
From: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Sent: Saturday, 22 September 2018 6:02 PM
To: Katharine Wright
Subject: Fwd: Homecare services

Sent from my iPhone

Begin forwarded message:

From: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Date: 22 September 2018 at 6:01:32 pm AEST
To: Damon Guppy <Damon.Guppy@health.qld.gov.au>
Subject: Re: Homecare services

Ta,

Can we ask Sarah for a bit more info. Let her know Mins are highly engaged because of the claims of job losses.

How has this change come about?

Was it prompted by the HHS or the Commonwealth?

Is there a briefing note she can send us?

How many HHS staff are employed doing his? How many are permanent? How many casual? Will they continue to have jobs beyond Sept 2019?

Who is saying there will be a 100 job losses.

I'm happy to chat to her and talk through it.

- Robert

Sent from my iPhone

On 22 Sep 2018, at 5:52 pm, Damon Guppy <Damon.Guppy@health.qld.gov.au> wrote:

Heavily trimmed version below. I've asked Sarah if they can get more info from Crystal.

Gold Coast Health's core business is to provide excellent healthcare to the community.

Early next year, home care services are being transitioned from Gold Coast Health to local home care providers on the Gold Coast.

No job losses are anticipated.

We are committed to working with clients, local providers and staff to ensure no disruption to client services with the proposed transition.

The change recognises and enables the client's right to choose individual providers who will best meet their needs.

Sent from my iPhone

Begin forwarded message:

From: Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>
Date: 22 September 2018 at 5:37:58 pm AEST
To: "news@health.qld.gov.au" <news@health.qld.gov.au>, Damon Guppy <Damon.Guppy@health.qld.gov.au>
Cc: Jenn Griffith <Jenn.Griffith@health.qld.gov.au>, gchealthmedia <gchealthmedia@health.qld.gov.au>
Subject: RE: Homecare services

Hi Damon,

As discussed just now, please see below key messages for your comment re home care services.

If you are happy with these, Jenn from my team will prepare a media statement and send back to Chrystal Ethrington (Channel 7 Gold Coast / [REDACTED]).

As this stage, the story will run tomorrow night.

Thanks,
 Sarh

#1. Early next year, home care services are being transitioned from Gold Coast Health to local home care providers on the Gold Coast.

- Gold Coast Hospital and Health Service Home Care and Allied Health Services will begin transitioning Commonwealth Home Support Programme (CHSP) services to local providers on 1 January 2019.
- CHSP services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.

- There are many local providers of home care services on the Gold Coast whose sole purpose is to provide these non-health related services.
- Gold Coast Health’s core business is to provide excellent healthcare to the community.
- All services will be transferred by 30 September 2019.

#2. No job losses are anticipated.

- There will be no forced job losses with the proposed transition of home care services.
- Consultation with staff through staff forums are planned to commence this week.

#3. We are committed to working with clients, local providers and staff to ensure no disruption to client services with the proposed transition.

- Gold Coast Health, in conjunction with Commonwealth Department of Health, and the local providers will work closely together to ensure home care services will transition seamlessly.
- Clients who are receiving domestic assistance, social support, personal care, flexible respite and allied health support can continue to receive services from the new provider/s.
- The change recognises and enables the client’s right to choose individual providers who will best meet their needs.
- In line with the Commonwealth Home Support Programme policy, most service providers charge a small fee for services, however special arrangements can be made if clients cannot afford to pay.
- Anyone with concerns about how the transition of services may affect them, can call the Home Care and Allied Health Gold Coast Services on 1300 780 128.

Sarah Dixon
Executive Director | Strategic Communication and Engagement
Gold Coast Health

Level 4, Block A
Gold Coast University Hospital
1 Hospital Boulevard
Southport QLD 4220
P: [REDACTED] | M: [REDACTED]
E: Sarah.Dixon4@health.qld.gov.au
Web: www.goldcoast.health.qld.gov.au
Intranet: gchweb.sth.health.qld.gov.au

Our values Integrity | Community first | Excellence | Respect | Compassion | Empower

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RTI RELEASED

From: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Sent: Sunday, 23 September 2018 12:25 PM
To: Katharine Wright; Amy Hunter
Cc: Damon Guppy
Subject: GC home assistance

Kat,

Lines for the Min. I'll talk to Sarah now about their stand-up.

- Robert

I've asked the health service to put this decision on hold while this is reviewed.

Commonwealth Government funding rules for home assistance mean fewer and fewer people are choosing to use the service delivered by the Gold Coast. But it's important all the options for people using this service are fully understood and communicated before it progresses further.

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From: Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>
Sent: Sunday, 23 September 2018 1:59 PM
To: Katharine Wright
Subject: Key messages

Hi Katharine,

I'm still working through these to comply with the Minister's direction to hold the transition, but this is where we are at currently. We will make our statement at 3.45pm at Parliament House (earliest Paula Duffy could get there from Southern Gold Coast).

**Regards,
Sarah**

Federal Government Aged Care reforms have had an impact on the services Gold Coast Health Homecare and Allied Health Services provide to our cohort of clients.

- In 2016, the Australian Government announced a number of Aged Care reforms to improve delivery of Home Care Services to the consumer.
- The first of these reforms, which commenced in February 2017, have seen funding for Home Care Packages provided through a Consumer Directed Care model.
- This model allows the consumer to choose a provider, or range of providers, that are suited to them. This is generally a good outcome for consumers.
- These changes have resulted in significantly increased competition for providers and additional financial reporting and compliance processes.
- The second stage of the reforms will see a shift towards an integrated care at home system, with the amalgamation of the Commonwealth Home Support Program (CHSP) and Home Care Packages to the Integrated Care at Home Program.
- These changes will provide consumers with greater choice over the types of care and services they access, how and when those services are delivered and by whom.
- Additionally, consumers will have more control over their funds for their care and how those funds are spent.
- The reforms and changes to funding and service provisions has directly impacted the delivery of service by Gold Coast Health Homecare and Allied Health Services to our cohort of clients.
- There has been a significant increase of Non-Government Organisations providing aged care services within the Gold Coast area.
- As a result of greater competition for activity by providers, Gold Coast Health Homecare and Allied Health Services has seen a decline of new clients, which has

affected the services ability to meet activity targets prescribed in the CHSP service agreement.

- While Gold Coast Health's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.
- To ensure that consumers can receive integrated, flexible care, Gold Coast Health was looking to gradually transition the delivery of these services to local providers, in a phased approach.
- This change would ultimately mean better home care for consumers, a greater focus on health care for the Gold Coast community, and no employees losing their job.
- CHSP services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- There are many local providers of home care services on the Gold Coast whose sole purpose is to provide these non-health related services.
- Gold Coast Health's continuing involvement in this service is no longer required to meet the community's needs.
- Gold Coast Health's core business is to provide excellent healthcare to the community.

At the Minister's request, we'll be reviewing the implementation of this transition.

- The Minister has requested we put a hold on these changes, which we will of course do.
- We are in very early stages of consultation with our staff and our consumers.
- We recognise that any changes to the status quo can be daunting for our elderly consumers, even ones that ultimately mean a better outcome for them.
- Gold Coast Health Home Care and Allied Health Services was planning to begin transitioning Commonwealth Home Support Programme (CHSP) services to local providers on 1 January 2019.
- All services were slated to be transferred by 30 September 2019.
- Obviously, these timelines are on hold, at the Minister's request, while we brief him fully on them.

No job losses are anticipated.

- Gold Coast Health is committed to meeting its obligations under the Employment Security Policy.

- There would be no forced job losses with the proposed transition of home care services.
- All staff would be offered other positions, re-trained where necessary or provided with other opportunities.
- Significant consultation would need to occur with staff and our consumers before any changes progress.
- All staff would be given an opportunity to participate in the consultation.
- Engagement with participating unions would be encouraged throughout the consultation process, and union representatives would be invited to attend all staff forums, allowing them to support their members effectively.
- The service model identified for implementation would not result in any job loss.
- As part of the consultation process, staff forums/workshops would take place with impacted staff.
- These staff would be encouraged and supported by their managers, and would be allowed sufficient time and resources to actively participate in the consultation process.

