

**RELATIONSHIP-BASED
HOME CARE:**

**A Sustainable Solution
for Aged Care in Australia**

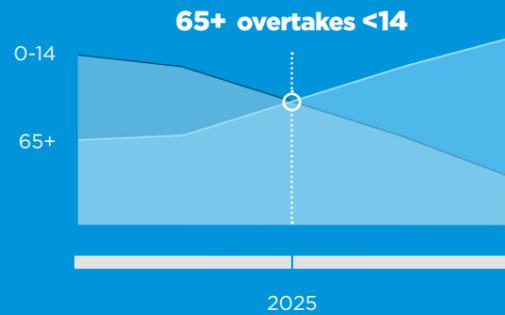
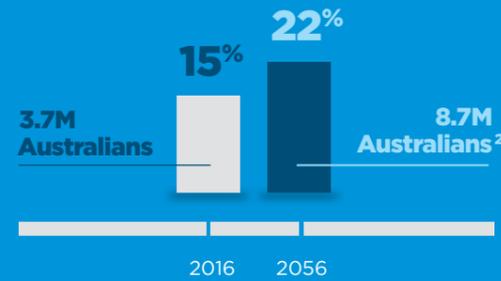


Australia's Population Is Rapidly Ageing, Leading To An Increased Demand For Care

Australians are living longer.

AUSTRALIA'S POPULATION 65 AND OLDER WILL MORE THAN DOUBLE OVER THE NEXT 40 YEARS.

Growth in Population 65 and older¹



Birth rates are declining.

THE NUMBER OF PEOPLE AGED 65 AND OLDER WILL OVERTAKE THE NUMBER OF CHILDREN AGED 0 TO 14 YEARS BY AROUND 2025.³

More older adults are living alone.

24% OF AUSTRALIAN ADULTS AGED 60 AND OLDER LIVE ALONE AND 15% OF AUSTRALIANS WHO LIVE ALONE ARE 80 OR OLDER.⁴



Loneliness is a growing challenge to Australians' health and well-being.

THE EFFECT OF LONELINESS ON HEALTH IS COMPARABLE TO THE IMPACT OF WELL-KNOWN RISK FACTORS, SUCH AS OBESITY, AND HAS A SIMILAR IMPACT AS CIGARETTE SMOKING.⁵

At The Same Time, Australia's Care Needs Are Becoming More Complex



Population Ageing Is Putting Australia Under Pressure

Government Spend on Aged Care



Home Care Demand in the Aged Care Sector



Increased Burden on Families



AUSTRALIA IS STRUGGLING TO MEET THE RAPIDLY GROWING DEMAND FOR IN-HOME CARE.

IN 2012, 22% OF ALL CARERS WERE AGE 65 OR OLDER. NEARLY 20% OF OLDER AUSTRALIANS PROVIDED CARE, AND 54% OF OLDER CARERS HAD SOME DEGREE OF DISABILITY THEMSELVES.¹²

THE AGED CARE SECTOR FORMALLY EMPLOYS ONLY 360,000 PEOPLE.¹³ AS OF 2018, 103,000 PEOPLE REMAINED ON THE WAITLIST FOR A HOME CARE PACKAGE.¹⁴

Relationship-Based Home Care Delivers On Australia's Promise Of High-Quality Care

Relationship-based home care can help Australia sustainably address the growing challenges in aged care, ensuring that we continue to deliver the quality of care that our parents want and deserve.

WHAT IS RELATIONSHIP-BASED HOME CARE?

Relationship-based home care is an innovative type of care designed to deliver impact, not just inputs. It is organised around the needs of the care recipient and his or her family, rather than around the completion of a predefined set of tasks. Relationship-based home care is often referred to as outcomes-based home care or person-centred home care.

Relationship-based home care is innovative in that it aims to keep care recipients healthy and independent, in addition to addressing any acute needs. By putting the individual at the centre of a comprehensive care plan, relationship-based home care offers many benefits to older adults and their families, as well as to society.



