



Australian Government
Department of Health



An Australian Government Initiative

Care Finder Program

Template for Once-off Report on Supplementary Needs Assessment Activities

In accordance with Item E.6 of the Aged Care Schedule, PHNs must use this template to submit the Once-off Report on Supplementary Needs Assessment Activities due by 31 August 2022.

Central and Eastern Sydney PHN

In this document we have used the terms Aboriginal, Aboriginal person and Aboriginal people/s when referring to Aboriginal and Torres Strait Islander peoples. We chose Aboriginal because it is inclusive of different language groups and areas within the CESPNN region where this Once-off Report on Supplementary Needs Assessment Activities will be used. There will be some instances where the terminology will be different to our preferred terms, as we use the terminology of the data set being used.

Abbreviations

ABS	Australian Bureau of Statistics
ACAT	Aged Care Assessment Team
ACH	Assistance with Care and Housing
AIHW	Australian Institute of Health and Welfare
CALD	Culturally and Linguistically Diverse
CESPHN	Central and Eastern Sydney Primary Health Network
IARE	Indigenous Area Region
IRSD	Index of Relative Socio-economic Disadvantage
LGA	Local Government Area
LGBTQI	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
MAC	My Aged Care
NDIS	National Disability Insurance Scheme
NSW	New South Wales
PHN	Primary Health Network
SA3	Statistical Area Level 3
SA2	Statistical Area Level 2

Section 2 Outcomes

Table 1: Key findings

Identified Need	Key Issue	Evidence
High proportion of the population aged 65 years+	<p><i>Key data:</i></p> <ul style="list-style-type: none"> ○ An estimated 15.1% of the CESPHN population or 234,185 people are aged 65 years and over, and 7.1% are aged 75 years and over. ○ Proportion of population aged 65 years + ranges from 19.9% (Cronulla-Miranda-Caringbah SA3) to 9.5% (Sydney Inner City SA3). ○ Areas across the CESPHN region where people aged 65 years + make up more than 15% of the population include: <ul style="list-style-type: none"> ○ Cronulla- Miranda - Caringbah SA3 (19.9%) ○ Hurstville SA3 (17.8%) ○ Sutherland- Menai - Heathcote SA3 (17.6%) ○ Canada Bay SA3 (17.2%) ○ Eastern suburbs - North SA3 (16.3%) ○ Kogarah - Rockdale SA3 (16.3%) ○ Eastern suburbs - South SA3 (15.6%) ● The CESPHN population aged 65 years and over is projected to increase by 62.0% from 2021 to 2041. Areas with the highest increase include: <ul style="list-style-type: none"> ○ Sydney Inner City SA3 (103.1%) ○ Leichhardt SA3 (77.9%) ○ Strathfield-Burwood-Ashfield SA3 (76.4%) ○ Canterbury SA3 (69.8%) ○ Marrickville-Sydenham-Petersham SA3 (62.0%) <p><i>Key issues:</i></p> <ul style="list-style-type: none"> ○ The increase in population by 2041 is expected to create a significant increase in demand for aged care service supports. 	<ul style="list-style-type: none"> ● Census of Population and Housing Canberra: ABS; 2021 ● CESPHN Care Finder Program Community Consultation Survey ● Feedback from key stakeholders ● Centre for Epidemiology and Evidence. HealthStats NSW 2021
Social isolation	<p><i>Key data:</i></p> <ul style="list-style-type: none"> ○ 23% of people aged 65 and older in the CESPHN region live alone. The highest rates of people aged 65 years and older living alone are in: <ul style="list-style-type: none"> ○ Sydney Inner City SA3 (34.3%) 	<ul style="list-style-type: none"> ● Census of Population and Housing Canberra: ABS; 2021 ● CESPHN Care Finder Program Community Consultation Survey

