



Care Finder Needs Assessment

Country WA PHN

September 2022



CONTENTS

1.	Introduction	3
2.	Methodology	4
3.	Issues encountered and reflections / lessons learned	7
4.	Perth North PHN	9
5.	Analysis of the local service landscape as relevant to care finder support.....	23
6.	Summary of outcome findings	30
7.	Priorities	34
	Appendix A: Stakeholders consulted.....	36
	Appendix B: Bibliography	37

1. Introduction

The aged care system is complex, and some people find it more difficult than others to navigate and access services. To help older Australians to better understand how to access aged care services and connect with other supports in the community, WA Primary Health Alliance (WAPHA) will commission care finder organisations to provide specialist and intensive assistance.

Care finder services form part of a significant investment in aged care reform in response to the recommendations of the Royal Commission into the Safety and Quality of Aged Care. PHN commissioned care finders will provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community.

Care finder services are designed to support older Australians with intensive support needs to navigate and access My Aged Care and community support into the future with a focus on the needs of people who:

- Are vulnerable, isolated, homeless, disadvantaged or impaired;
- Have dementia or mental health problems;
- Are unlikely to seek aged care support without assistance from others
- Have limited access to the internet or other technologies;
- Live in rural or remote areas.

a. Purpose

Prior to the initial commissioning of care finder services, PHNs must undertake additional activities, to supplement its existing Needs Assessment, to identify local needs in relation to care finder support.

These additional activities will provide the evidence base for the PHN's initial commissioning approach to care finder services and will therefore determine the services that the PHN will commission alongside the existing Assistance with Care and Housing (ACH) providers who will be offered a contract as care finders.

The Once-off Report on Supplementary Needs Assessment Activities will:

- provide information on the additional activities undertaken by the PHN to identify local needs in relation to care finder support
- set out the evidence base for the PHN's initial commissioning approach to care finder services
- be a stand-alone update to the PHN's existing Needs Assessment
- inform development of the PHN's amended Activity Work Plan due by 31 August 2022.

Following the Once-off Report on Supplementary Needs Assessment Activities, the PHN will report on the outcomes of needs assessment activities relevant to the care finder program as part of its annual updated Needs Assessment.

b. Actions to determine additional activities

Actions undertaken by the WA Primary Health Alliance (WAPHA) to determine the additional activities to be undertaken to identify local needs in relation to care finder support have included:

- Participating in national care finder planning sessions with the Council of the Ageing Australia (COTA) and other PHNs to discuss:
 - Learnings from the national trials
 - Objectives of the new care finder program and requirement of the care finder
 - Related the role of related navigator programs, such as the Encompass and Trusted Indigenous Facilitators
- Collaborating with other PHNs to discuss matters such as:
 - Information that may assist in forming an evidence base for the initial commissioning approach to care finder services
 - Data that may assist in building an understanding of the profile and needs of the local population in relation to care finder support, including relevant data sources and proxies
 - Approaches to stakeholder and community consultations

Engaging a consultancy, KPMG, to assist with development of a methodology and completion of the PHN needs assessment to support the care finders Program.

Additional activities undertaken to identify local needs in relation to care finder support services in the Country WA catchment area have included

- Convening a WAPHA working group to inform the design and implementation of the needs assessment
- Data analysis to understand the profile and needs of the local population in relation to care finder support
- Stakeholder and community consultations to identify local needs in relation to care finder support
- Analysis to understand the local service landscape as relevant to care finder support

Activities in relation to each area are outlined in the following sections. Outcomes and priorities identified through the activities are summarised in Sections 2 and 3 of this report.

2. Methodology

a. Data analysis

Desktop analysis was used to collate and analyse data to support the needs assessment. This included the:

- Review of key documents supplied by WAPHA and publicly available documents:
 - PHN Aged Care Schedules
 - Care finder Policy Guidance, Department of Health, 2022
 - Evaluation of the Aged Care System Navigator Measure Final Report, Australian Healthcare Associates, 2021
 - Department of Health and COTA workshop presentations relating to the Care Finder Network, 2022
 - Online information published by COTA and partner Aged Care System Navigator trial participants
 - Existing PHN Needs Assessments to identify information relevant to local needs in relation to care finder support and where further information is needed
- Collation and analysis of population data as well as the local service landscape (as relevant to care finder support) to form an evidence base for the PHN's initial commissioning approach to care finder services. Key data sources used to undertake this analysis have included:
 - Australian Bureau of Statistics (ABS) – e.g. Census 2016 and 2021; Disability,

- Ageing and Carers, Western Australia, 2018; Census of Population and Housing: Estimating Homelessness; concordance maps
 - Australian Institute of Health and Welfare (AIHW) Gen Aged Care Data – e.g. Older person access to aged care services
 - Department of Veterans Affairs (DVA) - DVA Pensioners and Treatment Card Holders
 - Public Health Information Development Unit (PHIDU), Social Health Atlas of Older People in Australia. Data by Primary Health Network (incl. Population Health Areas) (June 2021) – e.g. population size, characteristics relating to the in-scope target population
 - Additional population studies and research – e.g. Additional population studies and research – e.g. Wilson T and Shalley F, 'Estimates of Australia's non-heterosexual population', Australian Population Studies, 2018; Wilson T, Temple J, Lyons A et al. 'What is the size of Australia's sexual minority population?'. BioMed Central Research Notes, 13, 535, 2020.
- Update of existing needs assessments and confirm criteria for potential care finder organisations and the related workforce for three PHN regions: Perth North, Perth South and Country WA.
 - Confirmation of potential care finder organisations and the related workforce
 - Desktop mapping of care navigator service locations.

b. Stakeholder and community consultations

Consultations were conducted with 17 community and health organisations in WA who have been involved in provision of aged care navigator services or who routinely work with older community members in the provision of aged care, health or other community services. The consultations have provided an opportunity to:

- Understand the current experience within the sector on the Aged Care System Navigator Measure, including insights into the current services provided, clients serviced, and lessons learnt
- Identify the cohorts that have the greatest need for support and how to support these cohorts, and potential demand for care finder services
- Consider the skills, experience, resources and approaches required of care finder service providers
- Consider opportunities to enhance integration between the aged care, health, mental health and other systems, and what these mean for care finder services
- Identify potential organisations that could deliver the care finder Program into the future.

A summary of stakeholders consulted during the needs assessment work is provided at Appendix A.

c. Existing care finder services – Aged care navigator services

In order to understand the local landscape, an initial desktop scan was undertaken to identify potential care finder organisations. The desktop analysis included review of the Aged Care Navigator Trial evaluation and websites of participating organisations, and review of the EnCOMPASS Multicultural Aged Care Connector program website.

This analysis was supplemented by consultation with stakeholders, as outlined above. Further to the focus areas described above, these consultations have provided the opportunity to understand:

- Navigator service models as applied at the organisational, regional and statewide

levels

- Navigator resourcing levels, and the extent to which these aligned (or did not align) to demand
- Degree of complexity and support needs associated with the target population for care finder services
- Relationships between service providers, in terms of within the aged care navigator programs as well as more broadly across the aged care, health and mental health sectors.

d. Existing care finder services – Assistance with Care and Housing (ACH)

Current providers of Assistance with Care and Housing Services in Country WA PHN (Australian Red Cross, WA Country Health Service, Paupiyala Tjarutja Aboriginal Corporation) were engaged by WAPHA to communicate the context and requirements of their quarantined funding under a PHN care finder contract and were invited to submit a service profile to inform the care finder needs assessment.

ACH service providers reported a service footprint in the Goldfields and Kimberley regions with a focus on vulnerable older people (55 years and over and 45 years and over for First Nations people), including those who are prematurely aged, who at risk of homelessness and require assistance to maintain their accommodation/housing. One provider reported a focus on Care Leavers, LGBTQI+ and CALD target population subgroups who are experiencing housing instability. Another provider is based in an Aboriginal community in the remote Ngaanyatjarra Lands in the Goldfields and exclusively provided services to Aboriginal people. A focus on Aboriginal people as well as Care Leavers was reported by the provider in Broome and Kununurra.

ACH providers cited a wide network of community-based providers as well as a range of business and government collaborations as the source of referrals. This included housing providers, Centrelink, Department of Housing, real estate agents, aged care service providers, health services, police, local government and internal cross referrals. A number of these referral sources were supported by formal MoUs or brokerage agreements. Other services that will transition to the care finder program reported by WA Country Health Service includes aged care assessment, case management and information and referral services.

e. Processes for synthesis, triangulation and prioritisation

The needs assessment has used quantitative and qualitative methods to analyse anticipated demand for care finders services, in order to inform WAPHA's approach to commissioning of these services.

The *care finder Policy Guidance* issued by the Department of Health to PHNs defines the target population as people who are eligible for aged care services and have one or more reasons requiring intensive support to:

- Interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres) and access aged care services and / or
- Access other relevant supports in the community.

The guidance also states that reasons a person may require intensive support may include:

- Isolation or lack of a support person (e.g. carer, family or representative) who they are comfortable to act on their behalf and / or who is willing and able to support them

- to access aged care services via My Aged Care
- Communication barriers, including limited literacy skills
- Difficulty processing information to make decisions
- Resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year
- Past experiences that mean they are hesitant to engage with aged care, institutions or government.

These criteria have been used as the basis of identifying relevant data items for estimating the care finder target population in this needs assessment.

Additional analysis has also been undertaken to assess, as far as possible, the number of people represented in the special needs groups as defined in the *Aged Care Act 1997*.

These special needs groups are people who are:

- Aboriginal and / or Torres Strait Islander
- Culturally and linguistically diverse (CALD)
- Financially or socially disadvantaged
- Veterans
- Homeless or at risk of homelessness
- Care leavers
- Separated from their children by forced adoption or removal
- Lesbian, gay, bisexual, trans / transgender, intersex and / or queer (LGBTIQ+).

3. Issues encountered and reflections / lessons learned

a. Data issues

i. Data availability

There is no single dataset that reliably measures the size of the care finder target population. Therefore, the needs assessment is based on analysis of a number of data items aligned to the target population characteristics; however it is recognised that individual community members that form the target population may be represented in multiple, mutually exclusive datasets.

