

# LASA INTERIM REVIEW CASE MANAGEMENT SKILL SET - DRAFT TRAINING COMPONENTS

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**Leading Age Services Australia**

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## Leading Age Services Australia

Leading Age Services Australia (LASA) is a national association for all providers of age services across residential care, home care and retirement living/seniors housing. Our purpose is to enable high performing, respected and sustainable age services that support older Australians to age well by providing care, support and accommodation with quality, safety and compassion – always.

LASA's membership base is made up of organisations providing care, support and services to older Australians. Our Members include private, not-for-profit, faith-based and government operated organisations providing age services across residential aged care, home care and retirement living. 55% of our Members are not-for-profit, 37% are for-profit providers and 8% of our Members are government providers. Our diverse membership base provides LASA with the ability to speak with credibility and authority on issues of importance to older Australians and the age services industry.

## Introduction

LASA is committed to informing and supporting the Age Services Sector to implement a workforce strategy that reflects future trends, not just the issues of today. “A Matter of Care” refers to the importance of having such a strategy that reflects the evolving expectations of the consumer, (individuals, their families, carers and local communities) and ensure that it establishes the foundations for growing and establishing the current and future workforce.

We would like to take this opportunity to provide an interim review to inform Skills IQ Technical Advisory Committee in their development of the Draft 1 to training package products prior to it being released for Industry Consultation in February 2021, where it pertains in particular to the Case Management Skill Set.

Part of LASA's response to Counsel Assisting's final recommendation #14 Mandatory employment of a Care Manager is to review the current skill set of care managers, and with our specialist in this field to ensure the content reflects best practice.

It is important to note there will likely need to be an overall scaling up of aged care workforce in response to the Government's response to RC recommendations over the same period that the case management workforce is being developed/strengthened. In this regard, LASA has put to the Royal Commission that low levels of care (with consumers being relatively independent) would require lower levels of clinical/care coordination expertise and knowledge while higher levels of care (with consumers being more dependent) would require higher levels of clinical/care coordination expertise and knowledge.

It also is important to note the evidence for high level case management in the home and how this translates to consumer experiences and outcomes is limited. Consumers with high level care needs currently have many unmet needs due to capped funding which pose difficulties for care managers in decision making and addressing dignity of risk vs duty of care tensions. The case management skill set should account for evidence around team-based care management operating in health care settings for higher levels of care in accounting for higher level case management skill sets. The ability of case managers to engage with primary and secondary health care services with case conferencing and document exchange to inform coordination in care delivery will be important. Clinical knowledge will also be important

Additionally, case management to educate and encourage consumer engagement in wellness and reablement (or preventative/early intervention) care activities will be an important skill set. Motivational interviewing provides a solid theoretical framework for application to support case managers in their engagement with consumers in this regard. If we start to see the future HC and RC design incentivise wellness and reablement then case manager skills to facilitate this will be important.

## Skills required for care management

The *Quality-of-Care Principles 2014* define care management as including:

- reviewing home care agreement and care plan,
- coordinating and scheduling care and services,
- ensuring care and services are aligned with other supports,
- liaising with the care recipient and the care recipient's representatives,
- ensuring that care and services are culturally appropriate, and
- identifying and addressing risks to the care recipient's safety.

We believe the following skills would be helpful in order to achieve the provision of safe and quality care management:

- understanding responsibility and accountability for the quality of care,
- arranging contractual agreements with care recipients,
- care planning ,
- budgeting and financially managing care,
- developing interventions and strategies to help care recipients receive good care,
- assessing and managing care recipient’s risk factors to health and wellbeing,
- partnering with others involved in care recipient’s care,
- assessing and managing the care and support needs of vulnerable care recipients, including:
  - Aboriginal and Torres Strait Islanders,
  - from culturally and linguistically diverse (CALD) backgrounds,
  - people living in rural or remote areas,
  - the financially or socially disadvantaged,
  - veterans,
  - people experiencing homelessness or at risk of becoming homeless,
  - care leavers,
  - parents separated from their children by forced adoption or removal,
  - lesbian, gay, bisexual, transgender and intersex people,
  - people experiencing mental health problems and mental illness,
  - people living with cognitive impairment including dementia,
  - people living with disability.

Case management involves change and service users must be ready to make changes in their lives before progress can be made. It has been recognised for some time that the aged care sector as a whole, needs to prepare for an influx of special needs groups such as those listed above, people from the LGBTI community, Vietnam vets, people with disability, mental health illness and Alcohol and other Drugs addiction. These groups haven't been prevalent or catered for in aged care in the past and as a result, aged care workers are not equipped or trained to manage specific needs so training needs to be adjusted to accommodate knowledge in these areas.

People with AOD addiction, people with behavioural challenges or criminal history and even people with aged care needs transitioning from home to residential care must be motivated to make changes. Motivational interviewing is an important skill for case managers.

There also needs to be more attention to dementia related needs, meeting cultural needs, there is little about understanding specific Australian Indigenous needs so units such as CHCDIV002 promote Aboriginal and/or Torres Strait Islander cultural safe and VU22111 Work with Aboriginal and/or Torres Strait Island community members to develop mentoring skills could be incorporated into case management.

This lack of knowledge is evidenced when facilitating the case management skill set to people currently working in the aged care sector. Their experience lies predominately within traditional aged care health and medical needs, and there is little to no experience with the above special needs’ groups. Aged care workers are very ill equipped when people with disabilities enter aged care. We are acutely aware of skills needed for disability care. Disability and aged care training are

vastly different. Of course, the NDIS will impact on how people with disability are cared for in the future but there are still some people with disability requiring aged care services.

The current four case management units are very repetitive and don't cover a broad enough range, as outlined above, to allow for a range of knowledge required for "care management".

LASA has been addressing the skills gaps of the aged care workforce to optimally resource the sector to properly provide for the needs of older Australians into the future. We are supporting young leaders in age services to share their insights, through our LASA Next Gen Ambassador Program. The LASA Next Gen Ambassador program is a cohort of 60 volunteers from diverse professional backgrounds who are under 40 years of age and have a strong passion for the age services industry. These individuals have been providing their feedback on the Case Management Skill Set via Aynsley Johnson who is one of our Next Gen Ambassadors, Emerging Consultant and TAC Member.

Thank you for the opportunity to provide our interim comments to the Technical Advisory Committee on the issue of the Case Management Skill Set. Should you have any questions to the content included within the accompanying document, please do not hesitate to contact Ms Karen Murray, Manager Workforce Development on 1300 111 636 or [karenm@lasa.asn.au](mailto:karenm@lasa.asn.au).