Identified Need	Key Issue	Evidence
	<ul style="list-style-type: none"> ○ Leichhardt SA3 (27.6%) ○ Eastern Suburbs - North SA3 (27.4%) ○ Eastern Suburbs – South SA3 (25.9%) ○ Botany SA3 (25.0%) ○ Marrickville-Sydenham-Petersham SA3 (23.4%) <p><i>Key issues:</i></p> <ul style="list-style-type: none"> ○ Risk of social isolation in older people can be high, particularly after the death of a partner, particularly for those from vulnerable groups such as CALD, LGBTQI+. ○ While some older people accessing or considering accessing aged care services have the support of family or friends, the challenges and barriers for those living on their own and without family or friends to assist with the process is much harder. 	<ul style="list-style-type: none"> ● Feedback from key stakeholders
Pockets of socio-economic disadvantage across the region	<p><i>Key data:</i></p> <ul style="list-style-type: none"> ● There are pockets of significant disadvantage at the SA2 level within: <ul style="list-style-type: none"> ○ Canterbury SA3 (Index of Relative Socio-economic Disadvantage (IRSD) scores range from 852-978) ○ Hurstville SA3 (IRSD scores range from 875-973) ○ Kogarah – Rockdale SA3 (IRSD scores range from 986 - 994). ● 49.8% of the CESP HN population aged over 65 years receive the aged pension. The highest rates of aged pension recipients, were in: <ul style="list-style-type: none"> ○ Canterbury SA3 (67.9%) ○ Kogarah – Rockdale SA3 (59.1%) ○ Hurstville SA3 (55.4 %) ● 61.6% of the CESP HN population aged over 65 years receive either the aged pension or the Commonwealth Seniors Card. The highest rates combined aged pension recipients and Commonwealth Seniors Card recipients were in: <ul style="list-style-type: none"> ○ Canterbury SA3 (75.2%) ○ Botany SA3 (75.0%) ○ Sutherland-Menai-Heathcote SA3 (72.1%) <p><i>Key issues:</i></p>	<ul style="list-style-type: none"> ● Indexes for Areas (SEIFA) Canberra: ABS; 2016 ● Department of Social Services, 2021, ABS ERP 2020 ● CESP HN Care Finder Program Community Consultation Survey ● Feedback from key stakeholders

Identified Need	Key Issue	Evidence
	<ul style="list-style-type: none"> • Older people in lower socio-economic regions are at greater risk of poor health, have higher rates of illness, and higher levels of disability. • Older people living in low socio-economic regions are often surrounded by social and environmental conditions which are unsafe. • Access to community education resources in low socio-economic regions is often poor. • Community-based organisations are serving as a safety net for many older people in low socio-economic areas, particularly those living alone. • The social and environmental conditions within each of the low socio-economic regions in CESPHN are culturally and contextually quite distinct. 	
People living with disability	<p><i>Key data:</i></p> <ul style="list-style-type: none"> • An estimated 13.7% of the CESPHN population aged 65 years and over, have a profound or severe core activity limitation. Across the region, this ranges from Canterbury SA3 (18%) to Eastern Suburbs - North SA3 (8.66%). • The highest rates of people living with a profound or severe core activity limitation, aged 65 years and older, can be found in: <ul style="list-style-type: none"> ○ Canterbury SA3 (18%) ○ Marrickville-Sydenham-Petersham SA3 (16.5%) ○ Kogarah-Rockdale SA3 (16%) ○ Botany SA3 (15.6%) ○ Hurstville SA3 (15.2%) • An estimated 21.7% of the CESPHN population aged 65 years and over, have a mild to moderate core activity limitation. Across the region, this ranges from Sutherland-Menai-Heathcote SA3 (25.3%) to Eastern Suburbs - North SA3 (14.8%). • The highest rates of people living with a mild to moderate core activity limitation, aged 65 years and older, can be found in: <ul style="list-style-type: none"> ○ Sutherland - Menai - Heathcote SA3 (25.3%) ○ Cronulla-Miranda-Caringbah SA3 (25.1%) ○ Hurstville SA3 (24.4%) ○ Canterbury SA3 (23.3%) ○ Marrickville-Sydenham-Petersham SA3 (23.0%) <p><i>Key issues:</i></p>	<ul style="list-style-type: none"> • Survey of Disability, Ageing and Carers: ABS, 2018 • Census of Population and Housing Canberra: ABS; 2021 • CESPHN Care Finder Program Community Consultation Survey • Feedback from key stakeholders

