



Staying in Place

is a collaborative project by
Pingelly Somerset Alliance Inc.
Pingelly Community Resource Centre





Designed to enable people to
stay living at home,
in their own community,
until end of life if possible



Community Workshops

- People want to stay in their own place - until end of life.
- They want to stay connected - to community, friends, home, and land.
- People in small rural places develop strong community spirit.
- High volunteering rate 29%, willing to upskill, volunteer – SES, ambos, fire, transport, paper etc.
- Funded services are sparse, non-existent, no public transport, older/disabled people often forced to leave.
- ***Staying in Place*** is a concept that can make it possible.



Five inextricably linked components

- Accommodation options
- Access to all State and Commonwealth funded services
- A virtual village
- Capable local workforce and community support
- Research , evaluation and validation



Staying in Place

Accommodation options

- Range of available housing – for seniors, downsizing (public and private), relocation (farmers, metro and other areas, return to country).
- Respite
- Palliative Care
- Dementia
- Culturally secure
- Technology – (smart homes, GPS perimeters)

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Access to all Funded Services

- Facilitate linkage to funded services –
- Packages and other funded services for older people
- TC, STRC, NATSIFAC
- PSA's due diligence identified that they could contract the CRC.
- Partnership between an approved provider and local coordinating body (**CRC**)
- Register workers on **Mable** employment platform.





SERVICES AUSTRALIA CLIENT ACCOUNT

Approved Service Provider

- Approved Home + Community Care Provider
- Legally responsible for client care planning and client budget control
- Risk manager

The Client

Legally binding agreement

Agreement to pay contractor worker for services provided to client's



Registered with Case coordinator. Agreement with each client

Online contractor platform /portal

Local placed based organisation

- Client assist
- Register clients with registered provider
- Coordination of client plan
- Mobilise contractors
- Care plan activation
 - Approve contractors
 - Approve session
 - Monitor feedback

- Registers all contractors
- Admin fees include all required insurances
- Agreement with care coordinator
- Invoice work directly to client's provider
- Pays the contractor directly

Staying in Place

Economic drivers -

Six months had 15 clients

- Coordinating services for 4 X level 4 clients, 8 X level 3 clients, 3 X level 2 clients.
- Total annualised ongoing revenue stream to local community \$542,631
- CRC/PSA ongoing annualised share of the management fee \$69,573
- Assisting 2 or more each week to seek their ACAT assessment

Twelve months had 45 clients

Eighteen months had 62 clients

- Total revenue of packages approx. \$3M CRC annual revenue approx. \$240,000



Access to all Funded Services cont.

• **Productivity Commission Report October 2022 - Aged Care Employment.**

- Most aged care consumers live at home and mainly **receive domestic assistance and social support**
- Continuity of care can be achieved through **community-led solutions** that draw on **local residents** as **independent contractors, particularly in regional and remote** settings where traditional home care providers may not have the scale to be viable
- This attests to the **benefits derived by individual consumers (and their families) and individual workers** who are **choosing this form of work over more traditional employment.**
- Many platform workers highly value the **flexibility, autonomy and the potential for higher pay** from independent contracting — all of which add to their **job satisfaction** and help keep them in the sector
- Independent contractors can **earn more than the award wage**
- Agency workers and independent contractors **account for less than 4 per cent** of the care workforce (personal care workers, nurses and allied health workers).
- The platform model is challenging the status quo by **giving older Australians more options** in terms of care **worker engagement, service offerings and pricing.** The emergence of new business models has the potential to spur new approaches and incentivise improved service quality and value.

Staying in Place

The Village

- Open to all ages and family groups. Minimal cost. Many different models
- Supports older and disabled people to live and age well in own home.
- **Healthy body, active mind, friendships, belonging to community, help with small and large tasks, advocate for and connect to local funded services.**
- Build on existing community assets, natural networks & local business.



