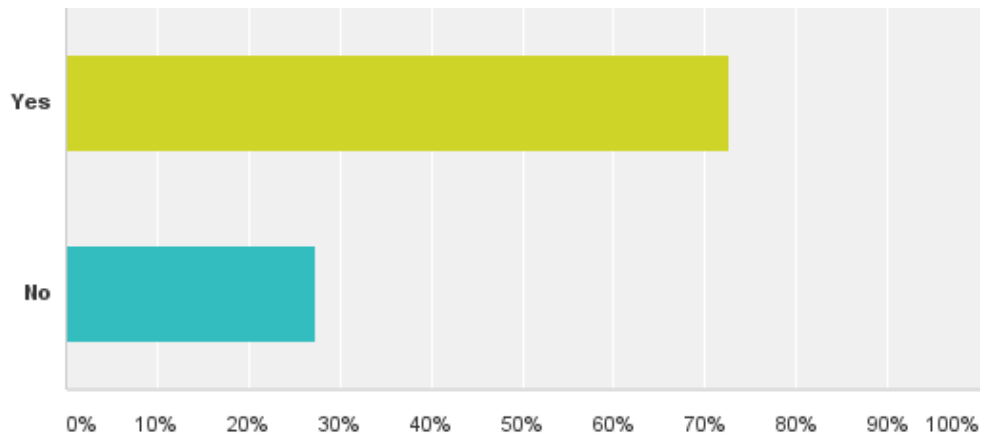
Answered: 49 Skipped: 2



**Q17: Do you know anyone who had to leave the region to access residential or aged care services?**

Answered: 51 Skipped: 0

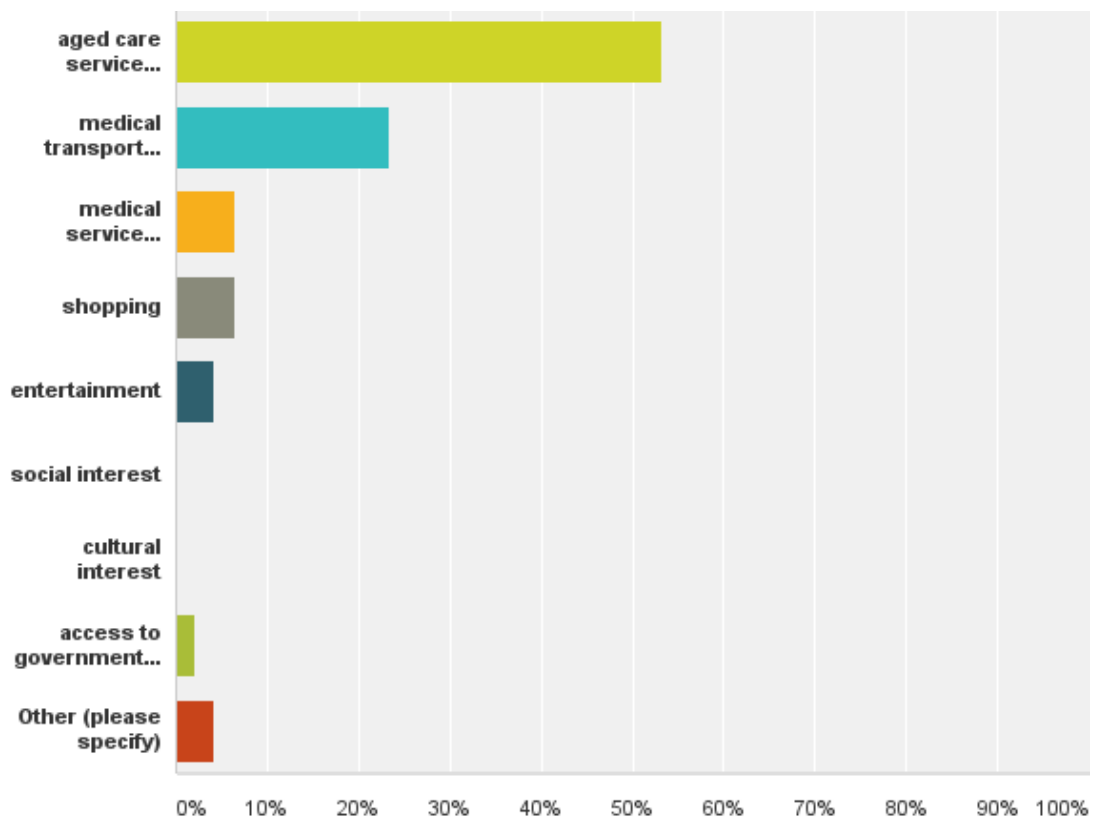
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Q18: What considerations lead to the person leaving the region for aged care services?

Answered: 47 Skipped: 4



Q19: Do you have a parent/partner or relative that you need to care for?

Answered: 51 Skipped: 0

