

**TURN UP THE
VOLUME!**

2024 Australian Elder Abuse Conference

22–24 July 2024

Adelaide Convention Centre

Unmet need for Advocacy services in South Australia

EAAA
Elder Abuse Action Australia

aras
Aged Rights
Advocacy Service

Background

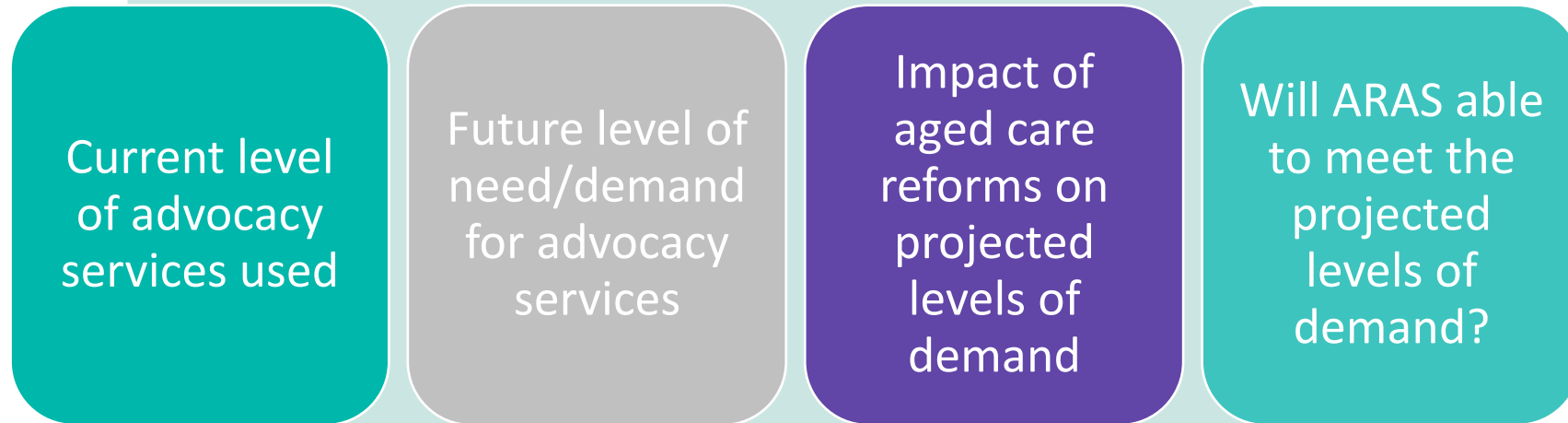
The Royal Commission into Aged Care Quality and Safety reported that one of the best ways of safeguarding older people is to make sure that ‘their voices are heard and their preferences acknowledged’ (Commonwealth of Australia 2021).

Advocacy services play an essential role in ensuring this occurs.

In 2021, ARAS commissioned a high-level study from the Future of Employment and Skill Research Centre, University of Adelaide.

The aim was to gain an **understanding of the current unmet need and future demand** for aged care advocacy services in South Australia and identifying **population needs and trends of older people.**

Methodology



Key overall results

- 65-74 year old population is set to increase significantly (+11%).
- Largest increases will be with the older cohorts (75+), with an expected increase of 39% over 10 years (21% in the next five years).
- The population aged 80+ will increase by 44% (56% for the 80-84 yo) in the next 10 years, from 89,962 to 129,995 people.
- Large % changes in the older groups (80+) in some regions
 - Hills, Mallee and Southern (+84%)
 - Metro south (+72%)
 - Yorke Peninsula (+64%)
 - Riverland (+63%).
- Population aged 75 and over:
 - In the smaller regions, Riverland and the South East will experience the largest increase (respectively 45.8% and 46.9% and 2,521 and 2,730 people).
 - In the medium sized regions, Hills, Mallee and Southern stands out as the regions where the largest increase of 56.5% (9,428 people) will occur.
 - In the largest metropolitan regions, metro south will have the largest increase of 45.8% (15,000+) people.
 - The increase in the number of people aged 75 and over is expected to be greatest in the next five years but will continue throughout the next 10 years.

Aboriginal and Torres Strait Islander

Population aged 50-64

- in the South East and Riverland regions, the researchers expect an increase of more than 60% (yet relatively small number of people).

