



Professionals and providers/services: Tell us what you think the Aged Care Action Plan for older people experiencing, or at risk of, homelessness should address

The Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM MP, has commissioned an action plan under the Aged Care Diversity Framework for older people experiencing, or at risk of homelessness (the Homelessness Action Plan). This is part of the work towards realising the Aged Care Diversity Framework's vision that "All older people experience a high-quality aged care system that ensures equitable access and outcomes and embraces their diverse characteristics and life experiences". For further information about the Aged Care Diversity Framework see <https://agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/aged-care-diversity-framework>

The Diversity Sub-group of the Aged Care Sector Committee is responsible for development of the Homelessness Action Plan. Housing for the Aged Action Group (HAAG) is working with a Reference Group and the Diversity Sub-group to develop the Homelessness Action Plan.

Which clients are considered to be experiencing, or at risk of, homelessness?

If an older person is experiencing any of the following then they are considered at risk of homelessness or experiencing homelessness and this might affect the aged care services they can receive or want to receive:

- Renting a home with no guarantee they can stay there as long as they like
- Renting a home that is too expensive, in poor condition, or not suitable for ageing
- Living with friends or family because they don't have a place of their own
- Living somewhere they don't feel safe and secure, for example due to threats and violence
- Living in housing that is meant to be temporary, like a boarding house, shelter or hostel
- Living in a house that is overcrowded and where they have no privacy
- Living in housing that is inadequate, like a caravan
- Don't have a place to stay and are sleeping in their car or on the streets

Did you know: A person is eligible for aged care if they are aged 50 years or older (or 45 years or older for Aboriginal and Torres Strait Islander people) and are prematurely aged, on a low income, and are experiencing, or at risk of, homelessness.

We want to hear from all professionals, providers and services who work with older people, even those that are not specialised in providing services to people experiencing, or at risk of, homelessness.

This survey closes Friday 8 February 2019. All responses will be treated in the strictest confidence and your responses will never be linked to your identity. The information provided will only be reported in a de-identified group format.

A PDF of the survey questions is available here so that you can prepare your responses before filling in the online survey: https://www.olderrenters.org.au/sites/default/files/docs/homelessness_action_plan/homelessness_action_plan_survey_for_professionals_and_providers.pdf

Questions

If you have any questions, please give Dr Sandra South at HAAG a call on 0427 662 687 or email her at sandra.south@olderrenters.org.au



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1. Please choose one of these options

- I am responding as an individual who works with older people (*Skip to Q6*).
- I am responding on behalf of an organisation.



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2. Please choose the option that best describes your organisation:

Options in dropdown menu:

- Not-for-profit/charity
- Religious institution
- Private company/for-profit
- Local/State Government service
- Sole trader
- Education provider
- Research organisation

3. Is your organisation a peak body?

- Yes**
- No** *(Skip to Q5)*
- Don't know** *(Skip to Q5)*



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4. Which type of peak body is your organisation?



Options in dropdown menu:

- Aged Care Provider Peak
- Consumer Peak- Aged Care
- Consumer Peak- Housing and Homelessness
- Community Peak



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5. Is your organisation a member of any of the following national service provider peak bodies?

- | | |
|--|---|
| <input type="checkbox"/> Aged and Community Services Australia (ACSA) | <input type="checkbox"/> Older Persons Advocacy Network (OPAN) |
| <input type="checkbox"/> Aged Care Guild | <input type="checkbox"/> Partners in Culturally Appropriate Care (PICAC) Alliance |
| <input type="checkbox"/> Australian Council of Social Service (ACOSS) | <input type="checkbox"/> Homelessness Australia |
| <input type="checkbox"/> Leading Age Services Australia (LASA) | <input type="checkbox"/> National Association of Tenant Organisations |
| <input type="checkbox"/> National Aboriginal Community Controlled Health Organisation (NACCHO) | <input type="checkbox"/> Don't know |



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6. Please choose which of these services you and/or your organisation provides to older people, *you can choose more than one option.*

- | | |
|---|---|
| <input type="checkbox"/> Aged care Regional Assessment Services (RAS) | <input type="checkbox"/> Residential aged care- specialised in providing services to people who have experienced homelessness |
| <input type="checkbox"/> Aged Care Assessment Team (ACAT) services | <input type="checkbox"/> Homelessness and housing support services (including those funded through the National Housing and Homelessness Agreement) |
| <input type="checkbox"/> Commonwealth Home Support Programme (CHSP)- Community and Home Support | <input type="checkbox"/> Elder Abuse services |
| <input type="checkbox"/> CHSP- Assistance with Care and Housing (ACH- formerly ACHA) | <input type="checkbox"/> Tenancy Advice Services |
| <input type="checkbox"/> CHSP- Care Relationships and Carer Support | <input type="checkbox"/> Healthcare services |
| <input type="checkbox"/> CHSP- Service System Development | <input type="checkbox"/> Allied health services |
| <input type="checkbox"/> Home Care Packages (aged care) | <input type="checkbox"/> Income support services |
| <input type="checkbox"/> Residential aged care | |
| <input type="checkbox"/> Other (please specify) | |



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7. In which of the States and/or Territories do you provide services in? *You can choose more than one option.*