Staying in Place

The Village

Concierge service

- Welcomes new members and maintains contact with members.
- Promotes and supports village activities and is a social connector.
- Is alert and receives feedback for and from individual members.
- Strong advocate for individual members' needs – knowledge and awareness as an information hub.
- Engineers place-based solutions - for respite, dementia friendly options, palliative care, culturally appropriate services.
- Facilitates members linkage to services – Commonwealth, State, other, service providers, local workers to provide care and support for people to stay at home until end of life.
- Leading-edge technology to wrap our community around our people, build digital literacy. We use IntelliCare (smart home technology).



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The Village cont.

- Shared office and staff with CRC in Pingelly
- Establishment Committee spanned 4 LGAs.
- 250+ members.
- Have surveyed members re services and activities
- Marketing and promotion commenced in 2021 and continues.
- Activities coordination commenced June 2022.
- Formal launch August 2022.



Staying in Place

Capable Local Workforce and Community Support

- Community capability - Build specific and general, community awareness, understanding, knowledge and skills to support older/disabled people to stay in place.
- Build a local workforce - Undertake skills audit (volunteer and paid), support, build and maintain a local workforce (paid, contractors, volunteers, neighbours, family and friends).
- We currently have 40 part time contractors as support workers and RNs – all on Mable platform.
- CRC Staff multi skilled as concierge for The Village.
- Part time contractor as project Officer.



Staying in Place

GROWING YOUR LOCAL WORKFORCE

Your skills, awareness and local knowledge are incredibly valuable.

You may have spent many years cooking, cleaning, socialising, gardening, preparing kindling wood for the fire, driving, shopping, caring, using technology - all manner of skills you now take for granted.

Did you know you could now be paid for helping local people with those things - and much more - if they have a Commonwealth Home Care Package?

These services and funded packages are essential to help local people stay living at home, in their own community, as they age.

If you have qualifications – great, but for many services, you don't need more than your wonderful capability and 'heart and soul' for these essential services.

Other services need a nursing or allied health qualification, and we are sorting that out too.

There is no age limit. You can top up your pension with a couple of hours or more a week.

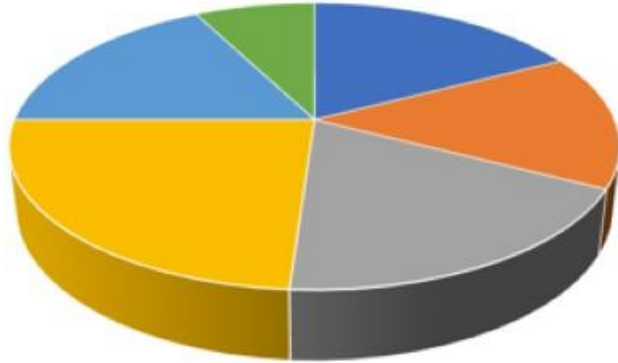
Choose your hours – we can be very flexible to fit in with your lifestyle – school hours only, not during school holidays, only evenings or weekends – whatever.

If you want to go away for weeks or months or attend a one-off appointment or event, we can work around it.

Short-term, long-term, only if close by where you live – we still need you.

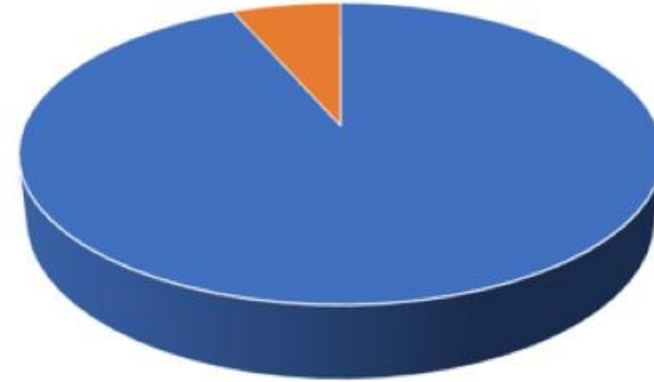
And we love diversity.