RTI RELEASED

We would work closely with clients, local providers and staff to ensure no disruption to client services with the proposed transition.

- Gold Coast Health, in conjunction with Commonwealth Department of Health, and the local providers would work closely together to ensure any transition of home care services that may occur in the future transition seamlessly.
- Clients who are receiving domestic assistance, social support, personal care, flexible respite and allied health support would continue to receive services from the new provider/s.
- The changes recognise and enable the client’s right to choose individual providers who will best meet their needs.
- In line with the Commonwealth Home Support Programme policy, most service providers charge a small fee for services, however special arrangements can be made if clients cannot afford to pay.
- Anyone with concerns about how the transition of services may affect them, can call the Home Care and Allied Health Gold Coast Services on 1300 780 128.

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From: Katharine Wright
Sent: Sunday, 23 September 2018 2:00 PM
To: Steven Miles
Cc: Amy Hunter; Ali King
Subject: Fwd: Key messages

Sent from my iPhone

Begin forwarded message:

From: Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>
Date: 23 September 2018 at 1:58:42 pm AEST
To: "katharine.wright@ministerial.qld.gov.au"
<katharine.wright@ministerial.qld.gov.au>
Subject: Key messages

Hi Katharine,

I'm still working through these to comply with the Minister's direction to hold the transition, but this is where we are at currently. We will make our statement at 3.45pm at Parliament House (earliest Paula Duffy could get there from Southern Gold Coast).

**Regards,
Sarah**

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RTI RELEASE

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From: Katharine Wright
Sent: Sunday, 23 September 2018 4:38 PM
To: Amy Hunter
Subject: Fwd: Key messages

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I think it needs to say something like:

our HHSs first priority is always providing the best possible care to their patients and that's what I expect.

To make sure everyone's concerns are addressed, I've asked the HHS to put these plans on hold and conduct thorough consultation with staff and patients.

Background

GCHHS advises there'll be no staff losses and every patient currently receiving care will continue to.

More details

Sent from my iPhone

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Date: 23 September 2018 at 1:58:42 pm AEST
To: "katharine.wright@ministerial.qld.gov.au"
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From: Amy Hunter
Sent: Sunday, 23 September 2018 4:39 PM
To: Katharine Wright
Subject: Re: Key messages

Yeah sure. I'll put it together in an hour or so and send it all around.

Amy Hunter

Media Advisor

Office of the Hon. Steven Miles MP

Minister for Health and Ambulance Services

██████████

On 23 Sep 2018, at 4:38 pm, Katharine Wright <Katharine.Wright@ministerial.qld.gov.au> wrote:

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- We are in very early stages of consultation with our staff and our consumers.
- We recognise that any changes to the status quo can be daunting for our elderly consumers, even ones that ultimately mean a better outcome for them.
- Gold Coast Health Home Care and Allied Health Services was planning to begin transitioning Commonwealth Home Support Programme (CHSP) services to local providers on 1 January 2019.
- All services were slated to be transferred by 30 September 2019.
- Obviously, these timelines are on hold, at the Minister's request, while we brief him fully on them.

No job losses are anticipated.

- Gold Coast Health is committed to meeting its obligations under the Employment Security Policy.
- There would be no forced job losses with the proposed transition of home care services.
- All staff would be offered other positions, re-trained where necessary or provided with other opportunities.
- Significant consultation would need to occur with staff and our consumers before any changes progress.
- All staff would be given an opportunity to participate in the consultation.
- Engagement with participating unions would be encouraged throughout the consultation process, and union representatives would be invited to attend all staff forums, allowing them to support their members effectively.

- The service model identified for implementation would not result in any job loss.
- As part of the consultation process, staff forums/workshops would take place with impacted staff.
- These staff would be encouraged and supported by their managers, and would be allowed sufficient time and resources to actively participate in the consultation process.

RTI RELEASE

We would work closely with clients, local providers and staff to ensure no disruption to client services with the proposed transition.

- Gold Coast Health, in conjunction with Commonwealth Department of Health, and the local providers would work closely together to ensure any transition of home care services that may occur in the future transition seamlessly.
- Clients who are receiving domestic assistance, social support, personal care, flexible respite and allied health support would continue to receive services from the new provider/s.
- The changes recognise and enable the client’s right to choose individual providers who will best meet their needs.
- In line with the Commonwealth Home Support Programme policy, most service providers charge a small fee for services, however special arrangements can be made if clients cannot afford to pay.
- Anyone with concerns about how the transition of services may affect them, can call the Home Care and Allied Health Gold Coast Services on 1300 780 128.

*

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RTI RELEASE

From: Amy Hunter
Sent: Sunday, 23 September 2018 5:39 PM
To: Katharine Wright; Steven Miles
Subject: Hib and Statement - Gold Coast
Attachments: HIB - Gold Coast Homecare.docx

Hib attached and proposed statement below.

If you're happy with it I'll send the HIB to premiers office.

Amy

Statement:

Our Hospital and Health Service's first priority is always to provide the best possible care to patients - and that's what I expect.

To ensure the concerns of everyone involved are addressed, I've asked the HHS to put these plans on hold and conduct thorough consultation with staff and patients.

ENDS

Background:

- To ensure that consumers can receive integrated, flexible care, Gold Coast Hospital and Health Service (GCHHS) was looking to gradually transition the delivery of Homecare and Allied Health Services services to Non-Government Organisations providing aged care services within the Gold Coast area. providers, in a phased approach.
- These services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- GCHHS had advised there'll would be no staff losses and every patient currently receiving care will continue to.
- Significant consultation would need to occur with staff and our consumers before any changes progress.

GOLD COAST HOMECARE

The Health Minister has asked Gold Coast health service to put this decision on hold while it is reviewed.

Commonwealth Government funding rules for home assistance mean fewer and fewer people are choosing to use the service delivered by the Gold Coast.

But it's important all the options for people using this service are fully understood and communicated before it progresses further.

This is ultimately a result of the Federal Government's failure to properly fund and regulate aged care.

The Queensland Government have consistently been lobbying the Federal Government since the beginning on the year to properly fund and regulate aged care in Australia.

Background:

- Federal Government Aged Care reforms have had an impact on the services Gold Coast Health Homecare and Allied Health Services provide to our cohort of clients.
- In 2016, the Australian Government announced a number of Aged Care reforms to improve delivery of Home Care Services to the consumer.
- The first of these reforms, which commenced in February 2017, have seen funding for Home Care Packages provided through a Consumer Directed Care model.
- This model allows the consumer to choose a provider, or range of providers, that are suited to them. This is generally a good outcome for consumers.
- The second stage of the reforms will see a shift towards an integrated care at home system, with the amalgamation of the Commonwealth Home Support Program (CHSP) and Home Care Packages to the Integrated Care at Home Program.
- These changes will provide consumers with greater choice over the types of care and services they access, how and when those services are delivered and by whom.
- While Gold Coast Health's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.
- To ensure that consumers can receive integrated, flexible care, Gold Coast Health was looking to gradually transition the delivery of these services to local providers, in a phased approach.
- This change would ultimately mean better home care for consumers, a greater focus on health care for the Gold Coast community, and no employees losing their job.
- CHSP services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- There are many local providers of home care services on the Gold Coast whose sole purpose is to provide these non-health related services.
- Gold Coast Health's core business is to provide excellent healthcare to the community.
- Gold Coast Health is committed to meeting its obligations under the Employment Security Policy.

- There would be no forced job losses with the proposed transition of home care services.
- Significant consultation would need to occur with staff and our consumers before any changes progress.
- All staff would be given an opportunity to participate in the consultation.
- Gold Coast Health, in conjunction with Commonwealth Department of Health, and the local providers would work closely together to ensure any transition of home care services that may occur in the future transition seamlessly.
- Clients who are receiving domestic assistance, social support, personal care, flexible respite and allied health support would continue to receive services from the new provider/s.

