

10 Emerging planning and service models

There are new initiatives in service planning and models emerging in the States and Territories to meet the needs of people ageing with a disability and set up to address a number of issues raised in the literature. This section summarises some main new initiatives based on the responses from jurisdictions in response to the AIHW's request for information to inform the project.

10.1 New South Wales

In New South Wales, the Ageing and Disability Department (ADD) is currently implementing a new approach to service planning and future resource allocation which is based on population groups rather than funding programs. The model considers two separate population groups: older people with disabilities and their carers, and younger people with disabilities and their carers. The Population Group Planning (PGP) model assists in allocating resources on the basis of service supply and demand data. The model has been designed so that data from other government departments and organisations can be included (NSW Health Services Research Group 1997; response from ADD 1999).

Another initiative in New South Wales is the Community Care Assessment Framework that has been developed jointly by ADD and NSW Health Department. The framework is currently being implemented by all HACC services in New South Wales. The same framework or a complementary model will be introduced for the Disability Services Program at a later stage (response from ADD 1999).

The framework aims to establish a collaborative inter-agency process for comprehensive assessment of people who need complex, multiple or high levels of support. This is to ensure that people with complex needs undergo a single comprehensive assessment with a qualified assessor to reduce time wasting, duplication and overly intrusive assessments. The framework considers individual service needs through a streamlined assessment process, to produce an individual care plan and improved coordination between the health, HACC, disability and aged care sectors. A central component of the framework is CIARR (Client Information and Referral Record) which is a tool for recording client information and, with the permission of the client, making referrals to other service providers (Gething et al. 1999).

Because this framework is a client-based approach that takes into account a person's total needs, it may assist in resolving the issues arising for older people with a disability whose needs cannot be met due to current program boundaries (response from ADD 1999; Gething et al. 1999).

In New South Wales there is a *Memorandum of understanding on joint planning for older people, people with disabilities and their respective carers*. The partners in the Memorandum of understanding are ADD, NSW Health, and the Commonwealth Departments of Health and Aged Care, and Family and Community Services. These departments are working together on joint planning (Response from ADD 1999).

10.2 Victoria

In Victoria, a number of projects related to the issues of ageing and disability are being planned and/or carried out (response from Victorian Department of Human Services 1999):

- *'Day services for ageing clients'*: In response to one of the Department of Human Services' primary goals—to 'improve and maintain high quality services and facilities for clients'—growth funds have been allocated under the 1998–1999 Victorian State Budget to promote the development of new day service options for older people with disabilities. The project was initiated to develop a set of guiding principles to be applied to these funds.
- *'Accommodation options for older people'*: This project is currently being developed to map out the range of accommodation options available to people with a disability who are ageing.
- *'Scoping and mapping the needs of people with high medical/clinical needs'*: This project is currently being conducted to gather information on special needs of clients with high medical and/or clinical needs. One of the components of this project relates to older clients with high medical/clinical needs.
- *Help for carers resource kit*: This project targets older carers of people with a disability and provides them with important information about their planning for the future of their family, in particular the family member with a disability (response from Victorian Department of Human Services 2000).

10.3 Western Australia

In December 1998 the Disability Services Commission (DSC) held a one-day conference on disability and ageing. The DSC initiated this conference in recognition of the need to plan for the projected significant increase in the number of people with a disability who are ageing.

The Disability and Ageing Conference provided an opportunity to profile some of the work that is being undertaken by service providers across the disability and aged care sectors and to explore the potential for other partnerships across the two sectors. Examples of initiatives that are currently being undertaken are contained in the Conference Proceedings which are now available and can be accessed through the DSC's homepage (www.dsc.wa.gov.au).

The DSC plans to continue providing opportunities for the two sectors to get together and has also undertaken to develop a Disability and Ageing Plan that will provide a mechanism to strategically address the range of issues confronting people with disabilities who are ageing and their families and carers.

In July 1998 the DSC outsourced a 12-bed hostel to the management and operation of an aged care provider, Baptist Homes. This was in response to the fact that the intellectually disabled residents of the hostel were mostly over the age of 55, were becoming increasingly frail, and had health needs that were becoming more significant than their needs associated with their intellectual handicap. The people concerned had lived together in the hostel for many years.

Transferring management of the hostel to Baptist Homes enabled these residents to 'age in place' and secured entry to the disability field in Western Australia for a recognised provider of high-quality aged care services.

10.4 South Australia

In South Australia, the Intellectual Disability Services Council (IDSC) Accommodation Services is currently proposing the development of specialised aged care services to meet the needs of people with an intellectual disability who are ageing (response from South Australia IDSC 1999).

Aiming to assist people with an intellectual disability in understanding the ageing process, and to assist generic aged care service providers in meeting the needs of people with an intellectual disability, IDSC Aged Care Services will be set up. The services are expected to meet the ongoing needs of people with an intellectual disability and to provide specialist support to other agencies assisting people with an intellectual disability (response from South Australia IDSC 1999).

10.5 Tasmania

It has been reported that in Tasmania there are community-based day activity services designed specifically for ageing people with a disability (Gatter 1996: 19).

Because the number of people in Tasmania is relatively small, there is the opportunity to implement 'boutique' services. Because of the limited number of specialised services available, people are tending to access generic services. This may require staff in generic services to perform functions for which they are not qualified, such as administer medication. Therefore, it is vital that ongoing training and accreditation of staff be an important priority (Williams 1999: 5).

10.6 Australian Capital Territory

The Australian Capital Territory government is promoting a partnership approach to service provision. It is working to put in place a framework for joint planning involving local offices of Health and Aged Care and Family and Community Services. This involves agreed protocols, regular meetings, joint projects and integrated planning (Williams 1999: 7).

The Australian Capital Territory Health and Community Care Department is currently testing a model under which one provider is contracted to deliver a range of in-home support services such as home help, personal care, food services and respite where a client needs a mix of these services. Although there is no formal evaluation yet, informal feedback indicates this approach is more consumer-centred, helps to improve referral and transfer processes between services, and encourages creative and flexible arrangements (Williams 1999: 7).

The Australian Capital Territory has negotiated a bilateral agreement with the Commonwealth to improve the interface between State-funded day support services and Commonwealth-funded employment and training services. The purpose is to assist people needing a flexible combination of these services and to avoid problems that may arise when people move between services funded by different sources (Williams 1999: 7).