

# Supplementary Submission:

## LASA Royal Commission Member Feedback:



### Purpose

The purpose of this document is to provide to Government the views of LASA and our Members on key issues that industry would like to see addressed in the Aged Care Royal Commission. These issues have emerged from further engagement with LASA Members following an earlier submission to Government.

### Additional Key Issues

#### Health Department and Other Agencies

LASA suggests that the role/s, capability, influence and competence of key government agencies relating to the aged care system need also to be examined. These include relevant functions across the Treasury, Dept of Finance, Dept of Human Services (inc. means testing and payments issues), and Dept of Health. Within the Dept of Health functions to be examined include: ACAT/RAS services, My Aged Care, ACFA, Aged Care Pricing Commissioner, Complaints Commissioner and AACQA. In addition, other Dept of Health functions such as ACFI management and compliance, prudential oversight, etc should also be considered.

#### Nutrition and Hydration

Some Members have requested discussion regarding obligations they meet in monitoring residents nutrition and hydration levels. Furthermore, the strict food safety regulations that apply to aged care residents, and medical conditions like dysphagia that affect resident's ability to swallow, and how this affects the service of some foods. In these cases, providers need to balance their duty of care for their residents with dignity of risk in providing food choices.

#### Aged Care Bed Licences

Some Members would like the processes and practices of bed licencing to be examined. Specific issues for consideration include: the Aged Care Approval Round allocation process; management of 'approvals in-principle' (including the current number of AIPs); bed licence transfer practices; and the management at system scale of non-operational beds. Financing and construction issues to meet future residential care demand will also need to be considered.

#### In-Home Care

LASA Members are concerned with the growing number of older Australians assessed as requiring care at home but unable to access a Home Care Package either at all, or at their assessed level of need. Furthermore, some Members note the rising levels of complexity and acuity for some home care clients. This raises issues with regards to accessing adequate services in a private home setting (eg: palliative care), funding for such services, and ensuring an appropriately skilled workforce is available to meet higher, more complex care needs in private homes. LASA would also like to draw attention to previous reports provided by LASA to government regarding ongoing in-home care issues, including: management of unspent funds; Home Care Package and Commonwealth Home Support Package inequities and future integration; and, other issues arising with regards to the 'increasing choice in home care' reforms.