RTI RELEASE

From: Amy Hunter
Sent: Sunday, 23 September 2018 6:11 PM
To: @Premiers Media
Cc: Katharine Wright
Subject: Fwd: Hib and Statement - Gold Coast
Attachments: HIB - Gold Coast Homecare.docx; ATT00001.htm

Hi all,

Attached is a HIB on the Gold Coast homecare story. And below is a statement we have for any follow.

Regards
Amy

Amy Hunter
Media Advisor
Office of the Hon. Steven Miles MP
Minister for Health and Ambulance Services

Statement:

Our Hospital and Health Service's first priority is always to provide the best possible care to patients - and that's what I expect.

To ensure the concerns of everyone involved are addressed, I've asked the HHS to put these plans on hold and conduct thorough consultation with staff and patients.

ENDS

Background:

- To ensure that consumers can receive integrated, flexible care, Gold Coast Hospital and Health Service (GCHHS) was looking to gradually transition the delivery of Homecare and Allied Health Services services to Non-Government

Organisations providing aged care services within the Gold Coast area. providers, in a phased approach.

- These services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- GCHHS had advised there'll would be no staff losses and every patient currently receiving care will continue to.
- Significant consultation would need to occur with staff and our consumers before any changes progress.

RTI RELEASE

GOLD COAST HOMECARE

The Health Minister has asked Gold Coast health service to put this decision on hold while it is reviewed.

Commonwealth Government funding rules for home assistance mean fewer and fewer people are choosing to use the service delivered by the Gold Coast.

But it's important all the options for people using this service are fully understood and communicated before it progresses further.

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Background:

- Federal Government Aged Care reforms have had an impact on the services Gold Coast Health Homecare and Allied Health Services provide to our cohort of clients.
- In 2016, the Australian Government announced a number of Aged Care reforms to improve delivery of Home Care Services to the consumer.
- The first of these reforms, which commenced in February 2017, have seen funding for Home Care Packages provided through a Consumer Directed Care model.
- This model allows the consumer to choose a provider, or range of providers, that are suited to them. This is generally a good outcome for consumers.
- The second stage of the reforms will see a shift towards an integrated care at home system, with the amalgamation of the Commonwealth Home Support Program (CHSP) and Home Care Packages to the Integrated Care at Home Program.
- These changes will provide consumers with greater choice over the types of care and services they access, how and when those services are delivered and by whom.
- While Gold Coast Health's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.
- To ensure that consumers can receive integrated, flexible care, Gold Coast Health was looking to gradually transition the delivery of these services to local providers, in a phased approach.
- This change would ultimately mean better home care for consumers, a greater focus on health care for the Gold Coast community, and no employees losing their job.
- CHSP services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- There are many local providers of home care services on the Gold Coast whose sole purpose is to provide these non-health related services.
- Gold Coast Health's core business is to provide excellent healthcare to the community.
- Gold Coast Health is committed to meeting its obligations under the Employment Security Policy.

- There would be no forced job losses with the proposed transition of home care services.
- Significant consultation would need to occur with staff and our consumers before any changes progress.
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- Clients who are receiving domestic assistance, social support, personal care, flexible respite and allied health support would continue to receive services from the new provider/s.

RTI RELEASE

From: Katharine Wright
Sent: Monday, 24 September 2018 8:52 AM
To: Ali King
Subject: Fwd: Hib and Statement - Gold Coast
Attachments: HIB - Gold Coast Homecare.docx; ATT00001.htm

Sent from my iPhone

Begin forwarded message:


From: Amy Hunter <Amy.Hunter@ministerial.qld.gov.au>
Date: 23 September 2018 at 6:10:42 pm AEST
To: "@Premiers Media" <premiers.media@ministerial.qld.gov.au>
Cc: Katharine Wright <Katharine.Wright@ministerial.qld.gov.au>
Subject: Fwd: Hib and Statement - Gold Coast

Hi all,

Attached is a HIB on the Gold Coast homecare story. And below is a statement we have for any follow.

Regards
Amy

Amy Hunter
Media Advisor
Office of the Hon. Steven Miles MP
Minister for Health and Ambulance Services



Statement:

Our Hospital and Health Service's first priority is always to provide the best possible care to patients - and that's what I expect.

To ensure the concerns of everyone involved are addressed, I've asked the HHS to put these plans on hold and conduct thorough consultation with staff and patients.

ENDS

GOLD COAST HOMECARE

The Health Minister has asked Gold Coast health service to put this decision on hold while it is reviewed.

Commonwealth Government funding rules for home assistance mean fewer and fewer people are choosing to use the service delivered by the Gold Coast.

But it's important all the options for people using this service are fully understood and communicated before it progresses further.

This is ultimately a result of the Federal Government's failure to properly fund and regulate aged care.

The Queensland Government have consistently been lobbying the Federal Government since the beginning on the year to properly fund and regulate aged care in Australia.

Background:

- Federal Government Aged Care reforms have had an impact on the services Gold Coast Health Homecare and Allied Health Services provide to our cohort of clients.
- In 2016, the Australian Government announced a number of Aged Care reforms to improve delivery of Home Care Services to the consumer.
- The first of these reforms, which commenced in February 2017, have seen funding for Home Care Packages provided through a Consumer Directed Care model.
- This model allows the consumer to choose a provider, or range of providers, that are suited to them. This is generally a good outcome for consumers.
- The second stage of the reforms will see a shift towards an integrated care at home system, with the amalgamation of the Commonwealth Home Support Program (CHSP) and Home Care Packages to the Integrated Care at Home Program.
- These changes will provide consumers with greater choice over the types of care and services they access, how and when those services are delivered and by whom.
- While Gold Coast Health's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.
- To ensure that consumers can receive integrated, flexible care, Gold Coast Health was looking to gradually transition the delivery of these services to local providers, in a phased approach.
- This change would ultimately mean better home care for consumers, a greater focus on health care for the Gold Coast community, and no employees losing their job.
- CHSP services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- There are many local providers of home care services on the Gold Coast whose sole purpose is to provide these non-health related services.
- Gold Coast Health's core business is to provide excellent healthcare to the community.
- Gold Coast Health is committed to meeting its obligations under the Employment Security Policy.

- There would be no forced job losses with the proposed transition of home care services.
- Significant consultation would need to occur with staff and our consumers before any changes progress.
- All staff would be given an opportunity to participate in the consultation.
- Gold Coast Health, in conjunction with Commonwealth Department of Health, and the local providers would work closely together to ensure any transition of home care services that may occur in the future transition seamlessly.
- Clients who are receiving domestic assistance, social support, personal care, flexible respite and allied health support would continue to receive services from the new provider/s.

RTI RELEASE

Background:

- To ensure that consumers can receive integrated, flexible care, Gold Coast Hospital and Health Service (GCHHS) was looking to gradually transition the delivery of Homecare and Allied Health Services services to Non-Government Organisations providing aged care services within the Gold Coast area. providers, in a phased approach.
- These services include things like assistance with household jobs like cleaning and laundry, assistance with personal care and home maintenance, assistance with meals and food, and other allied health support services.
- GCHHS had advised there'll would be no staff losses and every patient currently receiving care will continue to.
- Significant consultation would need to occur with staff and our consumers before any changes progress.

From: Robert Hoge
To: [Katharine Wright](#); [Amy Hunter](#)
Subject: FW: Draft Minister brief + media statement
Date: Monday, 24 September 2018 1:11:05 PM
Attachments: [180924_Statement_Homecare-Services-Gold-Coast.doc](#)
[180924_minister-brief-template_Homecare_and Allied Health_Services.docx](#)

From: Jess Daly
Sent: Monday, 24 September 2018 12:52 PM
To: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Cc: Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>; gchealthmedia <gchealthmedia@health.qld.gov.au>
Subject: Draft Minister brief + media statement

Hi Robert,

As discussed with Sarah, please find attached a draft brief for the Minister and a draft media statement.