The WAPHA Needs Assessment Working Group has considered potential data items and selected a limited number that best reflect the target population. In selecting data items, the Working Group has aimed to ensure:

- Data is sourced from reliable sources such as the ABS, AIHW, government agencies or research published in recognised journals
- Wherever possible, data is collected at a regional level (e.g. SA2, SA3, Population Health Area, Local Government Area, Aged Care Planning Region), rather than being based on statewide or national population rates
- A limited number of data items have been selected, to limit confusion relating use of too many mutually exclusive data items.

Where possible, information has been sourced from PHIDU's Social Health Atlas of Older People in Australia, as this provides comprehensive set of health and wellbeing data indicators specific to older Australians and PHN boundaries. The Social Health Atlas data is mainly current to 2016 and is based on Population Health Areas (PHAs), enabling regional differences within the PHN catchments to be assessed.¹

¹ Population Health Areas (PHAs) are constructed from Statistical Area 2 (SA2) catchments

It is noted that although the Australian Bureau of Statistics commenced releasing Census 2021 data on 28 June 2022, this occurred after the collation and analysis of the needs assessment data. Furthermore, Census 2021 data releases at the time of reporting are limited, and not reflected in the Social Health Atlas publications.

The Social Health Atlas does not provide all data required for this needs assessment, and so alternative data sources have been used to prepare data estimates. In some instances, this has meant that data is not available at a PHA, SA2, SA3 or SA3 level, and alternative catchments have needed to be used (e.g. Local Government Areas, Aged Care Planning Regions). For a small number of data items, regional level estimates are not available and estimates have been calculated by applying a statewide or national population rate to regional (e.g. SA2) population data to assist with data triangulation. It should be noted that, in these instances, the data provided is indicative only and does not represent an actual count of population groups in any area. Related data items include estimates of people who:

- Require assistance with communication barriers
- Require assistance with cognitive or emotional tasks
- Are lesbian, gay, bisexual, trans / transgender and / or intersex (LGBTI).

Finally, there is not data available to estimate the number of people who are resistant to engage with aged care for any reason. Similarly, this needs assessment has not been able to provide data to reliably measure the number of people who are resistant due to past experiences that mean they are hesitant to engage with aged care, institutions or government.

ii. Alignment of catchment boundaries

PHA data has been mapped to Statistical Area 3 (SA3), Statistical Area 4 (SA4) and Primary Health Network (PHN) catchments, to enable analysis and summary. In some instances, SA4 or other catchment boundaries do not align completely to PHN boundaries. Where this has occurred, data related to those catchments has been aligned to whichever catchment represents the highest proportion of alignment.

iii. Additional issues and lessons learned / reflections

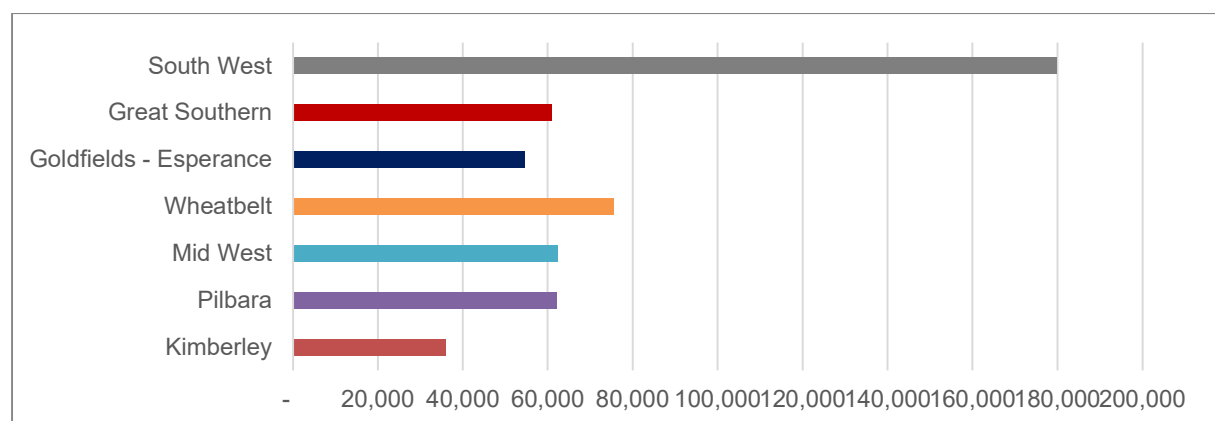
The Needs Assessment has been prepared with limited timeframes. WAPHA gratefully acknowledges the individuals and organisations who have supported the needs assessment consultation process. However, due to limited timeframes, WAPHA was unable to convene community consultations to provide more direct consumer consultations.

4. Country WA PHN

The WA Country PHN covers approximately 2.5 square kilometres and has a population of more than 530,000 Western Australians. The communities served by the WA Country PHN are mixed, comprising regional and remote communities situated in seven regions:

- South West
- Great Southern
- Goldfields-Esperance
- Wheatbelt
- Midwest
- Pilbara
- Kimberley.

Figure 1. Country WA PHN estimated resident population by region, 2019



Source: Public Health Information Development Unit. *Social Health Atlas of Older People in Australia. 2021*

Each region is uniquely characterised and consequently, experiences different health needs and service availability. When compared to the metropolitan PHNs, Perth North and Perth South, Country WA PHN's rurality is largely responsible for poor health and service characteristics. Country WA's older residents are also faced low levels of access to aged care services. With such a large geographical spread, and unique and diverse populations, collecting datasets large enough for statistical analyses and that capture all population characteristics is challenging.

The analysis in this needs assessment is mainly summarised at the regional level but has been developed by analysing Statistical Area 3 (SA3) level data. SA3s are designed to provide a regional breakdown of Australia. They generally have a population of between 30,000 and 130,000 people. In the major cities, SA3s represent the area serviced by a major transport and commercial hub and often closely align to large urban Local Government Areas.

a. Data Results

Profile and needs of the local population in relation to care finder support

In order to assess the profile and needs of the location population in relation to care finder support, the following data items are summarised in the following section:

- Number of older people living in Country WA PHN
- Analysis of the target population for care finder services
 - People experiencing isolation and / or a lack of support
 - People experiencing communication barriers, including limited literacy skills
 - People with difficulty processing information to make decisions
 - People who are resistant to engage with aged care for any reason and their

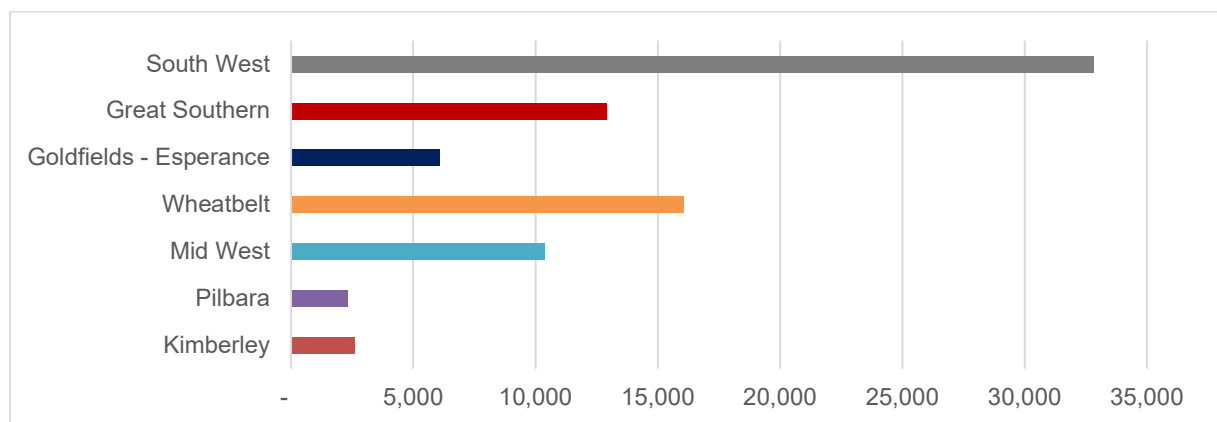
- safety is at immediate risk or they may end up in a crisis within (approximately) the next year
- People who are resistant due to past experiences that mean they are hesitant to engage with aged care, institutions or government.

Given the potential for cross over between people who meet the above eligibility criteria and aged care special needs groups, the care assessment also provides estimates relating to the number of people represented within these cohorts.

Number of older people living in Country WA PHN

In 2019, the estimated resident population of persons aged 65 years and older residing in the Country WA PHN was nearly 83,000 people, representing just under 16% of the population across the PHN.²

Figure 2. Country WA PHN estimated resident population of people aged 65 years and over by region, 2019



Source: Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

When viewed at the SA4 level:

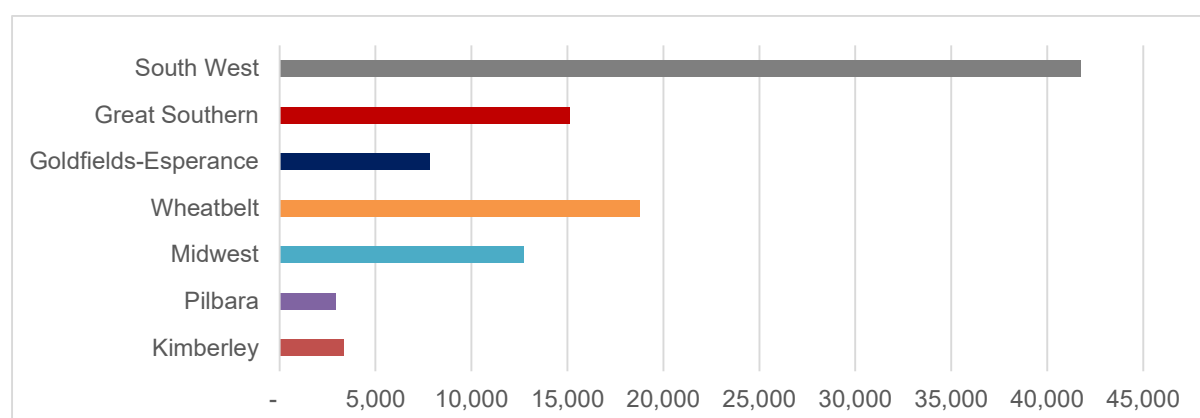
i. Population projections

The needs assessment has also considered growth of the ageing population in the Country WA PHN. Population projections provided by PHIDU predict the number of people aged 65 years and over in Country WA PHN will reach 102,500 by 2025 (i.e. over 19,000 more people compared to 2019).

