

# Positive Ageing service review Research Paper executive summary



September 2017

## EXECUTIVE SUMMARY

The Federal Government's aged care reform agenda and the State Government's Fair Go Rates System (rate capping) are the key drivers to Council undertaking this review.

Individualized funding, choice and competition are key features of the reform agenda that will fundamentally change the way that aged and disability services are delivered in the future.



Like most councils, Surf Coast Shire Council is keen to understand how it can respond to these changes so that people continue to receive the important services they need.








In 2016, Council engaged Dyson Consulting Group to provide a baseline service assessment, cost analysis, and social and economic benefits analysis. The Dyson Consulting Group Aged Care Reform Research Project Final Report (the Dyson report) was received in March 2017.

Further work has been undertaken to build on the Dyson report, including:

- further analysis of positive ageing activities
- client, volunteer and staff survey data and analysis
- G21 Council benchmarking data and analysis
- market scan data and analysis, and
- Commonwealth and State government commentary

The Positive Ageing Service Review Research Paper delivers a comprehensive review of Council's Positive Ageing Unit and the external environment, and marks the completion of Part 1 of the project. The following key findings have been compiled from the Research Paper and the Dyson report:

Key findings	
 <b>HISTORY</b>	<ul style="list-style-type: none"><li>• Council has a long history of funding and providing aged and disability care services</li><li>• Council is a trusted provider of a complex range of aged and disability care services</li></ul>
 <b>SERVICE RESPONSIBILITY</b>	<ul style="list-style-type: none"><li>• The Federal and State governments are responsible for aged and disability care (local government is not)</li><li>• The Positive Ageing Strategy commits Council to planning well for its older citizens, but does not specify how services are to be delivered</li><li>• In the new paradigm, local government will be just another service provider (in a market of many)</li></ul>

Key findings	
 <p><b>GROWTH</b></p>	<ul style="list-style-type: none"> <li>The growing and ageing population adds to the imperative to change how aged and disability care is provided</li> </ul>
 <p><b>ACTIVITY ANALYSIS</b></p>	<ul style="list-style-type: none"> <li>Council currently subsidises each positive ageing activity it provides</li> <li>Connection with the cohort is the primary benefit of Council providing aged and disability care services</li> <li>Socialisation programs (such as musical mornings and café style support) may not exist without Council</li> </ul>
 <p><b>OPERATIONAL EFFICIENCY</b></p>	<ul style="list-style-type: none"> <li>The local government sector is a costly service provider</li> <li>Council budgeted to subsidise the positive ageing program by \$1.353M in 2016/17 (actual = \$1.030M), and by \$1.347M in 2017/18 (all including overheads)</li> </ul>
 <p><b>SURVEY</b></p>	<ul style="list-style-type: none"> <li>Client, volunteer and staff surveys consistently tell us that quality is important and provided this is met, who provides the service is less important</li> <li>Staff are proud of the service they provide</li> </ul>
 <p><b>BENCHMARK</b></p>	<ul style="list-style-type: none"> <li>Councils that have relinquished service provision typically retain a leadership role, no longer contribute a subsidy, and report a high level of community satisfaction with NGO providers</li> </ul>
 <p><b>MARKET</b></p>	<ul style="list-style-type: none"> <li>Federal reforms are creating an increasingly competitive market place, as planned (less evident in the Surf Coast Shire)</li> <li>The aged and disability care market is currently 'thin' in the Surf Coast Shire, but keen to expand</li> </ul>
 <p><b>GOVERNMENT</b></p>	<ul style="list-style-type: none"> <li>The DOH and NDIA are confident that markets will successfully develop without intervention</li> <li>On one hand government departments are not fixed to Councils being service providers, but on the other hand Councils are viewed as providers of last resort</li> <li>Government departments endorse Council's review methodology</li> </ul>

These findings provide clarity and understanding and:

- encourage the assessment of options associated with Council retaining service provision
- validate the exploration of options associated with Council relinquishing service provision, and
- prompt the question, 'what is Council's future role in supporting older people and people with disabilities in the Surf Coast Shire'?

Part 2 of the project will follow on from this paper and explore options and identify the best value service delivery model to ensure that older people and people with a disability continue to have access to affordable, high quality services in the Surf Coast Shire.