Many thanks,
Jess

Jess Daly
Media Manager | Strategic Communication and Engagement
Gold Coast Health

Gold Coast University Hospital
Level 4, A Block
1 Hospital Boulevard
Southport QLD 4215

P: [redacted] | **M:** [redacted] | **F:** 07 5687 7880
E: jess.daly@health.qld.gov.au | gchealthmedia@health.qld.gov.au

Web: www.goldcoast.health.qld.gov.au
Intranet: gchweb.sth.health.qld.gov.au
Social: [Facebook](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

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RTI RELEASE

SUBJECT: Delivery of homecare services on the Gold Coast

<input type="checkbox"/> Approved	Signature...../...../..... Date...../...../..... Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services Comments:
<input type="checkbox"/> Not approved	
<input type="checkbox"/> Noted	
<input type="checkbox"/> Signed (correspondence)	
<input type="checkbox"/> Further information required (see comments)	

ACTION REQUIRED BY

RECOMMENDATION

It is recommended the Minister:

- **Note** that Gold Coast Hospital and Health Service (GCHHS) will continue to deliver its current homecare services to the community while Federal Government funding for the Commonwealth Home Support Program remains in place.
- **Note** that Federal Government funding for this program will cease in June 2020 as part of broader Aged Care reforms.
- **Note** that GCHHS is currently in breach of its service agreement with the Federal Government to deliver homecare services because we do not charge a fee for service to the consumer.

ISSUES In 2016 the Australian Government announced a number of Aged Care reforms to improve the delivery of Home Care services to the consumer.

2. These reforms are intended to allow the consumer more choice about the provider/s best suited to deliver in-home support such as shopping, laundry, domestic assistance (e.g. cleaning), personal care (e.g. showering), group activities and allied health services.
3. The reforms have resulted in a proliferation of Non-Government Organisations delivering these mainly non-health related services on the Gold Coast in exchange for a small fee from the consumer.
4. The GCHHS service agreement with the Federal Government to deliver homecare services under the Commonwealth Home Support Program specifies we should charge consumers a small fee for service, which we have not been charging to date.
5. As we do not currently charge a fee, we have been in breach of our service agreement with the Federal Government.
6. GCHHS currently provides homecare services to around 2134 people, which has dropped from a high of approximately 3500.
7. GCHHS will continue to deliver these homecare services as long as Federal Government funding remains available for the Commonwealth Home Support Program.

BACKGROUND

8. The first of the Australian Government aged care reforms, which commenced in February 2017, has seen funding for Home Care Packages provided through a Consumer Directed Care model.
9. This model allows the consumer to choose a provider, or range of providers, that are suited to them, which is generally viewed as a good outcome for consumers.
10. These changes have resulted in significantly increased competition among providers and additional financial reporting and compliance processes.
11. The reforms and changes to funding and service provisions has directly impacted the delivery of service by Gold Coast Health Homecare and Allied Health Services to our cohort of clients.
12. There has been a significant increase of Non-Government Organisations providing aged care services within the Gold Coast area.
13. While Gold Coast Health's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.
14. Other service providers are delivering a broader range of homecare services to their clients, which GCHHS is unable to match.
15. At the request of the Federal Government Department of Health, GCHHS agreed to phase out the provision of homecare services on the Gold Coast by transitioning these services to other local providers by September 2019.

MINISTERIAL BRIEFING NOTE**RESULTS OF CONSULTATION**

16. Federal Government Department of Health has advised that as GCHHS is in breach of its current service agreement to deliver homecare services and other NGOs have moved into this space on the Gold Coast, that we transition our service to other providers in advance of the cessation of funding in June 2020.
17. Engagement with participating unions around the proposed transition of services to other local providers commenced in August 2018.
18. A letter to staff advising of the proposed changes to commence a period of consultation was sent on 14 September 2018.
19. No consumers of the Homecare and Allied Health Services were formally advised by the health service.

RESOURCE/FINANCIAL IMPLICATIONS

20. In 2017/18 GCHHS was provided with a \$5.413 million Federal Government grant to provide Commonwealth Home Support Services.
21. A portion of this was returned to the Federal Government as we were unable to meet prescribed activity targets due to a decline in new clients.
22. The value of the Federal Government grant to provide Commonwealth Home Support Services in 2018/19 is \$4.635 million.
23. GCHHS subsidises this program with a further \$500,000 annually.
24. There are approximately 69.85 FTE employees working for the GCHHS Homecare and Allied Health Service which is made up of both permanent and contract employees.
25. Gold Coast Health is committed to meeting its obligations under the Employment Security Policy and there would be no forced job losses with the proposed transition of home care services to other local providers.

SENSITIVITIES/RISKS

26. GCHHS is not the only health service that will be winding up the delivery of homecare services to the community when Federal Government funding ends in June 2020.
27. Other health services in South East Queensland have already ceased providing these services to the community.
28. We understand relevant unions may have alerted homecare staff at a local consultative forum about the proposed transition of services prior to formal advice sent from the health service to staff.
29. GCHHS' core business is to deliver excellent health care to the Gold Coast community and we are not able to compete with local NGOs providing more diverse homecare support.

ATTACHMENTS [Delete if N/A]

30. Attachment 1. Name of attachment. Each attachment does not need a new paragraph number

Author Name: Jess Daly Position: Media Manager Unit: Strategic Comms & Engagement Tel No: [REDACTED] Date Drafted: 24.09.18	Cleared by (Dir/Snr Dir) Name: Sarah Dixon Position: Executive Director Branch: Strategic Comms & Engagement Tel No: [REDACTED] Date Cleared: 24.09.18	Content verified by (DDG/CE) Name: Ron Calvert Position: Chief Executive Division: GCHHS Tel No: Date Verified: 24.09.18	Director-General Endorsement Name: Michael Walsh Signed Date/...../.....
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Gold Coast Health

Media statement

24 September 2018

Homecare services on the Gold Coast

Gold Coast Health will continue to deliver its current homecare services to the community beyond September 2019.

We are contracted by the Federal Government to deliver these services under the Commonwealth Home Support Program. The contract and funding for this program ends in June 2020 as part of broader Aged Care reforms.

At the request of the Federal Government Department of Health, Gold Coast Health had sought to phase out the provision of homecare services on the Gold Coast by transitioning these services to other local providers by September 2019.

In response to feedback received from key stakeholders, including Queensland Health Minister Steven Miles, Gold Coast Health will now extend the provision of homecare services beyond September 2019.

This means we shall continue to deliver our current homecare services, which are funded by the Federal Government under the Commonwealth Home Support Program.

“We have acknowledged that Gold Coast Health did not provide the Health Minister with an appropriate brief in relation to the proposal to phase out homecare services on the Gold Coast by September 2019,” said Acting Chief Operations Officer Paula Duffy.

“We regret the Minister was placed in a situation where he was not briefed on the proposed change.”

Gold Coast Health will write to the more than 2100 people currently using our Homecare and Allied Health Services to assure them their services will remain unchanged under this program.

The Chief Executive will also write to staff in the Homecare and Allied Health Service to assure them that we are committed to meeting our obligations under the Employment Security Policy and to reiterate there would be no forced job losses with the proposed transition of home care services to alternative local providers when the Federal Government program ends.

ENDS

For further information, contact: [REDACTED]

Kaurice Corkhill

From: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Sent: Monday, 24 September 2018 1:16 PM
To: Katharine Wright; Amy Hunter
Cc: Barbara Phillips; Jasmina Joldic
Subject: GC talking points
Attachments: GC talking points.docx

Kat,

Talking points.

Tweaking the release now.

