



Royal Commission consultation: Virtual Conversations

The Royal Commission into Aged Care Quality and Safety commenced on 18 January 2019, with its Interim Report delivered on 31 October 2019. The Commission must provide the final report by 26 February 2021.

The Commission has continually highlighted the need for Australia's Aged Care system to be transformed to deliver high quality services and effective care outcomes for older Australians to improve their health and wellbeing. The Royal Commission has prioritised hearing from consumers, their families and carers as those most directly affected by the work of the Commission.

What do we want to learn from our current consultations?

What we would hope to learn from participants are their views on the recommendations made by Counsel Assisting the Royal Commission to inform COTA's responses to the Commission, from the lived experience of those directly affected by its deliberations, or who may be in the future.

This session's focus will be on proposals relating to [Care Finding in Local Communities](#). We would like feedback on what you think of the proposals and if you have any other suggestions.

Background

- The Counsel Assisting the Royal Commission believes that people should have a much easier path to accessing information and the aged care and support they need.
- They recognise the need for a more personalised approach and have some thoughts about how this might happen. These include a workforce of 'care finders' in local communities, and inclusion of local strategies for responding to the diversity of people's needs and experiences.
- They are interested in your thoughts on these proposals, as well as other suggestions.

Proposals by Counsel Assisting the Royal Commission

1. Personalised support along the way

- People seeking and receiving aged care should be offered personalised help at all stages, including face-to-face assistance as required, as well as ongoing case management if or as required.

2. Care Finders service

A new workforce of 'care finders' could provide this assistance (where the person wants or needs it) on a local basis throughout Australia. They would:

- be trained in understanding the expression of wishes of older people
- take into account the views and needs of informal carers
- be able to share local knowledge with people they are assisting and give advice about different care options

Their role:

- would be facilitative and ought not to involve responsibility for making decisions about care planning
- could have an ongoing case management role, the intensity of which would be largely driven by the preferences and needs of the people with whom they are working

3. Local Strategies and Diversity

- Care finders could work in local communities and utilise the trusted connections with diverse needs groups which some community-based organisations have established.
- Care finders would be trained to understand the needs of diverse groups with some having specialist expertise.

Discussion

- What do you think about these proposals?
- Which of these proposals do you support and why?
- Which of these proposals worry you and why?
- What would you like to see that is not included?
- Which of these proposals are most important to you?
- Can you see these proposals working in the areas that you live or work?