

Ageing Well In Wyndham: Council Statement Of Commitment 2024-2029. (web based version)

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Purpose

This Statement Of Commitment confirms Council's commitment to supporting the experience of ageing in Wyndham. It provides principles and a decision-making framework for current and future service planning, and provision.

This statement affirms Council's commitment to support the experience of ageing in Wyndham through a holistic approach, and that aged care service provision is part of a National system.

Wyndham City is continuously improving service planning to ensure public value in all service areas, and accountability and efficiency at the service level. Service planning and statements support the delivery of the Wyndham City Plan 2021-2025, and the Wyndham 2040: Community Vision. Aged care service planning fits within Councils lifecourse approach which is designed to meet the needs of community members throughout their lives. This approach will deliver on the Community Vision through supporting integrated and joined up services that wrap around community members as they seek different services at different stages of their life.

This statement outlines the approach to supporting an integrated aged care system capable of growing and adapting to Wyndham's diverse community by offering choice and control to residents, by ensuring Council supports residents and service providers to create a vibrant aged care sector.

Service performance measures will be developed which are based on the principles and service direction described here, these will be monitored in Wyndham City's Service Catalogue. This statement also informs the service definition and budget in the Annual Plan and Budget, which is transparently reported on in the Annual Report, and through the Local Government Reporting Framework.

The Commonwealth Government Aged Care system provides support for older people to help them with everyday living and other needs. There is a continuum of care options, ranging from receiving care from family or friends who can receive carer benefits, to services at home or in the community (through the Home Support Program or Home Care Package), to more complex care through residential care, including temporary (respite) or permanent care.

With an ageing population Australia's demand for aged care services will continue to grow. In Wyndham the 65 years and over population is forecast to grow by 220%, (from 21,855 people in 2021 to 47,971 people in 2041[1]) . The National aged care reforms aim to address ageing populations, enabling people to remain in their homes longer, improving the quality of life for those receiving care and making it easier for older people to access information, navigate the system, and make choices about their care.

[1] Source: https://forecast.id.com.au/wyndham/population-age-structure

Context

The aged care system is funded by the Federal Government through a variety of programs. Following the Royal Commission into Aged Care, the final report was released in 2021 which included 148 recommendations to significantly reform aged care in Australia. These recommendations advocate for the empowerment of older people with increased choice and control, the creation of a more diverse aged care sector, greater transparency and accountability of approved providers and strengthened quality and safety standards.

The Aged Care Reforms Roadmap sets the path to a system where people are valued and respected, ensuring their rights to choice, dignity, safety, and quality of life. It aims to provide access to competent, affordable, and timely care and support services through a consumer-driven, market-based, sustainable aged care system.

Under the Local Government Act, the Council has a responsibility for the wellbeing of all residents and must create optimal conditions for people to experience ageing in Wyndham positively. This responsibility extends beyond aged care service delivery.

Scope

This statement applies to the following services:

- Council funded services for the ageing population
- Commonwealth funded Aged Care Services (including the Single Assessment System and Commonwealth Home Support Program and Support at Home Program).
- State funded Aged Care Services
- State funded Home and Community Care Program for Young People (historically funded and delivered by Council under the same service agreements and service model as aged care)
- Aged Care services that attract alternate funding sources, such as philanthropy

Vision

A holistic approach to ageing in Wyndham will create the conditions for a community in which older people are respected, can actively contribute and participate, and feel safe. Older people will have access to an integrated system of local supports and services that meet their needs.

Value Proposition

Older people in Wyndham will have equitable access to a variety of aged care supports and services when they need it. These services will encourage independence and wellness, enabling individuals to

remain at home and socially connect with others. Individuals will have choice and control over their service experiences.

Council Roles

Leader

Lead the development of innovative service delivery models through codesign and piloting new programs. Develop relationships with research and academic institutions that provide the pipeline for health and human services workforces.

Partner

Work in partnership with a range of stakeholders including older residents, carers, health providers, human service agencies, Commonwealth Government, State Government and the Municipal Association of Victoria to strengthen the aged care sector for people in Wyndham. This includes: service system planning and development as well as a whole of community approach to meeting the needs of the ageing experience in Wyndham.

Planner

Plan, design and build environments and infrastructure that are inclusive, accessible and engaging for all ages. The needs of an ageing community are reflected in the design of new community infrastructure.

Facilitator/Broker

Play a key role in information dissemination and in connecting local service providers through the facilitation of networks and the maintenance of information sharing systems. Council also supports sector development to strengthen the diversity and quality of local service options.

Advocate

Advocate to State and Federal Government on behalf of the Wyndham community to ensure that the future design of the aged care at home model and system funding meets the community's needs.

Stewardship

Improve the capacity and capability of an integrated service system in Wyndham through local government stewardship.

Service provider

Council provides Aged Care services that would not otherwise be available to the community and respond to the diverse needs of ageing residents and carers. These services will be aligned with;

- best value principles including; efficiency, cost effectiveness, transparency and accountability,
- the principles and commitments as outlined in Councils decision making framework.