The catchments that are projected to experience the highest growth are the South West (almost 9,000 additional people aged 65 years and over), Wheatbelt (2,700 additional people), Midwest (2,350 additional people) and Great Southern (2,250 additional people) regions.

² Data and estimates provided by PHIDU were based on the 2015 Census as published by the ABS.

Figure 3. Country WA PHN estimated resident population of people aged 65 years and over by region, 2025



Source: Source: Calculations based on ABS, *Regional population by age and sex, 2020*; and ABS, *Regional population by age and sex, 2020*

Profiles of each Country WA region are provided in this report, following the analysis of the target population for Care Finder services.

ii. Analysis of the target population for care finder services

The target population for care finder includes those living in isolation, those experiencing difficulties with communication, those who are cognitively impaired, care leavers and those who are otherwise resistant to engaging with aged care and / or government services. It is noted that in 2021, over 4,500 (approximately 5%) people aged 65 years and older residing in the PHN accessed aged care services. By contrast, around 8% of older residents of the Perth North PHN and Perth South PHN accessed aged care services during 2021. Uptake of aged care services varied by aged, with 1% of people aged 65 to 74 years, 7% of people aged 75 to 84 years, and 26% of people aged 85 years or above accessing aged care services.

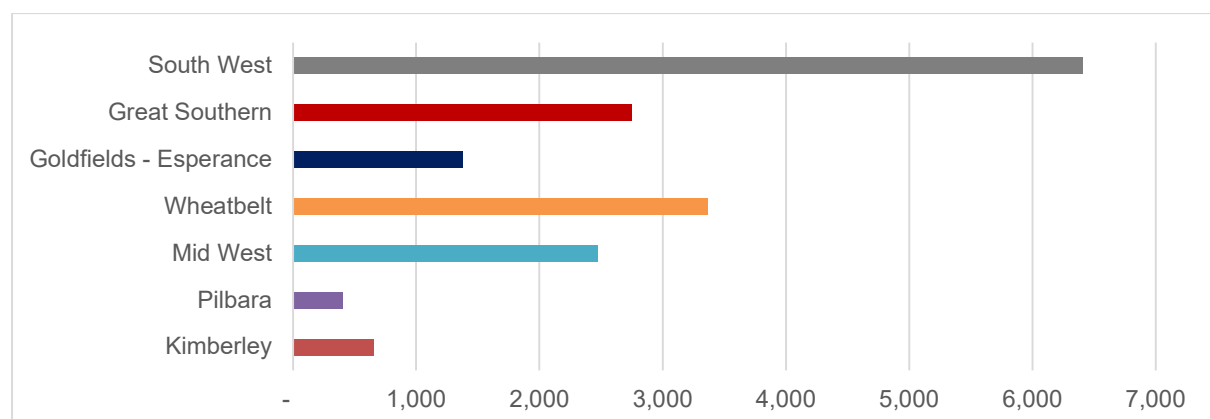
iii. People experiencing isolation and / or a lack of support

As there is not a single data item measuring isolation or a lack of support, the needs assessment has considered two data items to gain an understanding of potential need in this area. The number of people living alone has been identified, but as this does not directly mean that the person is isolated or lacking in support, the number of people who are renters, living alone, living with disability and on a low income (known as “quadruple jeopardy”) has also been considered.

iv. People living alone

In 2016, there were approximately 17,400 people across the Country WA PHN who were living alone. The largest number lived in the South West region (6,400 people), followed by the Wheatbelt (3,360 people), and Great Southern Region (2,750 people).

Figure 4. People aged 65 years and older who were living alone by region, 2016

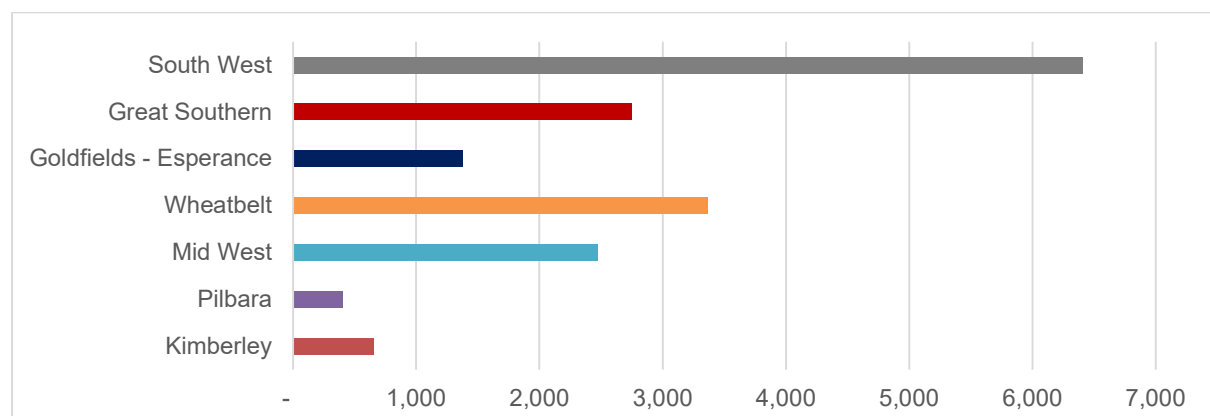


Source: Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

v. People who meet quadruple jeopardy criteria

By contrast, the number of people aged 65 years and older who met the quadruple jeopardy definition – i.e. some of the most vulnerable community members – was significantly lower, at 486 individuals. There were almost 175 people living in the South West region, almost 100 living in the Great Southern region, and over 75 in the Midwest region. However, stakeholder feedback highlighted the significant levels of disadvantage experienced by many Aboriginal community members living in regional and remote WA, and it is likely that these statistics do not adequately reflect the level of disadvantage faced by these community members.

Figure 5. People aged 65 years and older who met quadruple jeopardy criteria by region, 2016



Source: Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

vi. People experiencing communication barriers, including limited literacy skills

In order to assess communication barriers faced by older people, the needs assessment has considered people requiring assistance with at least one activity, people requiring assistance with communication, people with poor proficiency in English, and people with lower levels of education attainment³.

vii. People requiring assistance with at least one activity

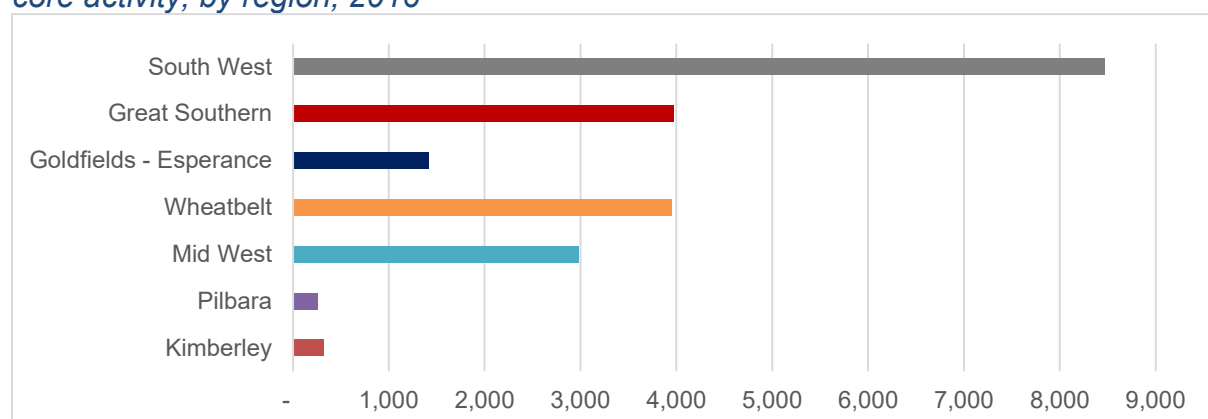
There are more than 21,350 people over the age of 65 across the Country WA PHN requiring assistance with one or more core activities.⁴ Data from the Social Health Atlas

³ As data on adult literacy levels is not available, a measure of people who left school before Year 10 or did not attend school at all has been used.

⁴ The ABS Surveys of Disability, Ageing and Carers, the Census of Population and Housing includes

indicates that in 2016, there were almost 8,500 older people requiring assistance with at least one activity in the South West region, and almost 4,000 in the Great Southern and 4,000 in the Wheatbelt regions (see Figure 6).

Figure 6. People aged 65 years and older who require assistance with at least one core activity, by region, 2016



Source: Public Health Information Development Unit. *Social Health Atlas of Older People in Australia*. 2021

viii. People requiring assistance with communication

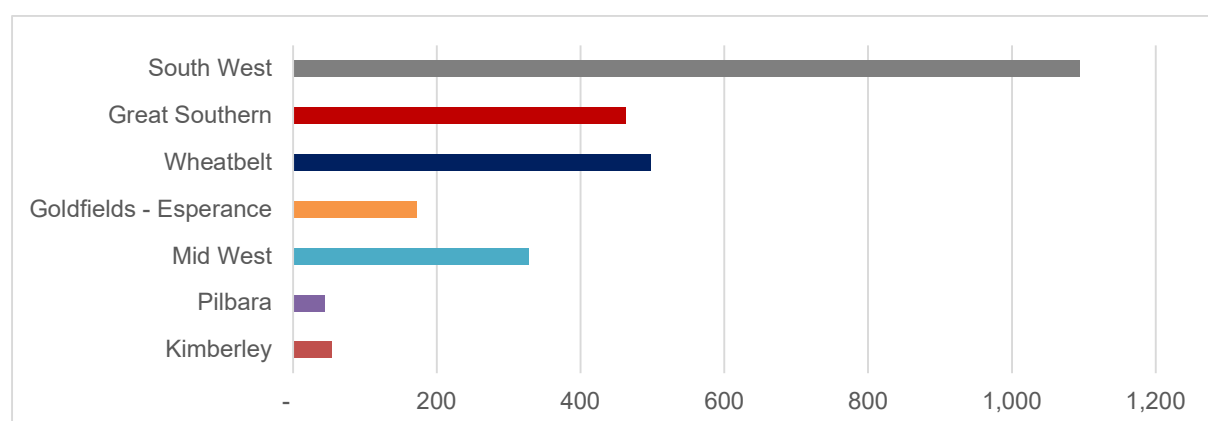
In order to provide context relating to the number of older people requiring assistance with one or more core activity, the needs assessment also examined data relating to people needing assistance specifically with communication. Although SA3 level data is not available, statewide prevalence rates by age cohort have been sourced and applied to Population Health Areas to provide high level estimates of this population cohort.