Age of Responders



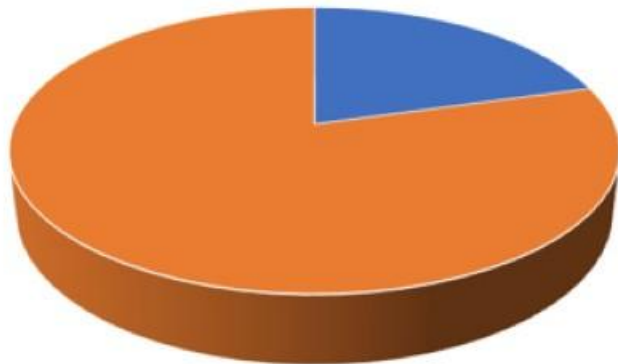
■ Under 40 ■ Over 40 ■ Over 50 ■ Over 55 ■ Over 60 ■ Over 65

Full / Part Time work



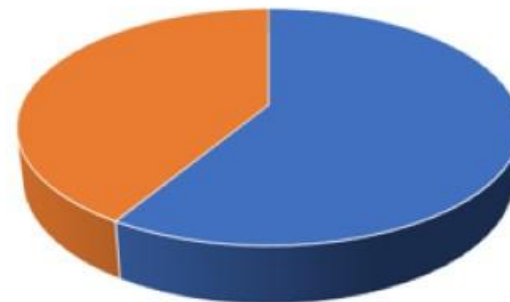
■ Part Time Work ■ Full Time work

Further Study



■ keen to do further study ■ not interested in further study

Travel to Surrounding Communities



■ Prepared to travel ■ Not prepared to travel



Staying in Place

Capable Local Workforce and Community Support

Care Community

- \$20,000 to kick start program following sign up.
- Training options.
- Retention bonuses - \$100 after 6 weeks, \$200 after 12 weeks, \$200 after 18 weeks.
- Available until March 2024.





Staying in Place

Research Evaluation and Validation

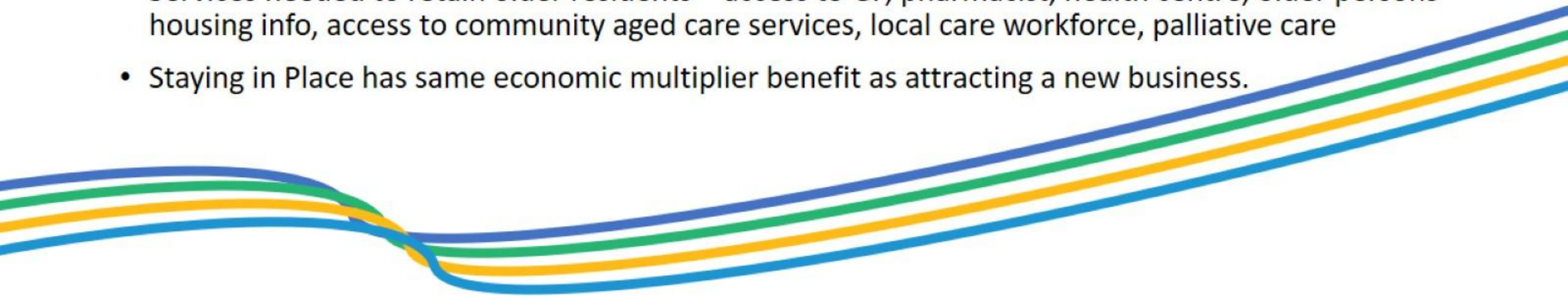
- Regional demonstration model and clearing house of best practice knowledge, innovation and technology. Evaluated and validated to support replication in rural, regional and remote areas. Linked to Living Labs across the world. Global Village to Village Network. COP in OZ.
- University Support – The model was developed with support from the UWA and ECU.
- WAPHA, WACHS and Curtin University are designing a collaborative research project that will show the effectiveness of Staying in Place.



