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Home Care Pricing Schedule

FECCA is the peak, national body representing Australians from culturally and linguistically diverse (CALD) backgrounds. FECCA's role is to advocate and promote issues on behalf of its constituency to government, business and the broader community.

FECCA has consulted with our members and has received feedback in relation to the proposed Home Pricing Schedule. Below is the summary of that feedback:

- CALD specific providers may charge more for case management because of the complex needs of CALD clients and the extra time required to support CALD clients in the provision of culturally competent care. The simplistic presentation of pricing, without a clear link to quality or an understanding of the additional supports offered by a specialist provider to CALD Australians, may put these specialist providers at a disadvantage against generalist providers who do not offer the same levels of case management. It may lead to CALD consumers selecting on price without an understanding that a lower price might mean a lower standard of case management. This highlights issues of reliability and accuracy of the service finder and the type (and accuracy) of the information that service providers will be able to include in the 'black diamond' section of the pricing table. Currently in the service finder, many home care providers are claiming competency in a range of cultural, religious and language groups. There is currently no guidance as to what constitutes specialist care. It is likely that some of these providers claiming specialist cultural and language services would not provide care to a standard expected by a consumer looking for specialist CALD services.
- It is important that minimum guaranteed hours of in-person face to face time for case management is included in the pricing list.
- There is a lack of understanding among both consumers and providers to the elements of translation that are covered by free Government interpreting services and what can

of should be charged to clients. For home care consumers who require an onsite interpreter for their care, costs are borne by the consumer through their home care package funds. It is important that there is transparency around translation costs and that providers do not charge for translation services which should be provided free of charge.

- There is a need to regularly monitor the frequency and size of the gap between the published price and contracted price to ensure that information on the pricing schedule is accurate and that exceptions do not disproportionately or more frequently impact particular groups such as those identified as special needs including CALD. There needs to be full and clear information about exceptions and when they might occur.
- There were no major concerns regarding the language used in the pricing table, however, further work to simplify the descriptions would be welcome.
- There was no need to reflect the cost of bi-lingual workers on the Pricing Schedule because they mostly employ bi-lingual bi-cultural workers as part of their standard service. However, this emphasises the need to link price to quality so that consumers understand the capacity of a provider, for a published price, to provide culturally and linguistically appropriate care.

FECCA's goal is to ensure that the voices of CALD Australians are heard in the aged care reform process. With the introduction of new policies such as this one, FECCA wants to make sure that the interests of older CALD Australians are protected. We will be happy to discuss further with the Department of Health and Ageing by contacting emma@fecca.org.au or aleksandra@fecca.org.au .