

A New Aged Care Act

1. About HomeMade

HomeMade is an approved aged care provider which enables older people to self-manage their home care packages. Founded in 2021, HomeMade now operates at scale, with 2,500 older people choosing HomeMade as their approved provider to access services and supports at home. HomeMade is a fully owned subsidiary of Mable Technologies Pty Ltd.

HomeMade recognises the importance of effective systems and processes to provide both the freedom and control for customers to access services and support on their terms, combined with effective safeguards to ensure high quality care and compliance with home care package guidelines and requirements.

HomeMade's service is built on a foundation of highly trained case managers and clinical nurses to provide high quality advice to its customers, with a unique technology platform that allows for transparent information sharing with its customers, their representatives and their service partners. HomeMade's advanced technological solutions deliver timely information and insights, enabling it to effectively recognise and respond to customer deterioration, identify and manage incidents, and monitor clinical indicators.

As a digitally enabled organisation, HomeMade has built an efficient model of care and service which enables it to offer its customers lower care and package management fees, resulting in customers having more funding that can enable them to achieve their care goals and to live safely and independently at home.

2. Statement of Principles & Self Management

HomeMade welcomes the release of the Exposure draft – Aged Care Bill 2023. Specifically, HomeMade commends and welcomes the emphasis on the rights of older people which are embedded in the draft legislation. In enshrining in legislation the *Independence, autonomy, empowerment and freedom of choice* for older persons this legislation represents a significant step forward in adopting a rights based approach to aged care in Australia.¹

While the Exposure Draft proposes that individual older people needing aged care should “be active and informed in decision-making about the funded aged care services the individual accesses”², there remains a substantial gap in formalising a right to self management. While self management represents only a small percentage of the overall homecare market, with industry sources suggesting approximately 8 percent of Home Care Packages are self managed. However self

¹ See “Division 1 – Aged Care Rights”, *Exposure Draft – Aged Care Bill 2023*, Department of Health and Aged Care, December 2023, [link](#), pp. 29 – 32.

² *Ibid*, p. 33.

Self Managed Support trading as HomeMade

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management represents an important choice that should remain available to those older people who wish to exercise this option. Codifying this important choice would provide older people with certainty and also send a signal to all stakeholders of the right to self manage.

It is proposed that any language which codifies the rights of older people needing in-home aged care to self manage is subject to advice about the appropriate wording which finds the balance in ensuring the rights of those who wish to self manage, while acknowledging self management is not the appropriate choice for all older people.

3. New Aged Care Standards – a threat to self management?

HomeMade is concerned about the implications of the Strengthened Aged Care Quality Standards and the inconsistency between these standards and the rights centred approach of the new Aged Care Act. Under Outcome 2.8 on Workforce Planning, the draft Quality Standards include a requirement to "use direct employment to engage workers whenever possible, and minimise the use of independent contractors".³ However, under the HomeMade model of care, it is ultimately the consumer who engages their chosen service providers. Upon selecting HomeMade as their approved provider, consumers can choose to use one of the approximately 17,000 independent contractors on the Mable platform, or utilise other compliant and appropriate independent contractors or small businesses based in their local community, or draw upon care and support from employees brokered from a traditional provider.

At present, HomeMade has agreements with approximately 700 compliant and appropriate service providers, and this number continues to grow in alignment with its customers' needs and preferences. In many instances, older people choose to draw upon multiple sources of support to meet their specific individual needs for care and support. This is strongly in accordance with Standard One and the principles of person-centred care.

As such, by imposing an obligation on every provider to minimise the use of independent contractors, regardless of the choices and individual needs of that provider's clients, this wording is putting the basic model of self-management at risk. HomeMade calls for a reconsideration of this obligation within the standards and its inconsistency with the worthy goals of this legislation.

³ *Strengthened Aged Care Quality Standards*, Department of Health and Aged Care, November 2023, [link](#), p. 15.