The ABS Survey of Disability, Ageing and Carers report shows that in 2018, 0.6% of people aged 65-74 years, 3.6% of people aged 75-84 years, and 18.6% of people aged 85 years and older required assistance with communication.⁵ This data indicates that approximately 2,650 in the Country WA PHN area required assistance with communication, with around 1,100 in the South West region, 500 in the Wheatbelt region and 460 in the Great Southern region (see Figure 7). It should be noted that the data provided are modelled estimates of regional population data only, and do not provide an actual count of population groups in any area.

measurement of the number of people with profound or severe disability. The ABS defines the profound or severe disability population as “Those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or old age”. See Australian Bureau of Statistics. 2901.0 - *Census of Population and Housing: Census Dictionary*, 2016. Accessed July 2022 at [https://www.abs.gov.au/ausstats/abs@.nsf/lookup/2901.0chapter27102016#:~:text=Core%20Activity%20Need%20for%20Assistance%20\(ASSNP\),_-The%202006%20Census&text=%27Those%20people%20needing%20help%20or,\)%2C%20or%20old%20age%27](https://www.abs.gov.au/ausstats/abs@.nsf/lookup/2901.0chapter27102016#:~:text=Core%20Activity%20Need%20for%20Assistance%20(ASSNP),_-The%202006%20Census&text=%27Those%20people%20needing%20help%20or,)%2C%20or%20old%20age%27).

⁵ Australian Bureau of Statistics. 44300DO005_2018 *Disability, Ageing and Carers, Australia: Western Australia*, 2018.

Figure 7. Estimated number of people aged 65 years and over requiring assistance with communication by region, 2016

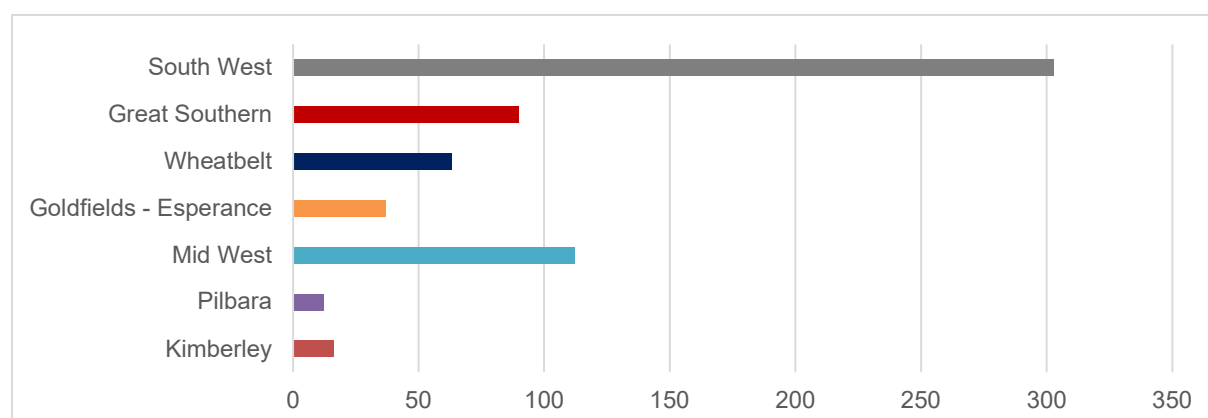


Source: Calculations based on ABS. 44300DO005_2018 Disability, Ageing and Carers, Australia: Western Australia, 2018 and Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

ix. People with poor proficiency in English

In 2016, there were just over 630 people over 65 in the Country WA PHN born overseas who reported poor proficiency in English, with 300 people residing in the South West, 110 residing in the Midwest and 90 in the Great Southern regions. These figures indicate that there are significantly fewer people with poor proficiency in English in Country WA compared to the Perth North PHN and Perth South PHN catchments.

Figure 8. People aged 65 years and older reporting poor proficiency in English, by region, 2016



Source: Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

x. People with low levels of educational attainment

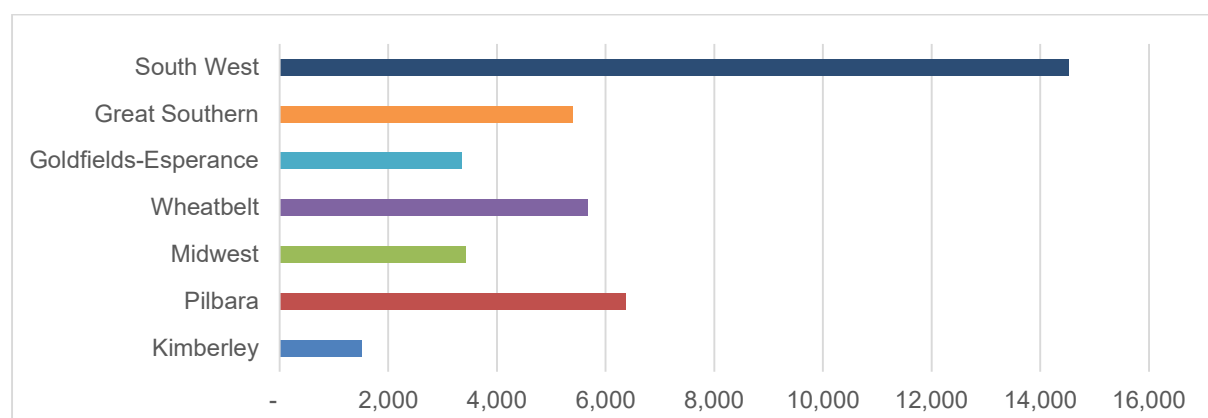
As the Australian Bureau of Statistics does not collect information on adult literacy, the needs assessment has considered the number of people with low levels of educational attainment, being people who received no schooling or left school before completing Year 10.

Data available for the Country WA PHN demonstrates that 45% of the population aged 65 and older left school at Year 10 or earlier or did not go to school. While this item is not an accurate measure of the number of people with low literacy skills, it may indicate areas where more of these community members reside.

The regions with the highest numbers of residents aged 65 and older who left school at Year 10 or below, or did not go to school were the South West, Wheatbelt, Great Southern and Midwest regions. The regions with the highest proportion of residents aged 65 and older who

left school at Year 10 or below, or did not go to school were the Midwest, Wheatbelt, Goldfields-Esperance and South West regions.

Figure 9. People aged 65 years and older who left school at Year 10 or below, or did not go to school, by region, 2016



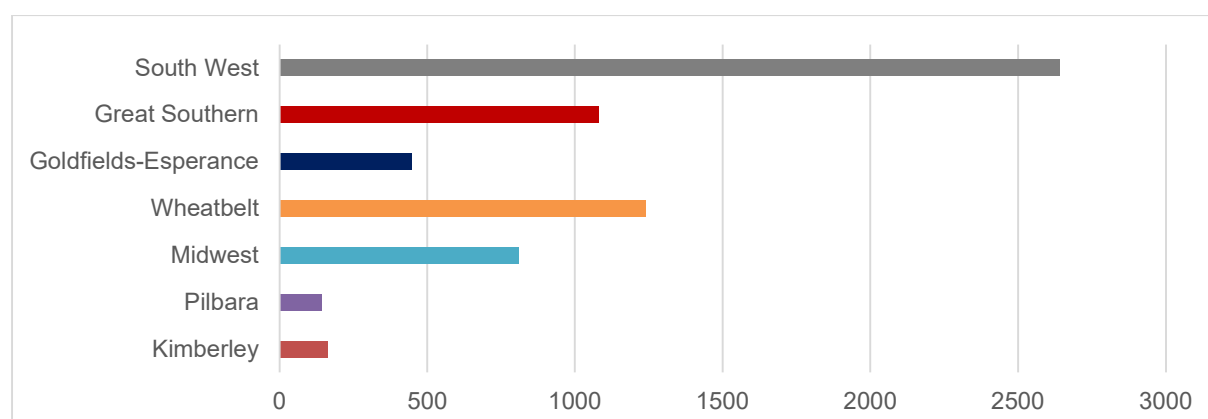
Source: Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

xi. People with difficulty processing information to make decisions

As with communication barriers, the needs assessment has included the development of high level estimates of people requiring assistance with cognitive or emotional tasks. In the absence of SA2 or SA3 level data, statewide prevalence rates have been applied to Population Health Area population numbers to prepare high level estimates.

The ABS Survey of Disability, Ageing and Carers report shows that in 2018, 4.4% of people aged 65-74 years, 8.2% of people aged 75-84 years, and 28.5% of people aged 85 years and older required assistance with cognitive or emotional tasks.⁶ These estimates indicate approximately 6,500 people in Country WA PHN required assistance with cognitive or emotional tasks in 2016, with around 2,650 people residing in the South West, 1,200 in the Wheatbelt and 1,100 in the Great Southern regions. The data provided are modelled estimates of regional population data only, and do not provide an actual count of population groups in any area.

Figure 10. Estimated number of people aged 65 years and over requiring assistance with cognitive or emotional tasks, by region, 2016



Source: Calculations based on ABS. 44300DO005_2018 Disability, Ageing and Carers, Australia: Western Australia, 2018 and Public Health Information Development Unit. Social Health Atlas of Older People in Australia. 2021

⁶ Australian Bureau of Statistics. 44300DO005_2018 Disability, Ageing and Carers, Australia: Western Australia, 2018.

xii. People who are resistant to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year

The needs assessment has not been able to identify data sources that enable estimation of the number of people who are resistant to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year. Stakeholders consulted during the needs assessment process advised that people from a wide range of backgrounds may meet this definition.

xiii. People who are hesitant to engage with aged care, institutions or government due to past experiences

Similarly, the needs assessment has found limited information regarding the number of people who are resistant due to past experiences that mean they are hesitant to engage with aged care, institutions or government. Stakeholders consulted during the needs assessment process advised that people from a wide range of backgrounds, including Aboriginal and Torres Strait Islander people, migrants who have previously lived overseas under authoritative governments, people who are care leavers (including the 'Forgotten Australians', 'Former Child Migrants' and 'Stolen Generations') and people with a mental health condition or cognitive impairment may meet this definition.