Commitment

Council is committed to ensuring that Wyndham's older residents have the opportunity to optimise their independence and wellbeing through access to timely and responsive aged care services.

From analysis of the Local Government Act's Objectives of a Council, and with consideration to Public Value Principles, Council commits to delivering services that are:

- **Outcome focused** - Our services and people align all efforts towards delivering community outcomes and improving public value.
- **Agile** - The City's rapid growth means we need to quickly respond to change ensuring continuous improvement, relevancy and value-add.
- **Efficient** - With limited resources we need to be effective and efficient to ensure maximum public value no matter the constrains.
- **Accessible** - Our strategies and services need to be easy to access, equitable, affordable, clearly communicated and simply understood.
- **Integrated** - It is essential that we align effort across a service system to maximise community benefits
- **Transparent** - We have a responsibility to keep our community informed of how we use public funds.

The following framework will be used to guide Council's decision-making process to determine when services will be delivered by Council.

Table 1 Decision Making Framework

Service principle	Acquittal
Outcome Focussed	We will ensure access to aged care services in the home for the local community. We will contribute to the planning, development, design and delivery of aged care services in Wyndham that: • reflect consumer choice and control, • support ageing in place, • prioritise individual wellbeing, independence, reablement and social inclusion, • are the right service, at the right levels, at the right time, • provide integrated service responses, • support innovative practices to improve outcomes, • recognises and supports carer roles and relationships, • remove disincentives to access appropriate levels of care. We will invest in sector development for the evolving aged care sector to retain and increase local employment opportunities.

Service principle	Acquittal
Agile	We will ensure we base our services on the best information available in a timely manner. We will ensure community voice is heard and responded to in our service design process, reflected in our continuous improvement approach and represented in our roles as planner, advocate, leader, partner and facilitator.
Efficient	The service model and resourcing will provide value for money, with services delivered in compliance with the National Competition Policy and at a level of subsidy that is acceptable to Council. We will seek to create efficiencies through: • Monitoring and understanding the local market of providers, services and specialisations, and prioritising services that differentiate from others, • Partnering with other specialist and generalist providers, • Understanding the benefits of upstream health promotion, preventative health and social inclusion approaches for ageing well and taking affirmative action, • Consider the benefits for the Wyndham community in partnerships or service approaches with a geographic catchment larger than Wyndham, • Investment in universal approaches that improve the experiences of people ageing in Wyndham.
Accessible	The diversity of our communities is a source of pride, not an access barrier. Aged care services will be accessible to any older person requiring support. Timely and streamlined entry into the system will be supported by Council, with appropriate coordinated supports delivered in line with consumer choice and control. In our role as leader, planner and our facilitating and leadership role as service provider, we will be cognisant of the cultural and personal needs of our community members and support the health and human services sector to ensure accessibility. Affordability will not be a barrier to receiving quality services. Assessments of service gaps will inform

Service principle	Acquittal
	Council's decision to enter into service sectors to ensure a healthy market. Our services will be delivered through a model and level of subsidy that is acceptable to community members and compliant with National Competition Policy. From an equity perspective, we recognise that greater effort may be required for some members of the community to achieve equality of opportunity.
Integrated	In our service system planning and development role, we will facilitate a whole-of-community approach to meeting the needs of an ageing community. Services work as one to provide more comprehensive and cohesive delivery to community. We will seek to understand the service system as a whole and to align effort from all contributors to the system. We will ensure we base our services on the best information available in a timely manner. We will continue our role as a service planner and share findings with Government and other appropriate stakeholders to plan and respond to community needs.

Outcomes

The principles outlined in this statement not only commit Council to supporting its senior residents in ageing well in Wyndham, but will also foster the development of a vibrant and competitive aged care service sector, capable of meeting the needs of our diverse growing community through the achievement of the following outcomes.

- Older residents have easy access to a range of services, systems and supports which enable them to stay socially connected and participate in the community.
- Our ageing community feel valued and respected, and are actively engaged in the development of policies, strategies and plans that affect them.
- Our ageing community can easily access information and advice that they need to connect with services, age well, stay informed and connect with the community.
- Our City has appropriate support and health services to assist residents as they need throughout their lives.

- The Wyndham built environment is accessible for older residents and provides opportunities for older residents to stay connected.

Associated Policies & Documents

- Local Government Act 2020
- Family Friendly City Charter, 2018
- Wyndham 2040 Community Plan
- Wyndham City Plan 2021-2025
- Living Your Best Life in Wyndham 2022-2026Wyndham Service and Asset Policy and Framework Commonwealth Home Support Programme Manual 2024
- World Health Organisation Age Friendly Cities Framework
- Aged Care Act 1997
- Aged Care and Other Legislation (Royal Commission Response) Act 2022
- The Aged Care Quality and Safety Commission Amendment (Code of Conduct and Banning Orders) Rules 2022
- Royal Commission into Aged Care Quality and Safety Final Report 2021
- Aged Care Reform Roadmap 2022-2025
- Resilient Wyndham 2021 - 2025