

Attachment 2

National Aged Care Reforms – Key Inputs into Guiding Principles Position and Discussion Paper – 30 November 2021

SECTION 1: COUNCIL VISION, CHARTER AND STRATEGIES – GUIDING OUR DECISIONS

	Vision	Guiding Principles/Themes	Consultation
Yarra 2036 Community Vision	Yarra is a vibrant, safe and inclusive environment. We celebrate and embrace our diversity and connection to each other and the land. Our community is empowered to work together and support one another with respect and trust.	<p>Related Community Vision Themes¹</p> <p>1) Strong & Vibrant Community: Yarra is a place of accessible opportunities for participation in community life. We share our skills, abilities, and knowledge, cultivating a diverse community where everyone can belong.</p> <p>2) Community Safety: Our community is safe for all. We have peace of mind all times of the day and night, alone or with others, at home and in public spaces. Our streets and public spaces are clean, maintained, and free from hazards. We educate and advocate for respect, awareness and inclusivity.</p> <p>3) Social Equity: Our community advocates for access to equitable services including education, housing, employment and health. Yarra leads the way in transitioning people experiencing homelessness to secure housing and employment. We respect and acknowledge the Traditional Owners of Yarra. Their voices are involved in Council decision-making. Their stories and values visible in the community.</p> <p>4) Shared governance: Our community is informed and empowered to contribute to the shared governance of Yarra. Decision-making is transparent through access, inclusion, consultations and advocacy. We continuously monitor our progress, improve our processes and share our achievements.</p>	<ul style="list-style-type: none"> The Plan was developed after extensive community engagement, Councillor engagement, and research and analysis. Consultation included in person pop up events, direct promotion to households, email, radio and social media campaigns and posters out at popular outdoor locations (1300 responses). A Deliberative Panel was also utilised (61 members recruited 55 participated over 4 sessions).
Council Plan 2021-25	The Council Plan addresses the Community Vision (above).	<p>Related Council Plan Strategic Objectives²</p> <p>1) Social Equity & Health - Yarra’s people have equitable access and opportunities to participate in community life. They are empowered, safe and included.</p> <p>2) Democracy & Governance - Yarra is smart, innovative and sustainable. Our decisions and advocacy are built on evidence and meaningful engagement. Good governance is at the heart of our processes and decision-making.</p>	<ul style="list-style-type: none"> The Council Plan 2021-25 was informed by the community engagement activities to develop the Community Vision described above.

¹ There are 8 themes in the Yarra 2036 Community Vision (Strong and Vibrant Community, Shared Governance, Community Safety, Environmental Sustainability, Social Equity, Thriving Local Economy, Shared Spaces, Growing Sustainably. This document focusses on the 4 themes which are most relevant to Aged Care Reform positioning.

² There are 6 strategic objectives in the Council Plan (Social Equity and Health, Climate & Environment, Transport & Movement, Local Economy, Place & Nature, Democracy & Governance). This document focusses on the 2 objectives which are most relevant to Aged Care Reform positioning.

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	Vision	Guiding Principles/Themes	Consultation
Yarra Social Justice Charter	A Just Society Access, Equity, Rights, Participation	1) Access - All services, programs and facilities should be available and usable for all people free from any form of discrimination; 2) Equity - Distribution of economic, social and political resources in ways that are not restricted by age, gender, sex, sexuality, race, ethnicity, religion, ability, or income; 3) Rights - Equal effective legal, industrial and political rights; and, 4) Participation - Opportunities for real participation by all in the decisions which govern their lives.	Consultations with community (via Yarra Your Say), and forums with stakeholders, and Council staff.
Aged Care Services Yarra Community Panel 2018	Not Applicable	Top 10 Guiding Principles (as voted by the panel members in order of priority): 1) Independent voice - Advocacy role for Council (for individuals) 2) Information and advice/ navigation support (provided to individuals) 3) Considers vulnerable/ at risk groups 4) Information, Knowledge and Education (broadly to community) 5) Quality – client relationship meets/ considers individual needs 6) Quality – expertise, accreditation, continuity of staff 7) Loneliness, isolation 8) Capitalising on Council's relationship with community and community facilities 9) Supports social, community, socialisation 10) Support diverse population.	<ul style="list-style-type: none"> The Community Panel were selected to represent the diversity of stakeholders likely to be affected in some way by the My Aged Care reforms. There were 21 participants from community and service providers.
Active Healthy Ageing Strategy 2018-2024	The City of Yarra is an Age-Friendly City. A welcoming and inclusive community for people of all ages, race, culture, gender, sexual orientation and lifestyles. We respect the strong voices of older people in our community and value their continuing contribution to civic life and their right to make decisions on their own behalf. Our environments and public spaces are safe and supportive and our programs, services and policies are responsive to the needs of older residents, with benefits to all ages.	1) Freedom: People 50+ live in an environment that includes open spaces, buildings, public toilets, shaded areas and walkways that are safe and easy to navigate. People 50+ can get out and about, using a range of affordable, accessible and user friendly transport services. 2) Life Experiences: People 50+ are supported to be active in their community, doing the things they enjoy. People 50+ from all backgrounds are valued and appreciated, and no one is excluded based on race, geography, culture, language, sexuality, gender, ability or socio-economic status. 3) Independence: Housing options for people aged 50+ are affordable, secure, accessible and close to transport, shops and community services. People 50+ participate in employment, training, lifelong learning and volunteering opportunities and are engaged and involved in decision making. People 50+ are supported to stay healthy, active and independent through community support and health services, including services responding to elder abuse and fraud. 4) Knowledge: People 50+ are able to access information they need in a variety of formats to stay informed and connected with their community, families and friends.	<ul style="list-style-type: none"> Living Well in Yarra on line survey (265), focus groups (2) and pop-ups (7); Service Provider forums and staff consultation and engagement, and Consultation with the Active Ageing Advisory Committee.