While it is estimated there are around 500,000 care leavers in Australia, the needs assessment has been unable to identify WA or PHN specific estimates. Tuart Place stakeholders advised that approximately 1,000 people are registered with the organisation, with around 400 people living in the Country WA PHN, particularly in the Busselton area (Forgotten Australians and Former Child Migrants) and Kimberley and Pilbara regions (Stolen Generations).

xiv. Aged care special needs groups

People in vulnerable groups are more likely than the general population to experience poor health outcomes due to physical, social, and economic factors. Vulnerable groups considered in this needs assessment include people who are: Aboriginal and / or Torres Strait Islander; culturally and linguistically diverse (CALD); lesbian, gay, bisexual, transgender, intersex, or queer (LGBTIQ+); veterans; care leavers; and those who are homeless or at risk of homelessness.

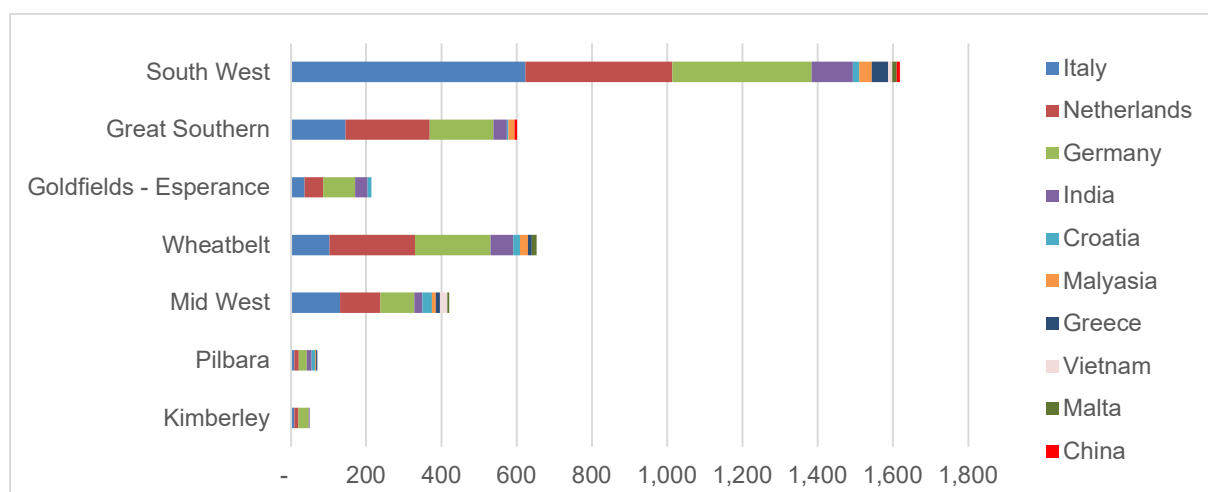
xv. Culturally and linguistically diverse people

The Social Health Atlas for Older People reports that over 5,600 people aged 65 years or older residing in the Country WA PHN catchment were born in a predominantly non-English speaking country, equivalent to less than one in ten people.

The top two countries of origin are Italy and The Netherlands at approximately 1,050 and 1,000 respectively, followed by Germany (960 people) and India (275 people).

The South West (over 1,600 people) was home to the largest number of migrants from the top 10 non-English speaking countries, followed by the Wheatbelt (650 people) and Great Southern (600 people) regions.

Figure 11. People aged 65 years and over born in top ten predominantly non-English speaking countries, by region, 2016

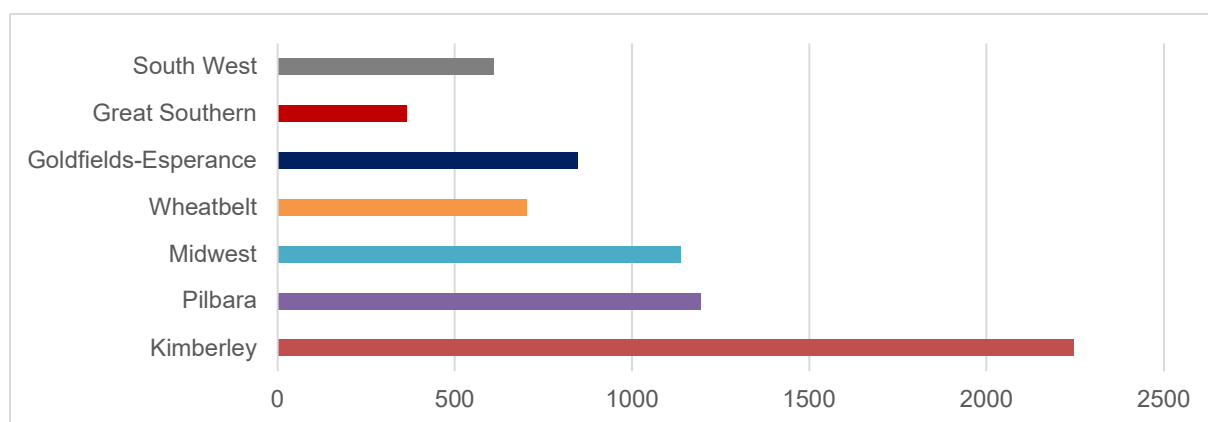


Source: Public Health Information Development Unit. *Social Health Atlas of Older People in Australia. 2021*

xvi. Aboriginal and Torres Strait Islander people

The Country WA PHN is home to over 7,100 people over the age of 50 who identify as Aboriginal and / or Torres Strait Islander. The regions with the largest Aboriginal populations are the Kimberley (2,250 people), Pilbara (1,200 people) and the Goldfields-Esperance (850 people) regions.

Figure 12. Aboriginal and Torres Strait Islander people aged 50 years and older by region, 2016



Source: Australian Bureau of Statistics. *Census 2016*

xvii. Lesbian, gay, bisexual, transgender, intersex, or queer people

Many LGBTIQ+ people face discrimination and disparities connected to their gender identification and / or sexuality that impact their physical and mental health and access to healthcare and other services.⁷ Further feedback about the experiences of older LGBTIQ+ community members is included in the discussion of stakeholder consultation themes later in this report.

The Census does not collect information about the number of LGBTIQ+ people, and so the needs assessment has drawn on research studies to prepare a high level estimate of

⁷ Equality Australia. *LGBTIQ+ communities and COVID-19: A report on the impacts of COVID-19 on Australian LGBTIQ+ communities and building a strong response. 2020*

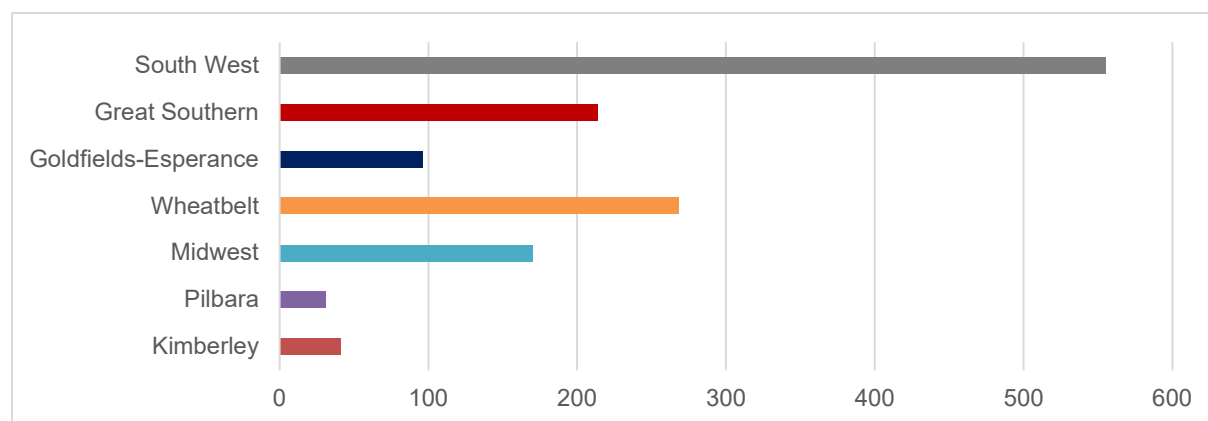
population numbers. Wilson et al⁸ reviewed the 2014 General Social Survey, as well as the 2012 and 2016 Household, Income and Labour Dynamics (HILDA) reports in Australia reports, and identified estimated population rates of people identifying as lesbian, gay, bisexual or other (non-heterosexual), by age cohorts. Notably, the number and proportion of people identifying as LGBTIQ increased in each survey, and may therefore underestimate the actual number of LGBTIQ+ community members.

The needs assessment has used the national population rate reported in the 2016 HILDA report, 2.16%, to provide a high level estimate of the number of LGBTIQ+ people in WA. However, as the literature and other Census data indicates, the distribution of LGBTIQ+ across the state is not uniform. The Census of Population and Housing (2016) records the number of same-sex couples by Greater Capital City and Rest of State. The proportion of same-sex couples residing in Greater Perth is 87% compared to 13% residing in Rest of WA; by contrast, 80% of opposite sex couples reside in Greater Perth compared to 20% residing in Rest of WA.

Therefore the needs assessment has assumed that 87% of LGBTIQ+ community members reside in Greater Perth, and calculated an estimated population rate of 3.1% for Perth North PHN and Perth South PHN, and 1.9% for Country WA PHN. It is recognised that these figures are only indicative at best, and should not be interpreted as measurement of actual number of LGBTIQ+ community members in WA's regions.

Using this method, it is estimated there were approximate 1,375 LGBTIQ+ people within the Country WA PHN catchment in 2016, with approximately 550 people residing in the South West, 270 residing in the Wheatbelt, and 250 residing in the Great Southern regions. It should be noted that the data provided are modelled estimates of this population cohort, and do not provide an actual count of LGBTIQ+ people living in any region.