- Robert



Robert Hoge
Executive Director
Strategic Communications Branch, Corporate Services Division, **Department of Health**
p: [redacted] | m: [redacted]
a: 33 Charlotte Street, Brisbane QLD 4000
w: Queensland Health | e: robert.hoge@health.qld.gov.au



Queensland's health vision | *By 2026 Queenslanders will be among the healthiest people in the world.*

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

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If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.

Talking Points - Commonwealth Home Support Program

Gold Coast Health has today confirmed it will continue delivering its current homecare services to the community while Federal Government funding for the Commonwealth Home Support Program remains in place.

This is a Federal Government program, delivered by the Health Service.

At the request of the Federal Government, Gold Coast Health had started consultation about phasing out the provision of homecare services by transitioning services to local providers by September 2019.

Gold Coast Health will now continue to deliver its current homecare services while it remains contracted by the Federal Government.

While I understand this initial consultation wasn't approved by senior executives, it has caused some distress to staff and clients.

I want to apologise to them for the distress caused.

That staff member has received counselling already and education is being provided on following proper policy when changes are suggested.

When this was brought to my attention, I asked the department to have a second look at it. Today, the HHS has advised me it has chosen not to pursue plans to transition clients to community services.

Gold Coast Health will write to the more than 2100 people currently using our Homecare and Allied Health Services to assure them their services will remain unchanged under this program.

The Chief Executive will also write to staff in the Homecare and Allied Health Service to assure there would be no forced job losses with the proposed transition of home care services to alternative local providers under the Federal Government's plan.

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RTI RELEASE

From: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Sent: Monday, 24 September 2018 1:31 PM
To: Jess Daly; Sarah Dixon; Katharine Wright
Cc: ghealthmedia; Jasmina Joldic; Barbara Phillips
Subject: RE: Draft Minister brief + media statement
Attachments: 180924_Statement_Homecare-Services-Gold-Coast - RH2.doc

Ta.

How does this look?

- Robert

From: Jess Daly
Sent: Monday, 24 September 2018 1:27 PM
To: Robert Hoge <Robert.Hoge@health.qld.gov.au>; Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>
Cc: ghealthmedia <ghealthmedia@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>
Subject: RE: Draft Minister brief + media statement

Hi Robert,

The attached statement incorporates Jasmina's changes, discussed with Sarah.

An updated brief is also attached.

Many thanks,
Jess

From: Robert Hoge
Sent: Monday, 24 September 2018 1:17 PM
To: Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>; Jess Daly <Jess.Daly@health.qld.gov.au>
Cc: ghealthmedia <ghealthmedia@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>
Subject: RE: Draft Minister brief + media statement

Ta. I'm tweaking the release now. Will send it back with tracked changes.

From: Sarah Dixon
Sent: Monday, 24 September 2018 12:57 PM
To: Jess Daly <Jess.Daly@health.qld.gov.au>
Cc: Robert Hoge <Robert.Hoge@health.qld.gov.au>; ghealthmedia <ghealthmedia@health.qld.gov.au>
Subject: Re: Draft Minister brief + media statement

Hi
FYI We will tone down the wording re breach.

Sent from my iPhone

On 24 Sep 2018, at 12:52 pm, Jess Daly <Jess.Daly@health.qld.gov.au> wrote:

Hi Robert,

As discussed with Sarah, please find attached a draft brief for the Minister and a draft media statement.

Many thanks,
Jess

Jess Daly
Media Manager | Strategic Communication and Engagement
Gold Coast Health

Gold Coast University Hospital
Level 4, A Block
1 Hospital Boulevard
Southport QLD 4215

P: [REDACTED] | M: [REDACTED] | F: 07 5687 7880
E: jess.daly@health.qld.gov.au | gchealthmedia@health.qld.gov.au

Web: www.goldcoast.health.qld.gov.au
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<180924_Statement_Homecare-Services-Gold-Coast.doc>

<180924_minister-brief-template_Homecare_and_Allied_Health_Services.docx>

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RTI RELEASE

Gold Coast Health

Media statement

24 September 2018

Homecare services on the Gold Coast

Gold Coast Health will continue to deliver its current homecare services to the community beyond September 2019.

We apologise to our consumers and staff for any distress the recent communication of proposed changes to the service may have caused.

We are contracted by the Federal Government to deliver these services under the Commonwealth Home Support Program.

At the request of the Federal Government, Gold Coast Health had started consultation about phasing out the provision of homecare services by transitioning services to local providers by September 2019.

~~At the request of the Federal Government Department of Health, Gold Coast Health had sought to phase out the provision of homecare services on the Gold Coast by transitioning these services to alternative local providers by September 2019.~~

Initial consultation on the proposal wasn't approved by the health service senior executive and the Health Minister asked that the decision be reviewed when he was made aware of it.

In response to feedback received from key stakeholders, including Queensland Health Minister Steven Miles, Gold Coast Health will now extend the provision of homecare services beyond September 2019, while it remains contracted by the Federal Government.

This means we shall continue to deliver our current homecare services, which are funded by the Federal Government under the Commonwealth Home Support Program.

"We have acknowledged that Gold Coast Health did not provide the Health Minister with an appropriate brief in relation to our proposed changes to homecare services on the Gold Coast by September 2019," said Acting Chief Operations Officer Paula Duffy.

"I want to apologise to anyone this has caused distress to – especially staff and clients."

"We regret the Minister was placed in a situation where he was not briefed on the proposed changes."

Gold Coast Health will write to the more than 2100 people currently using our Homecare and Allied Health Service to assure them their services will remain unchanged under this program.

The Chief Executive will also write to staff in the Homecare and Allied Health Service to assure them that we are committed to meeting our obligations under the Employment Security Policy and to reiterate there would be no forced job losses with the proposed transition of homecare services to alternative local providers when the Federal Government program ends.

Gold Coast Health
Media statement

ENDS

For further information, contact: [REDACTED]

DRAFT



From: Katharine Wright
Sent: Monday, 24 September 2018 1:39 PM
To: Steven Miles
Subject: Fwd: Draft Minister brief + media statement
Attachments: 180924_Statement_Homecare-Services-Gold-Coast - RH2.doc; ATT00001.htm

Sent from my iPhone

Begin forwarded message:

From: Robert Hoge <Robert.Hoge@health.qld.gov.au>
Date: 24 September 2018 at 1:31:02 pm AEST
To: Jess Daly <Jess.Daly@health.qld.gov.au>, Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>, Katharine Wright <Katharine.Wright@ministerial.qld.gov.au>
Cc: ghealthmedia <ghealthmedia@health.qld.gov.au>, Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>, Barbara Phillips <Barbara.Phillips@health.qld.gov.au>
Subject: RE: Draft Minister brief + media statement

Ta.

How does this look?

- Robert

From: Jess Daly
Sent: Monday, 24 September 2018 1:27 PM
To: Robert Hoge <Robert.Hoge@health.qld.gov.au>; Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>
Cc: ghealthmedia <ghealthmedia@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>
Subject: RE: Draft Minister brief + media statement

Hi Robert,

The attached statement incorporates Jasmina's changes, discussed with Sarah.

An updated brief is also attached.

Many thanks,
Jess

From: Robert Hoge
Sent: Monday, 24 September 2018 1:17 PM
To: Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>; Jess Daly <Jess.Daly@health.qld.gov.au>
Cc: ghealthmedia <ghealthmedia@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>
Subject: RE: Draft Minister brief + media statement

Ta. I'm tweaking the release now. Will send it back with tracked changes.

From: Sarah Dixon
Sent: Monday, 24 September 2018 12:57 PM
To: Jess Daly <Jess.Daly@health.qld.gov.au>
Cc: Robert Hoge <Robert.Hoge@health.qld.gov.au>; ghealthmedia <ghealthmedia@health.qld.gov.au>
Subject: Re: Draft Minister brief + media statement

Hi
FYI We will tone down the wording re breach.