New South Wales

South Australia

Victoria

Tasmania

Queensland

Northern Territory

Western Australia

Australian Capital Territory

8. In which of the following areas do you provide services in? *You can choose more than one option.*

Inner city

Rural

Regional

Suburbs

Remote



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9. Do you provide specialised services to any of the following people with “special needs” identified in the Aged Care Act 1997? *You can choose more than one option.*

- | | |
|---|---|
| <input type="checkbox"/> people from Aboriginal and/or Torres Strait Islander communities | <input type="checkbox"/> people who are homeless, or at risk of becoming homeless |
| <input type="checkbox"/> people from culturally and linguistically diverse (CALD) backgrounds | <input type="checkbox"/> people who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations) |
| <input type="checkbox"/> people who live in rural or remote areas | <input type="checkbox"/> parents separated from their children by forced adoption or removal |
| <input type="checkbox"/> people who are financially or socially disadvantaged | <input type="checkbox"/> people from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities. |
| <input type="checkbox"/> people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran | |



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10. *(Optional)* Are you happy with us noting that we have consulted with you and/or your organisation in the consultation summary report we submit to the Diversity Sub-Group of the Aged Care Sector Committee? *If so, please provide your details below.*

Note: We will never connect your responses to this survey with your identity.

Name

Position

Organisation
name



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11. Please tell us how much you **agree** with the following statements (*from 1- Strongly Disagree to 5- Strongly Agree*).

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
It is easy to understand <u>aged care eligibility</u> for people experiencing, or at risk of, homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>My Aged Care staff</u> understand aged care eligibility for people experiencing, or at risk of, homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <u>aged care assessment workforce</u> (ACATs and RASs) understand and respect the special needs of older people experiencing, or at risk of, homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Aged care providers</u> (residential and home care) understand and respect the special needs of older people experiencing, or at risk of, homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
There are <u>sufficient aged care services</u> for older people experiencing, or at risk of, homelessness throughout Australia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <u>homeless supplement for residential aged care providers</u> is sufficient to meet the needs of older people experiencing, or at risk of, homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <u>Assistance with Care and Housing (ACH) sub-programme</u> of the CHSP is sufficiently resourced to meet the needs of older people experiencing, or at risk of, homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



There are six priorities for the Diversity Framework that will apply to the Action Plan.

Priority 1 – Making informed choices

Older people have easily accessible information about the aged care system and services that they understand, and find the information helpful to exercise choice and control over the care they receive

12. What are the specific actions you would like included in the Action Plan to address Priority 1?

These actions can be directed at Government, the Department of Health, aged care providers, consumers, and other sectors like the housing and homelessness sector or health sector.

(Please provide your response in a maximum of 2,000 characters)

[Grey rectangular box for response input]



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Priority 2 – Adopting systematic approaches to planning and implementation
Older people are active partners in the planning and implementation of the aged care system

13. What are the specific actions you would like included in the Action Plan to address Priority 2?

These actions can be directed at Government, the Department of Health, aged care providers, consumers, and other sectors like the housing and homelessness sector or health sector.

(Please provide your response in a maximum of 2,000 characters)



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There are six priorities for the Diversity Framework that will apply to the Action Plan.

Priority 3 – Accessible care and support

Older people in rural, remote, regional and metropolitan Australia have access to aged care services and supports appropriate to their diverse characteristics and life experiences.

14. What are the specific actions you would like included in the Action Plan to address Priority 3?

These actions can be directed at Government, the Department of Health, aged care providers, consumers, and other sectors like the housing and homelessness sector or health sector.

(Please provide your response in a maximum of 2,000 characters)

[Redacted response area]



There are six priorities for the Diversity Framework that will apply to the Action Plan.

Priority 4 – Supporting a proactive and flexible system

A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an increasingly diverse aged care workforce.

15. What are the specific actions you would like included in the Action Plan to address Priority 4?

These actions can be directed at Government, the Department of Health, aged care providers, consumers, and other sectors like the housing and homelessness sector or health sector.

(Please provide your response in a maximum of 2,000 characters)



There are six priorities for the Diversity Framework that will apply to the Action Plan.

Priority 5 – Respectful and inclusive services

Services effectively meet the specific needs of older people with diverse characteristics and life experiences, their families, carers and representatives in a respectful and inclusive way.

16. What are the specific actions you would like included in the Action Plan to address Priority 5?

These actions can be directed at Government, the Department of Health, aged care providers, consumers, and other sectors like the housing and homelessness sector or health sector.

(Please provide your response in a maximum of 2,000 characters)

[Redacted response area]



There are six priorities for the Diversity Framework that will apply to the Action Plan.

Priority 6 – Meeting the needs of the most vulnerable

Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective of their personal, social or economic vulnerabilities.

17. What are the specific actions you would like included in the Action Plan to address Priority 6?

These actions can be directed at Government, the Department of Health, aged care providers, consumers, and other sectors like the housing and homelessness sector or health sector.

(Please provide your response in a maximum of 2,000 characters)

[Grey rectangular box for response]



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Thank you for contributing to making aged care services better for older people experiencing, or at risk of, homelessness.

If you have any questions, please give Dr Sandra South at HAAG a call on 0427 662 687 email her at sandra.south@oldertenants.org.au