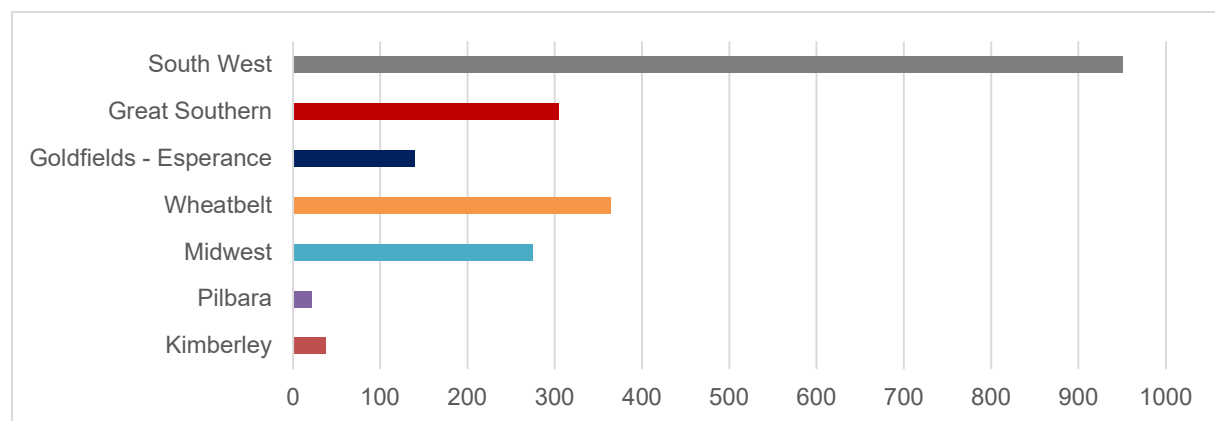
Figure 13. Estimated number of LGBTIQ+ people aged 65 years or older, by region, 2016



xviii. Veterans

In 2021, there were almost 2,100 Social Security Age Pensioners and Gold Card holders living with the Country WA PHN catchment. This cohort reflects veteran pensioners over the age of 60. Almost 950 veterans lived in the South West region, with a further 365 in the Wheatbelt and 305 living in the Great Southern regions (see Figure 14).

Figure 14. Number of Veteran Social Security Aged Pensioners and Gold Card holders, by region, 2021



Source: Department of Veterans Affairs. DVA Pensioners and Treatment Card Holders by Local Government Area as at 31 December 2021

xix. Care leavers

As noted earlier in the needs assessment report, there is limited data available regarding the number and distribution of care leavers in Western Australia. Tuart Place stakeholders advised that approximately 1,000 people are registered with the organisation, with around 600 to 700 people living in the Greater Perth area.

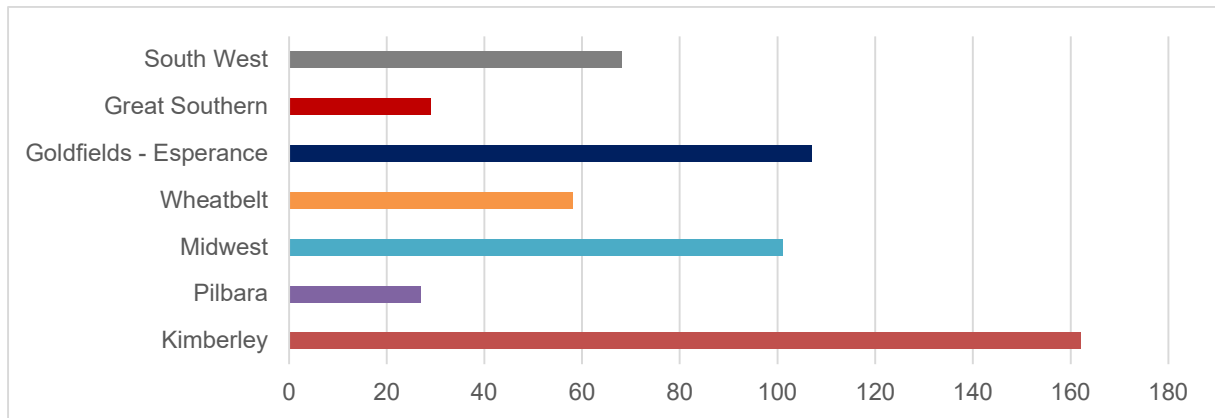
xx. Homelessness and those at risk of homelessness

In 2016, it was estimated that 550 people over the age of 65 were homeless in the Country WA PHN, with the highest number living in the Kimberley (160 people), Goldfields-Esperance (105 people) and Midwest (100 people) regions.

In this instance, the classification of 'homeless' includes:

- Persons living in improvised dwellings, tents, or sleeping out
- Persons in supported accommodation for the homeless
- Persons staying temporarily with other households
- Persons living in boarding houses
- Persons in other temporary lodgings
- Persons living in 'severely' crowded dwellings, defined as requiring at least four extra bedrooms to accommodate the people usually living there.

Figure 15. People aged 65 years and over who are homeless or at risk of homelessness, by region, 2016



Source: [Australian Bureau of Statistics. Census of Housing and Homelessness. 2016](#)

In addition to those who are homeless, there were approximately 490 older Australians within the Country WA PHN who meet the criteria for the quadruple jeopardy and therefore may be considered to be at risk of homelessness. Around 175 people are located within the South West, 100 in the Great Southern, and 70 in the Wheatbelt regions.

xxi. Regional profiles

Key data indicators for persons aged 65 years and over living in Country WA regions are summarised in Table 2 below.

Table 1. Key data indicators for persons aged 65 years and over, by region

Region	South West	Great Southern	Goldfields – Esperance	Wheatbelt	Midwest	Pilbara	Kimberley
Population aged 65 and over	32,790	12,902	6,092	16,030	10,386	2,310	2,583
People living alone	6,404	2,748	1,378	3,367	2,472	400	649
People who meet quadruple jeopardy criteria	174	99	30	66	74	16	27
People requiring assistance with one or more core activities	8,466	3,974	1,412	3,948	2,975	260	321
People requiring assistance with communication	1,094	463	172	498	327	43	54
People reporting poor proficiency in English	303	90	37	63	112	12	16
People who left school at Year 10 or earlier, or did not attend school	15,694	5,922	2,979	8,195	5,587	745	1,118
People requiring assistance with cognitive or emotional tasks	2,641	1,082	448	1,241	811	142	165
Aboriginal and Torres Strait Islander people (50 +)	609	366	847	702	1,137	1,195	2,247
LGBTIQ+ people	555	214	96	268	170	31	41

Region	South West	Great Southern	Goldfields – Esperance	Wheatbelt	Midwest	Pilbara	Kimberley
Veterans	950	304	139	364	274	21	38
People who are homeless or at risk of homelessness	68	29	107	58	101	27	162

5. Analysis of the local service landscape as relevant to care finder support

There is a need for generalised care finder services to be available to all members of the target population (such as those provided by COTA and Advocare) in addition to specialised care finder services provided to cohorts within the target population where necessary. These specialised services (such as Chung Wah, GRAI, Tuart Place and Dementia Australia) are often best placed to provide the care finder services required by the cohort as they tend to be trusted by and connected to those within the group and are well equipped to assist with any specific needs of the cohort.

There may also be significant benefit from encouraging specialist organisations to provide training services specific to their speciality to other care finders across the network.

Existing Aged Care Service Navigator (ACSN) and EnCOMPASS⁹ service providers operating in the Perth North PHN catchment are summarised in Table 2. Existing Care Navigator service providers operating in the Country WA PHN catchment

Organisation	Identified SA3s	FTE	Outlets	Service modes
Advocare	Gascoyne Midwest Bunbury Augusta - Margaret River - Busselton Manjimup Albany	1.6	Geraldton, Dongara, Kalbarri, Northampton, Jurien Bay, Bunbury, Eaton, Capel, Albany, Denmark, Boyup Brook, Busselton	ACSN generalist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support
Tuart Place	Melville Fremantle Cockburn Rockingham Kwinana Mandurah Bunbury Augusta - Margaret River - Busselton	0.5	Fremantle, Busselton	ACSN care leaver specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support
The Multicultural Communities Council of Western Australia	Rockingham Kwinana Mandurah Bunbury Augusta - Margaret River - Busselton Manjimup	Not available	Gosnells	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> • Face-to-face support

⁹ The Federation of Ethnic Community Councils of Australia (FECCA) has been funded by the Commonwealth Department of Health to lead the EnCOMPASS program until June 2023.

Table 3. Existing Care Navigator service providers operating in other WA PHN catchments

Organisation	Identified SA3s	FTE	Outlets	Service modes
COTA WA	Joondalup Wanneroo Stirling Perth City Cottesloe - Claremont	1.0	Wanneroo	ACSN generalist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support • Seniors information Sessions
Dementia Australia	Swan Mundaring Kalamunda Bayswater - Bassendean Perth City Melville Fremantle Cockburn Rockingham Kwinana Mandurah	0.6	East Perth Middle Swan Rockingham	ACSN dementia specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support
Chung Wah Community and Aged Care	Joondalup Wanneroo Stirling Swan Mundaring Kalamunda Bayswater - Bassendean Perth City Cottesloe - Claremont	1.0	Northbridge	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support • Senior information sessions
Metropolitan Migrant Resource Centre Western Australia	Stirling Swan Mundaring Kalamunda Bayswater - Bassendean Perth City	Not available	Mirrabooka	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support
Umbrella Multicultural Community Care Services	South Perth Belmont - Victoria Park Canning Gosnells Armadale Serpentine - Jarrahdale	0.6	Belmont	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Senior information sessions
Carers WA	Statewide	Not available	Perth	Carer Gateway specialist provider of:

Organisation	Identified SA3s	FTE	Outlets	Service modes
				<ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support

(see next page). Existing Care Navigator and EnCOMPASS service providers operating in the other WA PHN catchments, who may be able to expand activities to the Country WA PHN, are summarised in **Error! Reference source not found.3**.

a. Key themes from stakeholder and community consultations

There was a high level of consistency in the feedback provided by the stakeholders consulted for the needs assessment about demand, support requirements, service models and the capabilities required of care finders.

i. Eligibility criteria

There was agreement from stakeholders that the aged care system is complex and challenging to navigate, and that the target population require assistance. However, stakeholders were also consistent in warning there is a significantly more demand for assistance than just those defined by the target population, and there will be requests for support from ordinary ageing consumers, as well as family members, carers and others providing support on behalf of a consumer.