Sent from my iPhone

On 24 Sep 2018, at 12:52 pm, Jess Daly <Jess.Daly@health.qld.gov.au> wrote:

Hi Robert,

As discussed with Sarah, please find attached a draft brief for the Minister and a draft media statement.

Many thanks,
Jess

Jess Daly
Media Manager | Strategic Communication and Engagement
Gold Coast Health

Gold Coast University Hospital
Level 4, A Block
1 Hospital Boulevard
Southport QLD 4215
P: [REDACTED] | **M:** [REDACTED] | **F:** 07 5687 7880
E: jess.daly@health.qld.gov.au | ghealthmedia@health.qld.gov.au

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RTI RELEASED

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Gold Coast Health
Media statement

ENDS

For further information, contact: [REDACTED]

DRAFT



Courtney Butcher-Brown

From: Dawn Schofield
Sent: Monday, 24 September 2018 2:09 PM
To: Bronwyn Nardi
Cc: David Harmer; Patty Byrnes; SDLO; SPPD-Corro; Kyle Fogarty; Jasmina Joldic; Gemma Hodgetts
Subject: 18-2416 FW: HPRM: C-ECTF-18/8455 URGENT brief - Homecare Services
Attachments: 180924 Homecare_and_Allied_Health_Services v2.docx

Importance: High

Categories: Original incoming, Janelle

Hi Bron and David,

Please see attached brief from GCHHS regards Homecare services, which received media attention last night.

Amongst other things, the brief states:

- Federal Government funding for the Home Support Program will cease in June 2020 as part of broader Aged Care reforms.
- Federal Government Department of Health has advised that as GCHHS does not comply with the Client Contribution principles of the Commonwealth Home Support Program, we should transition our service to other providers in advance of the cessation of funding in June 2020; and
- GCHHS is not the only health service that will be winding up the delivery of homecare services to the community when Federal Government funding ends in June 2020.

Please can we get some SDLO advice by COB tomorrow (Tuesday 25 September 2018), if possible, on:

- the accuracy of this advice and, assuming it is correct,
- policy context of the cessation of the HSP including if, when, how the Department/HHSs have been made aware
- impact of this across Qld HHSs (including, if you have the detail the number of HHSs delivering the HSP directly to clients, and the number of clients affected)
- anything else relevant to this situation.

Happy to negotiate scope and timeframe.

Thanks
Dawn

Dawn Schofield
 Director, Office of the Director-General
 Department of Health
 [REDACTED]

From: EXECSUPPORT
Sent: Monday, 24 September 2018 1:56 PM
To: MD06-GoldCoast-HSD <MD06-GoldCoast-HSD@health.qld.gov.au>
Cc: Dawn Schofield <Dawn.Schofield@health.qld.gov.au>

Subject: FW: HPRM: C-ECTF-18/8455 URGENT brief - Homecare Services

Importance: High

Hi Sue

For your records and tracking purposes, this brief has been registered in RM as C-ECTF-18/8455.

Regards... Mary Delahenty

MESU [REDACTED]

Ministerial and Executive Services Unit
Office of the Director-General
Department of Health
GPO Box 48, Brisbane, QLD, 4001
execsupport@health.qld.gov.au

Mary Delahenty – [REDACTED] / Julianne Hanfling – [REDACTED] / Amanda Dagger – [REDACTED]
Felicia McAuliffe – [REDACTED] / Linda Lombard – [REDACTED]

From: MD06-GoldCoast-HSD

Sent: Monday, 24 September 2018 1:41 PM

To: EXECUSUPPORT <EXECUSUPPORT@health.qld.gov.au>

Cc: SDLO <SDLO@health.qld.gov.au>; Ron Calvert <Ron.Calvert@health.qld.gov.au>; Sarah Dixon <Sarah.Dixon4@health.qld.gov.au>

Subject: HPRM: C-ECTF-188455 URGENT brief - Homecare Services

Hi ESU

The attached brief is forwarded for urgent action as requested please.

Regards

Sue

Sue Coventry

**Health Service Correspondence Coordinator | People and Engagement
Gold Coast Hospital and Health Service**

Gold Coast University Hospital

'A' Block, Level 4

1 Hospital Boulevard

Southport QLD 4215

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From: Rebecca Fanning
To: [Katharine Wright](#); [Amy Hunter](#); [Hamish Bessant](#)
Subject: FW: 18/8455-002 : BRIEF - MIN BN - Homecare and Allied Health Services
Date: Tuesday, 25 September 2018 6:05:23 PM
Attachments: [BRIEF - MIN BN - Homecare and Allied Health Services.PDF](#)

Hi Kat, Amy and Hamish - SDLO have just provided the attached brief for noting about the delivery of homecare services on the Gold Coast.

It will be included in the pile of briefs going to the Minister tomorrow morning.

-----Original Message-----

From: Dawn Schofield <Dawn.Schofield@health.qld.gov.au>
Sent: Tuesday, 25 September 2018 5:42 PM
To: Rebecca Fanning <Rebecca.Fanning@ministerial.qld.gov.au>
Cc: MinDLO <MinDLO@health.qld.gov.au>
Subject: 18/8455-002 : BRIEF - MIN BN - Homecare and Allied Health Services

Hi Rebecca,

Electronic copy

Thanks Dawn

Dawn Schofield
Director, Office of the Director-General Department of Health


-----< HPE Records Manager record Information >-----

Record Number : C-ECTF-18/8455-002
Title : BRIEF - MIN BN - Homecare and Allied Health Services

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SUBJECT: Delivery of homecare services on the Gold Coast

<input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input type="checkbox"/> Noted <input type="checkbox"/> Signed (correspondence) <input type="checkbox"/> Further information required (see comments)	Signature..... Date...../...../..... Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services Comments:
--	--

ACTION REQUIRED BY Wednesday, 26 September 2018 – to allow the Health Service to write to consumers and staff to assure them that the current homecare service will remain in place as long as Federal Government funding remains available for the Commonwealth Home Support Program.

RECOMMENDATION

It is recommended the Minister:

- **Note** that Gold Coast Hospital and Health Service (GCHHS) will continue to deliver its current homecare services to the community while Federal Government funding for the Commonwealth Home Support Program remains in place.
- **Note** that the GCHHS service agreement with the Federal Government to deliver the Commonwealth Home Support Program ends on 30 June 2020, at which time the continuation of this program is anticipated to be considered as part of broader Aged Care reforms.

ISSUES In 2016, the Australian Government announced a number of Aged Care reforms to improve the delivery of Home Care services to the consumer.

2. These reforms are intended to allow the consumer more choice about the provider/s best suited to deliver in-home support such as shopping, laundry, domestic assistance (for example, cleaning), personal care (for example, showering), group activities and allied health services.
3. The reforms have resulted in a proliferation of Non-Government Organisations delivering these mainly non-health related services on the Gold Coast in exchange for a small fee from the consumer.
4. The Client Contribution principles of the Commonwealth Home Support Program state that all clients who can afford to contribute to the cost of their homecare should do so.
5. GCHHS has not been charging consumers a fee for homecare services, as the administrative cost of charging consumers would outweigh the fees generated.
6. GCHHS currently provides homecare services to around 2,134 people, which has dropped from a high of approximately 3,500.
7. Our client base has reduced as other service providers are delivering a broader range of homecare services to their clients, and consumers are making a choice to have their services provided elsewhere.
8. There are approximately 69.85 FTE employees working for the GCHHS Homecare and Allied Health Service which is made up of both permanent and contract employees.
9. GCHHS will continue to deliver these homecare services as long as Federal Government funding remains available for the Commonwealth Home Support Program.

BACKGROUND

10. The first of the Australian Government aged care reforms, which commenced in February 2017, has seen funding for Home Care Packages provided through a Consumer Directed Care model.
11. This model allows the consumer to choose a provider, or range of providers, that are suited to them, which is generally viewed as a good outcome for consumers.
12. These changes have resulted in significantly increased competition among providers and additional financial reporting and compliance processes.
13. The reforms and changes to funding and service provisions has directly impacted the delivery of service by Gold Coast Health Homecare and Allied Health Services to our cohort of clients.
14. There has been a significant increase of Non-Government Organisations providing aged care services within the Gold Coast area.
15. While GCHHS's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.