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	Vision	Guiding Principles/Themes	Consultation
Access & Inclusion Strategy 2018-2024	An inclusive and accessible Yarra that enables people with disability to participate, contribute and be represented in our community as equal citizens.	1) Freedom: Improve accessibility to infrastructure, facilities and amenities; 2) Life Experiences: Promote and encourage mainstream participation, representation and community leadership; 3) Independence: Support employment and career development opportunities; and 4) Knowledge: Create welcoming and inclusive practices and culture.	<ul style="list-style-type: none"> • Living Well in Yarra on line survey (265), focus groups (2) and pop-ups (7); • Service Provider forums and staff consultation and engagement, and • Consultation with the Disability Advisory Committee.



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SECTION 2: INTERNAL & EXTERNAL PAPERS/REPORTS – INFLUENCING OUR DECISIONS

	Synopsis	Key Conclusions/Outcomes
<p>Commonwealth Aged Care Reforms: Analysis and Considerations for Victorian Councils July 2021</p>	<p>A summary of the critical issues and considerations facing Victorian councils engaged in the delivery of the Commonwealth Home Support Program, Home Care Packages (HCP) Program and Regional Assessment Services and, the impact of the proposed changes on current contract and service delivery arrangements based on currently available advice</p> <p>High-level analysis of the Federal Government's response to the recommendations of the Royal Commission into Aged Care Quality and Safety's recommendations, with a primary focus on those matters impacting the funding and delivery of Commonwealth-funded aged care services by Victorian Local Government</p> <p>Overview of the risks and opportunities facing councils and the interpretation of local government's role regarding aged care planning and provision.</p>	<p>As participating community aged care providers, Victorian councils will need to consider the to continue as providers in the context of:</p> <ul style="list-style-type: none"> • new responsibilities, requirements and obligations; • their capacity, capability and interest to operate in an intensifying market-driven, competitive environment with consideration for competitive neutrality policy, and • alignment with councils' roles and responsibilities under the <i>Local Government Act (Vic) 2020</i> and, by extension, how LG provides an integrated policy, planning and program approach for older residents. <p>The Federal Government's commitment to marketisation has diminished the sector's capacity to influence policy and program arrangements as service providers. The Commonwealth has no interest in partnership models, which were at the core of Victoria's local government community care system. Councils will be subject to the same expectations and regulations as other approved aged care service providers nationally.</p> <p>The role of Victorian Local Government in the delivery of services and supports to older residents does not need to be solely defined by involvement in funded aged care programs. Continued and focused investment in delivering a broad range of priorities sits outside of the remit of funded programs and provides effective place-based solutions, in concert with and independent of other tiers of government. To ensure the best outcomes for their communities, councils must begin to consider their future involvement in service delivery, either through continued service delivery or further reinvestment into planning, programs, and activities for their older community members.</p>
<p>National Aged Care Reforms - Future Directions Roadmap Project Yarra City Council (Kerry Stubbings April 2021)</p>	<p>The Future Directions Roadmap project has involved undertaking a review of the current situation, providing strategic advice and developing a roadmap (Stage One) to inform Council's decision making on its future role in aged care services and healthy and active ageing.</p>	<p>Yarra City Council has a strong focus and commitment to supporting and promoting the health and wellbeing of older people through its policies, strategic plans and services. Council's 'Active and Healthy Ageing in Yarra Strategy' outlines a broad vision and uses the Age-Friendly Cities framework to guide its goals and actions. This provides the critical policy framework to inform Council's decisions on its future directions to support older people.</p> <p>As the CHSP funding agreement is due to conclude by the end of June 2022 it is recommended that Council proceed to undertake the analysis, planning and decision making over the next six months 2021 so that it can ensure a smooth transition for all involved.</p>