Staying in Place

Economic drivers of home care in small rural communities

- 1 FTE support worker created for every 5-6 clients on packages or plans.
- Average home care package \$30,000. Traditional management fee 30+%.
- Community Managed Care 25% - 29% management fee of which almost half is retained locally.
- Greater impact in smaller towns – 2.5 X in towns of 1000 or less Vs towns of 5000 people
- Drivers for rural rather than city or regional living – simpler, quieter lifestyle; safety; relaxed lifestyle; lower cost of housing; preference for green open spaces.
- Services needed to retain older residents – access to GP, pharmacist, health centre, older persons housing info, access to community aged care services, local care workforce, palliative care
- Staying in Place has same economic multiplier benefit as attracting a new business.



Staying in Place

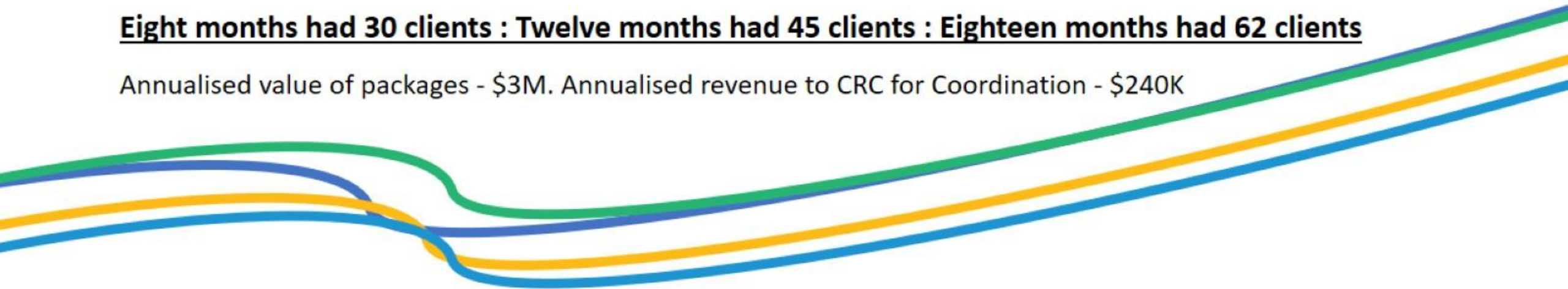
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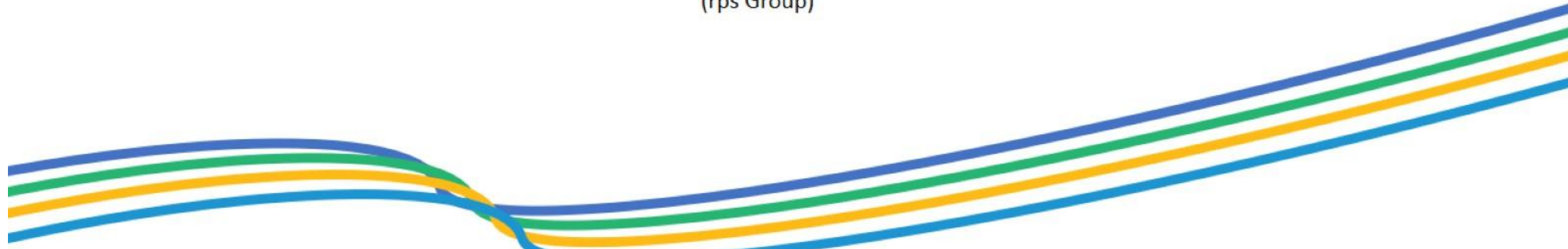
Annualised value of packages - \$3M. Annualised revenue to CRC for Coordination - \$240K



Staying in Place

The most important benefits are not as quantifiable.
They relate to the social and humanitarian benefits
of ending heartache and pain of being forced to
leave family, friends, community.
Ending loneliness and disconnection if one is forced
to move to another place towards end of life.

(rps Group)



Staying in Place

Place based solutions

If you want this to work, you need a place-based approach which means –

- Genuinely knowing your community
- understanding the issues,
- Interconnections,
- relationships in a place, and
- coordinating action and investment to improve the quality of life for that community.





Staying in Place

Thank you

Hon Helen Morton

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