16. Since the introduction of the Commonwealth Government Aged Care reforms, the GCHHS has had ongoing conversations with the Assistant Director, Community Grants Hub, Health Program Management in the Commonwealth Department of Health about transitioning our homecare services to alternative local providers by September 2019, which are better placed to comply with the Client Contribution principles..

RESULTS OF CONSULTATION


17. GCHHS reports on compliance with the Client Contribution principles as part of monthly reporting to the Commonwealth Department of Health, with this reporting followed up verbally.
18. As recently as 24 September 2018, the Assistant Director, Community Grants Hub, Health Program Management in the Commonwealth Department of Health verbally advised that the health service needs to adhere to the terms of the agreement in relation to the Client Contribution framework.
19. Engagement with participating unions around the proposed transition of services to other local providers commenced in August 2018.
20. A letter to staff advising of the proposed changes to commence a period of consultation was sent on 14 September 2018.
21. No consumers of the Homecare and Allied Health Services were formally advised by the health service.

RESOURCE/FINANCIAL IMPLICATIONS

22. In 2017/18 GCHHS was provided with a \$5.413 million Federal Government grant to provide Commonwealth Home Support Services.
23. A portion of this was returned to the Federal Government as we were unable to meet prescribed activity targets due to a decline in new clients.
24. The value of the Federal Government grant to provide Commonwealth Home Support Services in 2018/19 is \$4.635 million.
25. GCHHS subsidises this program with a further \$500,000 annually, essentially covering the clients fee.
26. Gold Coast Health is committed to meeting its obligations under the Employment Security Policy and there would be no forced job losses with the proposed transition of home care services to other local providers.

SENSITIVITIES/RISKS

27. Other Hospitals and Health Services delivering this program will also be affected by decisions made by the Federal Government in relation to funding of this program.
28. We understand relevant unions may have alerted homecare staff at a local consultative forum about the proposed transition of services prior to formal advice sent from the health service to staff.
29. GCHHS' core business is to deliver excellent health care to the Gold Coast community and we are not able to compete with local NGOs providing more diverse homecare support.

<p>Author Name: Jess Daly Position: Media Manager, Strategic Communications and Engagement Unit: Gold Coast HHS Tel No: [REDACTED] Date Drafted: 25 September 2018</p>	<p>Cleared by (Dir/Snr Dir) Name: Sarah Dixon Position: Executive Director Strategic Communications and Engagement Branch: Gold Coast HHS Tel No: [REDACTED] Date Cleared: 25 September 2018</p>	<p>Content verified by (DDG/CE) Name: Ron Calvert Position: Chief Executive Division: Gold Coast HHS Tel No: [REDACTED] Date Verified: 25 September 2018</p>	<p>A/Director-General Endorsement Name: Barbara Phillips Signed  Date 25/09/2018</p>
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SDLO REQUEST

Strategy, Policy and Planning
Division

DATE: 25 September 2018

SPPD Ref: C-ECTF-18/8461

SUBJECT: Gold Coast Hospital and Health Service (GCHHS) Ministerial Brief for Noting - Commonwealth Home Support Programme (CHSP)

RESPONSE

The Queensland Department of Health is currently the Approved Provider under the *Aged Care Act 1997* for State operated aged care services. Aged care services comprise of 16 residential aged care facilities, home care packages (HCP) and flexible care services including transition care services and multipurpose services. The Department of Health is not the Approved Provider for GCHHS Community Home Support Programme (CHSP). GCHHS manages their own CHSP funding agreement and has a direct reporting relationship with the Commonwealth Department of Health.

In summary, the Queensland Department of Health is unable to comment on the detail of the information provided by GCHHS due to their direct reporting relationship with the Commonwealth. However, the Commonwealth via a newsletter on 29 August 2018 (Attachment 1), reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020. The Department queries the accuracy of this advice provided by GCHHS.

The GCHHS brief has asked the Minister to note:

- that Gold Coast Hospital and Health Service (GCHHS) will continue to deliver its current homecare services to the community while Federal Government funding for the Commonwealth Home Support Program remains in place.

Departmental response:

On 29 August 2018, the Australian Government's newsletter reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020.

The Queensland Department of Health is unable to comment on the detail of the information provided by GCHHS due to their direct reporting relationship with the Commonwealth.

It would be reasonable practice for the GCHHS to communicate with its consumers and staff about the publicly released Australian Government newsletter.

- that Federal Government funding for the Commonwealth Home Support Program (CHSP) will cease in June 2020 as part of broader Aged Care reforms.

Departmental response:

On 29 August 2018, the Australian Government's newsletter reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020, however the

GCHHS may have been provided with specific information directly about the ongoing status of services beyond 2020

The brief also states that:

- **Federal Government Department of Health has advised that as GCHHS does not comply with the Client Contribution principles of the CHSP, GCHHS should transition their service to other providers in advance of the cessation of funding in June 2020; and**

Departmental response:

On 29 August 2018, the Australian Government's newsletter reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020.

The Queensland Department of Health is unable to comment on the detail of the information provided by GCHHS due to their direct reporting relationship with the Commonwealth.

The Australian Government's newsletter detailed expectations around client contributions. CHSP clients are expected to contribute to the cost of the services they receive if they can afford to do so, in line with the CHSP Client Contribution Framework. It is also expected that a minimum of 15 per cent of a service provider's grant revenue will be collected from client contributions. The Queensland Department of Health however is unable to comment on the mechanisms of GCHHS client contribution due to their direct reporting relationship with the Commonwealth.

- **GCHHS is not the only health service that will be winding up the delivery of CHSP to the community when Federal Government funding ends in June 2020.**

Departmental response:

On 29 August 2018, the Australian Government's newsletter reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020. There will definitely be changes to the aged care program beyond 2020, however currently there are no details on which to assess the impact.

1. SDLO requested advice on: the accuracy of this advice and, assuming it is correct

The Department queries the accuracy of this advice provided by GCHHS. On 29 August 2018, the Commonwealth advised (Attachment 1) that Existing CHSP service providers have been extended to provide services until 30 June 2020. The Commonwealth's newsletter reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020.

2. SDLO requested advice on: the policy context of the cessation of the CHSP including if, when, how the Department/HHSs have been made aware

The Australian Government's newsletter reiterated that no decisions have been made about future program or funding arrangements for the CHSP beyond 30 June 2020.

Policy Reform: On 14 September 2017, the Honourable Ken Wyatt AM MP, tabled the report of the Legislated Review of Aged Care 2017 (the Report), which was developed by Mr David Tune AO PSM.

The Report makes 38 recommendations, focusing particularly on aged care; moving towards a consumer demand driven system; demand and supply; means testing in home and residential care; accommodation payments; the protection of lump sum accommodation payments; access to services; equity of access to care, and workforce.

Recommendation 27 of the Report suggests that the government integrate the Regional Assessment Service (RAS – CHSP) and ACAT (HCP) assessment workforces. Queensland Health supports the development of one assessment service to start the journey into Aged Care so that an assessor can look right across the spectrum of need. In addition, there are currently duplication issues where a RAS assessment occurs and then an ACAT is required. The new structure would need to ensure that there is only one assessment occurring.

There has been no formal advice from the Australian Government to the Queensland Department of Health regarding the discontinuation of the Aged Case Assessment Program (ACAP) or CHSP to date. In addition, the Australian Government are yet to provide a formal response to the Report, including recommendation 27.

3. SDLO requested advice on: the impact of this across Qld HHSs (including, if you have the detail the number of HHSs delivering the CHSP directly to clients, and the number of clients affected)

The Queensland Department of Health is unable to comment on the detail of the information provided by GCHHS due to their direct reporting relationship with the Australian Government. The Queensland Department of Health does not hold data or any detail on the number of HHSs delivering CHSP directly to clients, and the number of clients that would likely be affected by a change in policy or Commonwealth direction that would see the cessation of funding from July 2020.