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	Synopsis	Key Conclusions/Outcomes
		<p>As Council has previously undertaken a significant amount of work on its strategic plan and the national reforms, key information can be refreshed rather than re-done. There are a number of opportunities for Council to continue to undertake important and unique roles which build an age-friendly city, and to ensure that all older people, including the most vulnerable, can have access to the supports they need to live with safety and dignity within their community. The future directions roadmap should include processes to build its capability to achieve these goals, and to position itself for new funding and partnership opportunities which will emerge.</p>
<p>A & D Service Structure and Planning (RRS Consulting Report 2016)</p>	<p>This project initiated dialogue within the City of Yarra's (CoY) A&D Branch about (i) the range of current roles for the Branch (considering all Branch activities not just direct service delivery funded through CHSP / HACC); and (ii) options to position the Branch (and CoY) into the future (particularly for the periods 2016-2019 and post-2020).</p> <p>The project was part of wider process to inform decision-making by senior CoY staff and Councillors which includes CoY's Service Review and managing changes related to the introduction of the Commonwealth Home Support Program & the National Disability Insurance Scheme.</p>	<p>A key outcome from the project was a shared recognition of the need to re-orientate the role of the A&D Branch due to key drivers in the operating environment and supporting the achievement of strategic objectives. A desired future for the municipality (which is consistent with current strategic objectives) includes:</p> <ul style="list-style-type: none"> • a strong sense of community engagement & participation; • equitable access & participation without barriers based on CALD, ATSI, GLBTI or socio-economic background; and, • older people & people with a disability having a wide range of opportunities for physical & social activities. <p>Re-orientation represents a shift in focus from primarily meeting the needs of vulnerable clients to: (i) building engaged, equitable and empowered communities; and (ii) ensuring older people & people with disability are heard / planned for by all of the CoY. The key challenge for the Branch is how to maintain its current service delivery priorities while conducting additional activities to support a strategic re-positioning as THE authority on older people and people with a disability. This challenge may be addressed through further consideration of possible changes to the Branch's focus, functions and structure. Key points to note in relation to a possible change of focus are:</p> <ul style="list-style-type: none"> • the changed orientation provides a basis for reviewing & prioritising all the Branch's activities; • broadening the sphere of attention & activity beyond a relatively small number of vulnerable clients to all older people and people with a disability; • changing the primary focus of activities from 1:1 service delivery in a client's home to more community strengthening activities; and, • increasing the importance of internal clients (ie other CoY business units) rather than a dominant focus on external clients (ie service recipients).

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SECTION 3: KEY PRINCIPLES – THE FOUNDATION OF OUR DECISIONS

National reforms require Council to review, reconsider and modify as appropriate its service provision for older people in our community. For consideration when making decisions regarding service provision, the recurring themes which occur in the strategies and reports listed above include:

- Access and equity (for all, including vulnerable and at risk);
- Independence;
- Opportunity for participation; and,
- Knowledge sharing and advocacy.

The next step in the decision-making process is to agree the foundation principles for future Yarra ADS service provision. What are the principles which are fundamental to Council meeting its vision and the identified needs of our community.

Based on the work presented in this Position Paper and additional internal analysis over the past 5 years, Council ADS staff (over 2 sessions) worked on revised principles for 2021 and beyond. Feedback on this paper and the initial principles was also sought at a Councillor Briefing and from the Active Ageing Advisory Committee (AAAC), and is included in the draft principles below.

- Principle 1** Council will be a robust advocate and steward for the provision of quality and accessible aged care services for our community.
- Principle 2** Further grow the sphere of attention and activity from a smaller number of frail/older aged clients to all aged 50+ and people with disability.
- Principle 3** Invest funds to ensure the delivery of services and programs that align with the Active Ageing and Access & Inclusion Strategies.
- Principle 4** Reach out and listen to the voices of all our communities and together develop programs and services that are inclusive, empowering and build a strong sense of community for all 50+ and people with disability.
- Principle 5** Invest funds to address gaps to ensure that at risk, vulnerable and isolated community members are supported, engaged, and linked to local services and programs.
- Principle 6** Expand the support and information delivered to all branches of Council to ensure the needs of people with disability and those 50+ are incorporated into the day to day programs and services delivered to our community.