There was also general recognition of the fact that people with access to support from family and friends would often be reluctant to rely on them for assistance. Reasons for this reluctance ranged from shame, to the concern of overburdening their loved ones.

Table 2. Existing Care Navigator service providers operating in the Country WA PHN catchment

Organisation	Identified SA3s	FTE	Outlets	Service modes
Advocare ¹⁰	Gascoyne Midwest Bunbury Augusta - Margaret River - Busselton Manjimup Albany	1.6	Geraldton, Dongara, Kalbarri, Northampton, Jurien Bay, Bunbury, Eaton, Capel, Albany, Denmark, Boyup Brook, Busselton	ACSN generalist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support
Tuart Place	Melville Fremantle Cockburn Rockingham Kwinana Mandurah	0.5	Fremantle, Busselton	ACSN care leaver specialist provider of: <ul style="list-style-type: none"> • Face-to-face support

¹⁰ During the initial phase of the ACSN trials, Advocare was funded to provide supports in the Kimberley and Pilbara regions. However, this funding was later shifted to the South West region, and services in the Kimberley and Pilbara ceased.

Organisation	Identified SA3s	FTE	Outlets	Service modes
	Bunbury Augusta - Margaret River - Busselton			<ul style="list-style-type: none"> Telephone and digital support
The Multicultural Communities Council of Western Australia	Rockingham Kwinana Mandurah Bunbury Augusta - Margaret River - Busselton Manjimup	Not available	Gosnells	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> Face-to-face support

Table 3. Existing Care Navigator service providers operating in other WA PHN catchments

Organisation	Identified SA3s	FTE	Outlets	Service modes
COTA WA	Joondalup Wanneroo Stirling Perth City Cottesloe - Claremont	1.0	Wanneroo	ACSN generalist provider of: <ul style="list-style-type: none"> Face-to-face support Telephone and digital support Seniors information Sessions
Dementia Australia	Swan Mundaring Kalamunda Bayswater - Bassendean Perth City Melville Fremantle Cockburn Rockingham Kwinana Mandurah	0.6	East Perth Middle Swan Rockingham	ACSN dementia specialist provider of: <ul style="list-style-type: none"> Face-to-face support Telephone and digital support
Chung Wah Community and Aged Care	Joondalup Wanneroo Stirling Swan Mundaring Kalamunda Bayswater - Bassendean Perth City Cottesloe - Claremont	1.0	Northbridge	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> Face-to-face support Telephone and digital support Senior information sessions

Organisation	Identified SA3s	FTE	Outlets	Service modes
Metropolitan Migrant Resource Centre Western Australia	Stirling Swan Mundaring Kalamunda Bayswater - Bassendean Perth City	Not available	Mirrabooka	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support
Umbrella Multicultural Community Care Services	South Perth Belmont - Victoria Park Canning Gosnells Armadale Serpentine - Jarrahdale	0.6	Belmont	EnCOMPASS CALD specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Senior information sessions
Carers WA	Statewide	Not available	Perth	Carer Gateway specialist provider of: <ul style="list-style-type: none"> • Face-to-face support • Telephone and digital support

ii. Service responses

Stakeholders recognised that support needs differ according to the individual circumstances of individuals and agreed that (as per the proposed support bands) there will be individuals or support people who require:

- **Minimal support** - e.g. information and guidance to explain the different types of aged care and how to access them via My Aged Care
- **Moderate support** – e.g. information and guidance plus personalised support to undertake My Aged Care registration, complete an assessment and engage an aged care provider
- **Intensive support** – e.g. information and guidance plus personalised support to undertake My Aged Care registration, complete an assessment, address financial issues, resolve housing and property issues, liaise with health services, and engage an aged care provider.

It was noted that when a consumer or support person first engages with a service, the extent of their circumstances and support needs may not be apparent. It was also noted that support for some consumers may need to be provided over a number of weeks, as issues are addressed and other services are engaged in supporting the individual.

Existing care navigator service providers emphasised the value of offering different forms of support including:

- **Face-to-face consultations**, delivered in the consumer's home or other community settings as required. However, providers will need to ensure that appropriate risk management practices are in place for managing in-home consultations
- **Telephone and videoconference based support**. While it is important to recognise that many consumer experience difficulties communicating during virtual discussions, these enable simpler information and guidance based contacts to be efficiently completed. Care navigator services that also operate helplines, such as Dementia Australia, are well-placed to provide basic information and guidance while being able to refer consumers requiring more intensive supports to their dedicated care

navigator

- **Information services**, such as seminars, websites and printed resources to enable a proactive approach to building knowledge and understanding about aged care services. Seminars are also effective for promoting the care finder service and providing an opportunity to engage with the target population in more informal settings.

Existing care finder services have employed navigators in part time roles due to funding availability, but noted demand for support occurs throughout the week. The engagement of organisations that operate five or more days per week and provide other services and supports to the ageing community (e.g. advocacy and information services) will help to ensure that the target population can engage with the provider when navigators are not working.

Stakeholders who have been involved in the delivery of care navigator services acknowledged the benefits of a network of care finder services which includes 'generalist' services working with all eligible community members, as well 'specialist' services working with more specific population cohorts. However, given the importance of a local presence and relationships, there was not an appetite amongst stakeholders for establishing a centralised intake model (such as a statewide telephone line).

As discussed in relation to the analysis of the local service landscape, specialist services have been established for culturally and linguistically diverse community members (now delivered under the EnCOMPASS Program), people living with dementia and care leavers.

iii. Skills, experience, capabilities and resources

There was a consensus amongst stakeholders that care finders require strong communication and people skills plus extensive knowledge and understanding of the aged care system, as well as services within the local community. Stakeholders advised that some consumers will present to care finder services with complex needs and circumstances, and training in areas such as mental health first aid, cultural safety and occupational health and safety will be valuable. Similarly, several health stakeholders suggested that a level of understanding and awareness around consumers' health needs will be important, together with the capacity to work collaboratively with others providing support to a consumer in planning and delivering supports.

Resourcing requirements identified by stakeholders included vehicles, IT equipment, consistent information resources and assessment and planning resources. Several stakeholders suggested an ability to access the My Aged Care system would also be beneficial.

Stakeholders advised that many of the population cohorts that form the target population for care finders have specific needs that require more specialised capabilities or understanding; for example:

- **Aboriginal and Torres Strait Islanders and culturally and linguistically diverse populations** – an understanding of cultural differences relevant to specific communities, an understanding of the impacts of past trauma on attitudes to government services, and access to translators. Stakeholders advise that it is particularly important to build trust with Aboriginal community members over time, through demonstrating a willingness to listen and respond to consumers as well as demonstrating a commitment to ongoing support. In addition, care finders providing support to Aboriginal and culturally and linguistically diverse community members will require access to interpreter services and translated resources
- **LGBTIQ+** community members can have a range of concerns relating to historic

experiences with prejudice; stress at having to suppress their identity or to 'come out' again to people they do not know or trust; concerns that their chosen family will not be formally recognised by service providers; a reluctance to engage with religious based care providers; and a lack of family support. In addition, some community members may have specific health care needs relating to gender transitioning or management of HIV / AIDS

- **Care leavers**, also known as 'Forgotten Australians', 'Former Child Migrants' or 'Stolen Generations', are often impacted by significant childhood trauma and poor educational experiences that results in significant complexity as well as a reluctance to return to institutional settings or engagement with religious organisations or government. Tuart Place has established a trauma-informed approach to supporting care leavers that recognises the need to establish trust and provide additional supports such as counselling.

iv. Opportunities to enhance integration between the aged care, health and other systems

Existing aged care navigator service provider and health services consulted during the needs assessment reported that, as some recipients of care finder services will have complex needs, they are likely to be receiving support from care finders and health services at the same time. Key points of interaction will be in relation to service transitions, such as when individuals are being discharged from hospital. Therefore, it can be expected that key referrers to care finders for the target population will include hospital discharge planners, social workers, aged care services, older adult mental health services, other advocacy and support services working with older people¹¹, and Services Australia personnel (e.g. Aged Care Specialist Officers).

Health stakeholders also noted that some individuals may have existing professionals providing care planning and coordination services; therefore it will be important that care finders are able to recognise professional boundaries and work cooperatively with others involved in undertaking assessment, planning and support services to the target population. Some health stakeholders also suggested that it will be important that care finders are able to recognise unmet health needs of individuals, and help connect them to appropriate health services.

¹¹ For example, Relationships Australia supports people affected by forced adoption and in relation to applications to the National Redress Scheme.

6. Summary of outcome findings

Identified need	Key issue	Evidence
<p>A wide range of community members require assistance with engaging with My Aged Care, aged care service providers and others involved in supporting their health and wellbeing.</p> <p>These include people who meet the eligibility criteria as well as others who do not, including older community members and their family members / carer / others providing support.</p>	<p>Care finder service providers can expect requests for support from people who do not meet the eligibility criteria.</p> <p>Existing providers have advised that care finder service models should include the provision of information supports for community members who do not meet the eligibility criteria, in addition to more intensive face-to-face supports.</p> <p>Existing providers also advised that information services, such as seminars, can be an effective mechanism for proactively engaging with communities and building awareness of care finder services.</p>	<p>Advice from existing providers delivering aged care navigator services and other services (e.g. healthcare) to older community members.</p>
<p>Some people who meet the eligibility criteria for care finder services require more specialised service responses or capabilities.</p>	<p>All care finder services must be able to demonstrate capabilities in relation to cultural safety and capacity to work with individuals with complex needs and experiences.</p> <p>However, some community members require more specialised service responses, including people who have experienced trauma, who from culturally and linguistically diverse backgrounds, who are Aboriginal, and who are living with dementia or other similar forms of cognitive impairment.</p> <p>A networked approach to the delivery of care finders services, with inclusion of generalist and specialist service providers may be most beneficial for meeting the needs of the target population.</p>	<p>Analysis of demographic data relating to the target population.</p> <p>Advice from existing providers delivering aged care navigator services and other services (e.g. healthcare) to older community members.</p>

