
Victoria Manor Aged Care Facility

Choice Hospitality Respect

12 July 2010

Submission to Productivity Commission in to Aged Care

As an aged care provider, who is committed to provision of high quality care, I wish to bring to your urgent attention to matters of critical importance to our aged care industry.

Education & training of aged care workforce

We are a 60 bed aged care facility in Coolaroo, Melbourne and cater for some of the most financially and socially disadvantaged people in Melbourne. We provide quality care and are proud of our service to the local community. Annually we commit to and train university students of nursing and especially tafe aged care students for at least 140-200 hours per student, totaling least 10 students per year. The time, organization and commitment required to ensure each student learns appropriate skills and receives a positive image of aged care is immense. Unfortunately we receive no financial assistance for this vital service. Whilst we are aware of the budget commitment to provide funds for training we anticipate this will only be to further fund the training organizations. The training organizations receive financial incentives for training in theory yet the competence based practical training we offer in our facility is unfunded. We urge you to consider introducing a training allowance direct to the aged care facility.

Positive Media Images and Accreditation system

The aged care industry has long tried to convey the real and positive image of the industry because we are proud of what we do. We make a difference everyday to the quality of life of older Australians. These attempts are negated very quickly by negative media about inaccurate reports of various aged care issues. The entire industry is 'painted with the same brush' by the media. The current Accreditation system provides neutral reports which make it hard for consumers to compare one facility from another. The government could facilitate and assist to provide a consumer focused rating system for each aged care facility based on the Accreditation system ie: Excellent, Good or Satisfactory. This would assist to create positive images and allow a simple rating system which consumers could access.

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Financial Subsidies

Older Australians, the people who made this country great, are being let down by the Federal Government's failure to address the funding crisis in aged and community care. As the numbers of older people have increased over the past decade, funding to meet the real costs of providing services and accommodation has fallen. This year the increase in subsidies for aged care was only 1.7 per cent when the cost of living indicators have risen by 2.9 per cent, utilities in some states have gone up by as much as 10 per cent and the minimum wage has been lifted by 4.8 per cent. As an aged care provider, we cannot make these numbers work, and older people are the losers.

On behalf of older Australians we welcome the Productivity Commission inquiry into aged care and look forward to working with Government on major reforms,. Our industry is calling on the Federal Government to bridge the gap in funding by restoring the 1.75 per cent supplement for residential care and extending it to community care effective from 1 July. This will ensure older people have the care they need now and stave off the cut backs in services which will otherwise be inevitable. Right now, today, older people need immediate attention of Government so our industry can continue to provide targeted, affordable and high quality care.

Yours sincerely

Helen Jennings
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Proprietor

Michael Greaves
Finance Director &
Proprietor