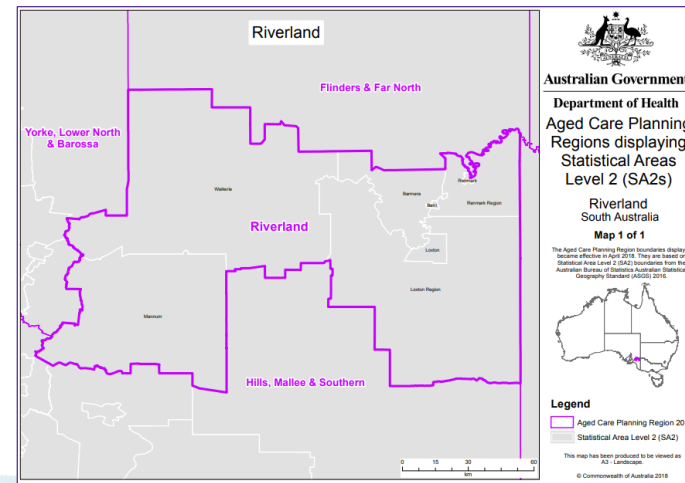
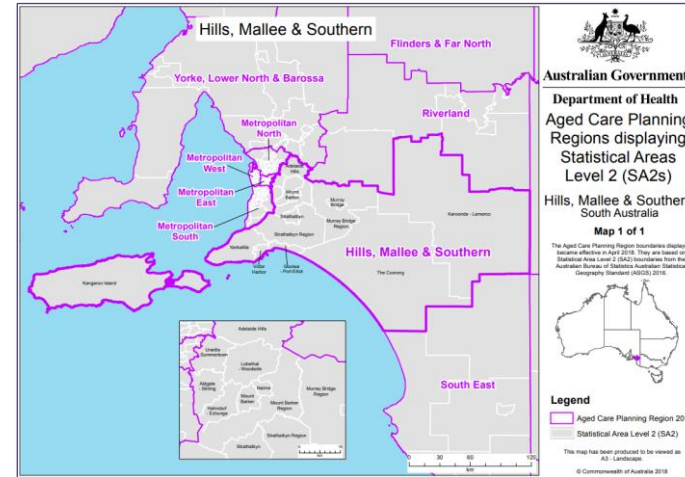
Population aged 65 and over

- expected to increase by 78%, from 2,309 to 4,115.
- largest increases in population numbers expected in metro north, Flinders and Far North, Hills and Mallee.

Case studies

Semi-structured qualitative interviews were conducted across the aged care regions of Hills, Mallee and Southern, Riverland and the APY Lands.

Respondents included peak body representatives, stakeholder representatives (eg service providers, community organisations, and government and council representatives), recipients of aged care services, and carers.



Case 1: Hills, Mallee and Southern region

- **Current aged care services:** a range of services available from aged care-specific providers and organisations providing Commonwealth Home Support Programme (CHSP) services as part of a broader suite of community programs.
- **Issues with aged care services:** service provision, service gaps, staffing issues, and service fees.
- **Current advocacy services:** no funded services were operating in the region. However, some older people and carers had accessed advocacy and support from ARAS and peak bodies such as COTA and
 - the local Positive Ageing Taskforce is a useful vehicle to share aged care information
 - informal advocacy support provided via aged care organisations, the local federal Member of Parliament, medical professionals, and personal connections and social media groups.
- **Future need for advocacy services:** *need for a dedicated aged care education and advocacy service in the Victor Harbor area which should have a physical presence in the region, provide a flexible range of services tailored to the needs of individuals, and be independent from Government.*

Case 2: Riverland

- **Current aged care services:** range of residential and home care services available, however a choice of provider is not always available. Many older people still rely on informal support provided by family and friends.
- **Issues with aged care services:** current service provision, service gaps and aged care staffing issues.
- **Current advocacy services:** unaware of any aged care advocacy or information services within the Riverland region. Informal advocacy provided by stakeholder organisations and information from family and friends.
- **Future need for advocacy services:** *need for an aged care advocacy and information service within the region which should have a physical presence in the region, and increase visibility and promote awareness through strong engagement with the community. The need is expected to increase in the future as the proportion of older people increases when 'baby boomers' enter the aged care system.*

Case 3: APY Lands

- **Current aged care services:** there is limited access to aged care service providers within the region, which limits a person's choice to access services specific to their needs.
- **Issues with aged care services:** lack of appropriate levels of staff resourcing to service peoples across the region makes it challenging to deliver an individual approach to meet service needs.
- **Current advocacy services:** No advocacy services with a specific focus on aged care were currently being funded within the APY Lands.
- **Future need for advocacy services:** *Stakeholders recommended that the model for any future aged care advocacy services in the APY Lands needed to be bespoke and different to those within metropolitan areas. It was highlighted that Aboriginal people want a 'one-stop-shop' whereby they only have to tell their story on one occasion rather than to numerous people. Stakeholders also reported that older people in the APY Lands were often reluctant to deal with strangers (e.g. fly-in-fly-out workers or Aboriginal workers from outside the area) as it was felt they would not understand local issues.*

"There is no advocacy for older people in the APY Lands. And I think any advocacy that was going to be provided would look much, much different to the advocacy that you might see in the city, it would be so, so different, it would have to be and it has to be provided by people that are in the community that are trusted over time, sustained."

ARAS main office and regional outlets as per Aged Care Planning Regions



ARAS project for APY Lands Advocacy Service

- In partnership with the Department of Health and Aged Care, and the National Indigenous Australians Agency, ARAS visited the Lands to meet with community peoples and service providers, including aged care provider.
- ARAS provides advocacy service to individuals seeking our assistance, and delivers Education Sessions virtually.
- **Next Steps:**
- ARAS to meet with key community members to assist in developing culturally appropriate communications, and schedule a community roundtable to explore needs and options for a place-based advocacy service.

Thank you

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