Identified need	Key issue	Evidence
<p>Many Aboriginal community members prefer the choice of receiving support and services from either an Aboriginal community controlled organisation or a non-indigenous service provider.</p>	<p>Many Aboriginal community members prefer to access support and services from Aboriginal community controlled organisations or organisations that are experienced in working with Aboriginal community members and have gained community trust.</p> <p>However, Aboriginal community members may also prefer to access support and services from non-indigenous organisations, for reasons of convenience, concerns about protecting privacy, or due to other cultural and relationship based factors.</p> <p>There have been no Aboriginal community controlled organisations that have participated in the Aged Care Service Navigator trials or EnCOMPASS program in WA. If engaged in the provision of care finder services, there may be a need to provide training and assistance to Aboriginal community controlled organisations in building skills and capacity in relation to care finder services.</p> <p>It is also important that all care finder organisations working with Aboriginal community members are able to provide supports and services that are safe and culturally appropriate.</p>	<p>Advice from existing providers delivering supports and services to older Aboriginal community members.</p>

<p>Care finders require a range of skills and experiences to support the target population.</p>	<p>A wide range of people can be expected to seek support from care finder services. It is important that all care finders can demonstrate appropriate skills and experience including:</p> <ul style="list-style-type: none"> • Provision of supports to older people with complex needs, including assessment and planning, case conferencing, problem solving, cultural safety, dementia and mental health first aid skills • Demonstrated ability to engage with older LGBTIQ+ community members • Knowledge and understanding of the health and aged care systems, including the processes, functions and requirements of My Aged Care; aged care programs including eligibility requirements, service types and funding rules; income support types and rules; and core health services and supports • Relationships with, or the ability to establish relationships with, referrers (e.g. RAS / ACAT providers; hospital discharge planners, social workers, aged care and geriatric services; and older adult mental health services); Services Australia representatives (e.g. Aged Care Specialist Officers), and aged care providers within the regions being serviced <p>In addition to the above, specialist care finder services should be able to demonstrate skills in areas relevant to the population cohorts being services including:</p> <ul style="list-style-type: none"> • Trauma informed engagement and counselling methods • Demonstrated ability to engage with people with dementia and their family members / carers / other supports 	<p>Advice from existing providers delivering aged care navigator services and other services (e.g. healthcare) to older community members.</p>
---	---	--

Identified need	Key issue	Evidence
	<ul style="list-style-type: none"> • Demonstrated ability to engage with older members from culturally and linguistically diverse communities in the Country WA PHN catchment, and access to interpreters and translated resources 	
<p>Many existing care finder services are located near the Perth central business district (CBD).</p>	<p>Care finder service providers need the ability to provide face-to-face services with people's homes and other suitable community locations. However, many of the existing service providers have offices and outlets located within 10 kilometres of the CBD.</p> <p>Analysis of demographic data relating to the target population indicates that the highest levels of demand are likely to be in outer metropolitan suburbs outside the CBD area.</p> <p>It will be important the care finder organisations are able to demonstrate access how ongoing access to the target population will be achieved.</p>	<p>Analysis of information relating to existing care finder services.</p> <p>Analysis of demographic data relating to the target population.</p>

7. Priorities

Priorities regarding locations for care finder support, target population subgroups, meeting the needs for the target population and enhancing integration between the health, aged care and other systems are summarised below.

a. Locations to be prioritised for care finder support

Analysis of demographic data relating to the care finder target population indicates that priority locations for care finder support for the Perth North PHN catchment are:

- For the provision of generalist care finder services to the target population – the South West region, particularly the Bunbury and Augusta – Margaret River – Busselton SA3s, as well as the Albany, Wheatbelt North and Midwest SA3 areas
 - These regional population centres were also most likely to be home to community members who are living alone, meet quadruple jeopardy criteria and need assistance with core activities
- For the provision of care finder services to Aboriginal people – the Kimberley, Pilbara, Midwest and Goldfield-Esperance regions
- For the provision of care finder services to culturally and linguistically diverse people – the South West (particularly the Bunbury SA3), Great Southern and Midwest regions
 - Bunbury SA3 has high proportions of people of Italian, Vietnamese, Malaysian, Dutch, German, Greek and Maltese heritage
 - Wheatbelt North SA3 has high proportions of people of Maltese, Croatian, Malaysian, Dutch and Indian heritage
 - Albany SA3 has high proportions of people of Chinese, Dutch, Malaysian and German heritage
- For the provision of care finder services to LGBTIQ+ people – actual distribution of this community is unknown, but if distribution reflects that of the ageing community, then Bunbury, Albany, Wheatbelt North and the Midwest SA3s would be priority areas.

b. Target population sub-groups to be prioritised for care finder support

Target population sub-groups to be prioritised for care finder support are:

- People living with dementia
- Care leavers
- People with previous experiences of trauma
- Aboriginal and Torres Strait Islander people
- Lesbian, gay, bisexual, transgender, intersex, or queer people
- Culturally and linguistically diverse people.

c. Approaches to be prioritised for meeting the needs of all diverse groups that will form part of the care finder target population

Country WA PHN is Australia's largest PHN by area, and consists of seven distinct regions, each of which has its own characteristics, population profile and service landscape. Feedback from stakeholders consulted during the needs assessment process indicates that providing a mix of general, whole-of-target-population and specialised, cohort-specific Care Finder services will help ensure access to appropriately skilled and knowledgeable services, including for those from a culturally diverse background and those who have previously experienced trauma or discrimination.

However, the majority of regions in the Country WA PHN are sparsely populated, and its geography creates challenges for the resourcing and distribution of Care Finder services. This indicates that there is limited capacity to resource specialist services throughout the PHN, and these may need to be limited to regions with larger populations; for example, the provision of CALD Care Finder services in the South West, and Care Finder services for Aboriginal people in the Kimberley, Pilbara, Midwest and Goldfields-Esperance regions.

It will therefore be important that all Care Finders have the skills and experience to provide support to people with complex needs and circumstances, demonstrate cultural safety, and work collaboratively with health and other services supporting an individual. Care Finder services may also need to demonstrate the capacity to provide trauma-informed support. Networked service responses, where locally based 'generalist' Care Finder services are supported by specialist services based in other regions (e.g., Perth or the South West) providing either consultancy or outreach support may also be warranted.

Stakeholders also emphasised the value of providing information services and community engagement approaches together with more intensive, one-on-one assistance, as well as flexibility in the appropriate use virtual and electronic supports in addition to face-to-face contact.

d. Activities to be prioritised to enhance integration between the health, aged care and other systems within the context of the care finder program

Interfaces between the health, aged care and other systems are complicated by differing models of care, funding arrangements, operational drivers, systems, processes, cultures and terminology. While it will not be the role of care finders to resolve these complexities, it will be important they are able to work collaboratively with professionals operating in other systems to assess individual's needs and preferences, and plan and deliver integrated responses. Knowledge of local services and the establishment of relationships.

Therefore priority activities to enhance system integration within the context of the care finder program will include:

- Mapping of key service networks and referral pathways within relevant catchments
- Raising awareness of care finder services as well as roles and responsibilities
- Development of tools to support needs assessment, care planning and delivery of supports
- Provision of education and training to care finders to support the above practices.

Appendix A: Stakeholders consulted

Table 4: Stakeholders consulted

Stakeholder grouping	Organisation	Role(s)
Aged Care Navigator trial partner	Advocare	Advocacy Outreach Team Leader Aged Care Navigator
Aged Care Navigator trial partner	Council of the Ageing (COTA) WA	Chief Executive Officer Aged Care Navigator
Aged Care Navigator trial partner	Dementia Australia	State Manager Client Services
Aged Care Navigator trial partner	Tuart Place	Staff Manager and Senior Therapist Aged Care Navigator
Aged Care Navigator trial partner	GLTBI Rights in Ageing (GRAI)	Executive Officer
Aged Care Navigator trial / EnCOMPASS partner	Chung Wah Association	Chief Executive Officer
Aged Care Navigator trial / EnCOMPASS partner	Umbrella Multicultural Community Services	Deputy Chief Executive Officer Senior Manager Communications and Engagement
Consumer organisation	Carers WA	Head of Service Delivery
Peak body	Aboriginal Health Council of Western Australia	NDIS Business Support Officer
Peak body	Leading Aged Services Australia (LASA) Aged Care Services Australia (ACSA)	State Manager, WA Policy & Member Support Officer State Manager (WA)
Primary Health Network	WA Primary Health Alliance (WAPHA)	Senior Advisor Aged Care
WA Health	WA Health Residential Care Line (RCL, operated by NMHS)	Nurse Practitioner and Clinical Nurse Consultant
WA Health	East Metropolitan Health Service (EMHS)	Director Clinical Services Planning

Stakeholder grouping	Organisation	Role(s)
WA Health	North Metropolitan Health Service (NMHS)	Director Allied Health, Senior Project Officer, Clinical Planning Older Adult Mental Health Nurse Older Adult Mental Health Nurse
WA Health	South Metropolitan Health Service (SMHS)	Clinical Nurse Specialist, Rockingham General Hospital Clinical Nurse Specialist, Rockingham General Hospital Program Manager, Older Adult Mental Health, Fremantle Hospital Senior Social Worker, Older Adult Mental Health
WA Health	WA Country Health Service (WACHS)	WACHS Director Aged Care
Commonwealth Government	Services Australia (My Aged Care)	WA Aged Care Specialist Officer

Appendix B: Bibliography

Australian Bureau of Statistics. Census 2016.

Australian Bureau of Statistics. Census of Population and Housing: Estimating Homelessness, 2016.

Australian Bureau of Statistics. Disability, Ageing and Carers, Western Australia, 2018.

Australian Bureau of Statistics. Regional population by age and sex, 2020.

Australian Institute of Health and Welfare. Older person access to aged care services, 2020

Department of Veterans Affairs. DVA Pensioners and Treatment Card Holders by Western Australian Local Government Area as at 31 December 2021

Public Health Information Development Unit (PHIDU), Social Health Atlas of Older People in Australia. Data by Primary Health Network (incl. Population Health Areas), June 2021.

Wilson T and Shalley F, 'Estimates of Australia's non-heterosexual population', *Australian Population Studies*, 2018.

Wilson T, Temple J, Lyons A et al. 'What is the size of Australia's sexual minority population?'. *BioMed Central Research Notes*, 13, 535, 2020.