The extent to which older Australians and those who provide them with care engage collaboratively and purposefully, while also connecting emotionally, sits as the cornerstone of relationship-based home care. Lives that are connected through caring relationships have the greatest opportunity to realise the outcomes we aspire to achieve. Relationship-based home care is an approach we should all strive to emulate in supporting ageing in place. This should be our commitment to an ageing Australia.

SEAN ROONEY, CHIEF EXECUTIVE OFFICER,
LEADING AGE SERVICES AUSTRALIA LTD.



I spend a lot of time getting to know my clients, their history, and likes and dislikes so that I can tailor my care to best support them. I make a point of listening to their needs and expectations and I involve them with everything I am doing in their home, encouraging them to participate in activities even though it might be quicker to do the tasks myself. This enables my clients to retain some level of independence, which is so important for their self-confidence and well-being.

BARBARA, PROFESSIONAL CAREGIVER,
HOME INSTEAD SENIOR CARE AUSTRALIA



I have been fortunate to have had the same caregiver assist me for many years. She understands me, my family, and my interests, which enables her to encourage me, despite my health challenges, to remain as active as possible. With my caregiver, I am able to retain my independence and participate in all the activities and events that I wish to go to.

NGAIRETTA, CARE RECIPIENT,
HOME INSTEAD SENIOR CARE AUSTRALIA

Relationship-Based Home Care Has Multiple Benefits

CARE ECOSYSTEM



Relationship-based home care improves quality of care and lowers costs.

Relationship-based home care enables coordination of care across the entire care team, including family members, physicians, nurses, and pharmacists. According to the Australian Commission on Safety and Quality in Healthcare, this type of patient-centred care improves the quality and safety of care, decreases costs, improves satisfaction among care providers, and improves the experience of the care recipient.¹⁵

INDIVIDUALS & THEIR FAMILIES



Relationship-based care allows for greater trust and comfort in caregiving.

Research shows that meeting the emotional needs of individuals is just as important to their well-being as their physical state.¹⁶ Relationship-based care supports continuity of care, which is critical to supporting emotional health, particularly for those living with dementia.^{17,18} With relationship-based home care, the caregivers know the care recipient, her needs and preferences, and often her family.

SOCIETY



Relationship-based home care creates career opportunities and improves job satisfaction and retention among professional caregivers.

In 2016, care job vacancies in Australia exceeded applicants by 400%.¹⁹ A focus on relationship-based home care can help grow the pool of professional trained caregivers. Research from Europe and the US suggests that relationship-based care is more rewarding for caregivers than giving them a checklist of tasks to complete.^{20,21}

The Time To Act Is Now

With relationship-based home care, government and families can spend smarter on aged care, rather than simply spending more. Yet, much of the in-home care provided in Australia is task-based care, and few consumers know the difference. Below are several steps that our policy-makers and leaders from across the aged care sector can take to help ensure that more Australians can benefit from this innovative, outcomes-based, and personalised type of care:

ENSURE families have the option of choosing relationship-based home care.



integrate relationship-based care into home care & home support

ensure consumers have accurate & clear info about different home care services



Policy-makers and leaders in the aged care sector have the opportunity and the responsibility to develop strategies to achieve these goals so that all Australians can access high-quality aged care.

INVEST in high-quality care as a solution for people living with dementia.



recognise the value of dementia care in the home

promote continuity of care for those living with dementia



BUILD a caring organisation and culture that supports the value of choice.



ensure caregivers prioritise relationship first & task second

foster a culture focused on meaning & purpose in clients' lives



relentlessly pursue ways to enhance clients' lives

MAKE a highly skilled caregiving workforce the heart of the solution.



promote caregiving as a fulfilling career opportunity

invest in current & future workforce



provide professional training for caregivers

SOURCES

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 **Global Coalition on Aging**

The Global Coalition on Aging aims to reshape how global leaders approach and prepare for the 21st century's profound shift in population ageing. GCOA uniquely brings together leading global corporations across industry sectors with common strategic interests in ageing populations, a comprehensive and systemic understanding of ageing, and an optimistic view of its impact. Through research, public policy analysis, advocacy, and communication, GCOA shapes the dialogue and advances solutions to ensure ageing is a path to health, productivity, and economic growth.