4. SDLO requested advice on: anything else relevant to this situation.

The Queensland Department of Health is unable to comment on the detail of the information provided by GCHHS due to their direct reporting relationship with the Commonwealth.

BACKGROUND

Commonwealth Home Support Programme (CHSP)

The CHSP provides entry-level home support for frail older people who need assistance to keep living independently. On 1 July 2015, the CHSP commenced. The CHSP consolidated the Commonwealth Home and Community Care (HACC) Program, planned respite from the National Respite for Carers Program, the Day Therapy Centres Program and the Assistance with Care and Housing for the Aged Program.

Becoming a CHSP provider

To deliver subsidised services under the CHSP, providers must have a funding agreement with the Commonwealth Department of Health. To become an eligible CHSP provider, an organisation must apply through a growth funding round or advertised selection process such as:

- Direct selection,
- Restricted competitive selection,
- Expressions of Interest, and
- Open competitive selection.

The Australian Government occasionally provides growth funding to supplement various programs. These opportunities are advertised in the media and on the Australian Government Grants Connect website.

Growth funding enables the sector to respond to the evolving needs of CHSP clients and to align with the growth in Australia’s population. Growth funding is allocated on the basis of funding priorities as determined by the Australian government.

The Queensland Department of Health does not have a funding agreement with the Australian Government for CHSP. The Department is the approved provider for the Aged Care Assessment Programme (ACAP) which facilitates access to aged care services including home care packages (HCP).

Queensland Aged Care Assessment Programme (ACAP) Establishment

The Queensland Department of Health has a current agreement with the Australian Government that ensures the delivery of comprehensive Aged Care Assessment Team (ACAT) services to eligible people to facilitate access to available care services appropriate to their care needs and enable choice.

The Department acts as a centralised governing body of the ACAP which allocates funding to the 14 ACATs spread across the State’s 16 HHSs via service agreements with regular performance reporting as per the service agreement and national requirements. As a centralised governing body the Department further facilitates reporting to the Commonwealth, performance management of ACATs and provides advice and support to local ACATs.

Comments from A/DDG, SPPD

SPL will need to continue to monitor the aged care reforms as they unfold. Bron 25/9

Author: Megan Cole
A/Principal Policy Officer
Strategic Policy and Legislation Branch

[Redacted]

24 September 2018

Cleared by: David Harmer
(Senior Director) Senior Director
Strategic Policy and Legislation Branch

[Redacted]

25 September 2018

Cleared by: Bronwyn Nardi
(DDG) A/Deputy Director-General
Strategy, Policy and Planning

[Redacted]

25 September 2018

RTI RELEASE

SUBJECT: Delivery of homecare services on the Gold Coast

<input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input checked="" type="checkbox"/> Noted <input type="checkbox"/> Signed (correspondence) <input type="checkbox"/> Further information required (see comments)	<div style="text-align: center;">  </div> <p>Signature Date 26/09/2018</p> <p>Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services</p> <p>Comments:</p>
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ACTION REQUIRED BY Wednesday, 26 September 2018 – to allow the Health Service to write to consumers and staff to assure them that the current homecare service will remain in place as long as Federal Government funding remains available for the Commonwealth Home Support Program.

RECOMMENDATION

It is recommended the Minister:

- **Note** that Gold Coast Hospital and Health Service (GCHHS) will continue to deliver its current homecare services to the community while Federal Government funding for the Commonwealth Home Support Program remains in place.
- **Note** that the GCHHS service agreement with the Federal Government to deliver the Commonwealth Home Support Program ends on 30 June 2020, at which time the continuation of this program is anticipated to be considered as part of broader Aged Care reforms.

ISSUES In 2016, the Australian Government announced a number of Aged Care reforms to improve the delivery of Home Care services to the consumer.

2. These reforms are intended to allow the consumer more choice about the provider/s best suited to deliver in-home support such as shopping, laundry, domestic assistance (for example, cleaning), personal care (for example, showering), group activities and allied health services.
3. The reforms have resulted in a proliferation of Non-Government Organisations delivering these mainly non-health related services on the Gold Coast in exchange for a small fee from the consumer.
4. The Client Contribution principles of the Commonwealth Home Support Program state that all clients who can afford to contribute to the cost of their homecare should do so.
5. GCHHS has not been charging consumers a fee for homecare services, as the administrative cost of charging consumers would outweigh the fees generated.
6. GCHHS currently provides homecare services to around 2,134 people, which has dropped from a high of approximately 3,500.
7. Our client base has reduced as other service providers are delivering a broader range of homecare services to their clients, and consumers are making a choice to have their services provided elsewhere.
8. There are approximately 69.85 FTE employees working for the GCHHS Homecare and Allied Health Service which is made up of both permanent and contract employees.
9. GCHHS will continue to deliver these homecare services as long as Federal Government funding remains available for the Commonwealth Home Support Program.

BACKGROUND

10. The first of the Australian Government aged care reforms, which commenced in February 2017, has seen funding for Home Care Packages provided through a Consumer Directed Care model.
11. This model allows the consumer to choose a provider, or range of providers, that are suited to them, which is generally viewed as a good outcome for consumers.
12. These changes have resulted in significantly increased competition among providers and additional financial reporting and compliance processes.
13. The reforms and changes to funding and service provisions has directly impacted the delivery of service by Gold Coast Health Homecare and Allied Health Services to our cohort of clients.
14. There has been a significant increase of Non-Government Organisations providing aged care services within the Gold Coast area.
15. While GCHHS's program has provided excellent service provision over a long period of time, the current reform process requires flexible service delivery that is able to be adjusted as the consumer's needs change.

16. Since the introduction of the Commonwealth Government Aged Care reforms, the GCHHS has had ongoing conversations with the Assistant Director, Community Grants Hub, Health Program Management in the Commonwealth Department of Health about transitioning our homecare services to alternative local providers by September 2019, which are better placed to comply with the Client Contribution principles..

RESULTS OF CONSULTATION


- 17. GCHHS reports on compliance with the Client Contribution principles as part of monthly reporting to the Commonwealth Department of Health, with this reporting followed up verbally.
- 18. As recently as 24 September 2018, the Assistant Director, Community Grants Hub, Health Program Management in the Commonwealth Department of Health verbally advised that the health service needs to adhere to the terms of the agreement in relation to the Client Contribution framework.
- 19. Engagement with participating unions around the proposed transition of services to other local providers commenced in August 2018.
- 20. A letter to staff advising of the proposed changes to commence a period of consultation was sent on 14 September 2018.
- 21. No consumers of the Homecare and Allied Health Services were formally advised by the health service.

RESOURCE/FINANCIAL IMPLICATIONS

- 22. In 2017/18 GCHHS was provided with a \$5.413 million Federal Government grant to provide Commonwealth Home Support Services.
- 23. A portion of this was returned to the Federal Government as we were unable to meet prescribed activity targets due to a decline in new clients.
- 24. The value of the Federal Government grant to provide Commonwealth Home Support Services in 2018/19 is \$4.635 million.
- 25. GCHHS subsidises this program with a further \$500,000 annually, essentially covering the clients fee.
- 26. Gold Coast Health is committed to meeting its obligations under the Employment Security Policy and there would be no forced job losses with the proposed transition of home care services to other local providers.

SENSITIVITIES/RISKS

- 27. Other Hospitals and Health Services delivering this program will also be affected by decisions made by the Federal Government in relation to funding of this program.
- 28. We understand relevant unions may have alerted homecare staff at a local consultative forum about the proposed transition of services prior to formal advice sent from the health service to staff.
- 29. GCHHS' core business is to deliver excellent health care to the Gold Coast community and we are not able to compete with local NGOs providing more diverse homecare support.

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