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	<ul style="list-style-type: none"> The prevalence of disability increases with age. In 2018, one in nine (11.6%) people aged 0 – 64 years and one in two (49.6%) people aged 65 years and over had a disability. The extent to which disability impacts on the lives of people with a disability varies considerably across cultural background. 	
Homelessness or risk of homelessness (including access to affordable housing)	<p><i>Key data:</i></p> <ul style="list-style-type: none"> Our population is characterised by high numbers of people experiencing homelessness or at risk of homelessness. 0.9% of our population were counted as homeless in 2016 Census. Within the CESP HN region is: <ul style="list-style-type: none"> 35% of the total NSW homeless population 65% of all NSW boarding house residents 22% of NSW social housing residential dwellings, with long waitlists for general applicants. SA3s with the highest rates of people experiencing homelessness include: <ul style="list-style-type: none"> Sydney Inner City SA3 (2.3% of the SA3 population) Marrickville-Sydenham-Petersham SA3 (1.8% of the SA3 population) Strathfield - Burwood - Ashfield SA3 (1.3% of the SA3 population) Canterbury SA3 (0.9% of the SA3 population) Long wait times for access to social housing in the CESP HN region (5-10+ years). <ul style="list-style-type: none"> Approximately one in six people applying for housing in NSW are in allocation zones within our catchment (15.2%). One third (33.3%) of priority applicants are in allocation zones within our catchment. In NSW, older people experiencing homelessness is on the rise, up 52.3% for people aged 65-74 and up 43.3% for people aged 55+ compared to 37.3% in all age groups between the period of 2011-2016. Highly represented homelessness population groups include men, Aboriginal people, people aged 55 years and older. Women over the age of 60 are the fastest growing cohort of people facing homelessness (two thirds do not own their own home and one third have no superannuation). <p><i>Key issues:</i></p>	<ul style="list-style-type: none"> Homelessness and homelessness services: AIHW; 2021 Census of Population and Housing Canberra: ABS; 2016 CESP HN Assistance with Care and Housing (ACH) Survey Expected waiting times: NSW Government – Communities and Justice; 2022. CESP HN Care Finder Program Community Consultation Survey Feedback from key stakeholders

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	<ul style="list-style-type: none"> • Low-cost housing is becoming more and more difficult to find (more older people are retiring with a mortgage, and private rentals up 45% in the last 5 years). • Pensioners are being priced out of the rental market. • Insufficient availability of services that can meet immediate needs in crisis situations. • Difficulty in registering people with MAC with no address or transient address has been reported as a problem. • A high proportion of current social and community housing is physically inaccessible for older people with mobility issues. • Current ACH services are limited in their capacity to undertake assertive outreach without additional resources (often working as sole service providers for whole regions). Current providers have also indicated there is increased demand for services and assertive outreach across the following SA3s: Sydney Inner City, Marrickville – Sydenham – Petersham and Strathfield – Burwood – Ashfield. 	
<p>Aboriginal and Torres Strait Islander people’s health and access to culturally appropriate services</p>	<p><i>Key data:</i></p> <ul style="list-style-type: none"> • Population estimates show that 18.3% of the CESPHN Aboriginal population are aged 50 years and over and 6.5% were aged 65 years and over. • Areas with the highest proportion of Aboriginal persons aged 50 years and over are: <ul style="list-style-type: none"> ○ Leichhardt IARE (24.0%) ○ Botany Bay IARE (21.4%) ○ Sydney-City IARE (19.7%) • In 2019-20 there were only 53 individuals in home care or transition care in the CESPHN region who identified as Aboriginal, accounting for 1.0% of residents using home care or transition care services in the CESPHN region. • The highest Indigenous Relative Socioeconomic Outcome (IRSEO) scores – indicating the least advantaged Indigenous Areas (IARE) within the CESPHN region: <ul style="list-style-type: none"> ○ Canterbury IARE (21) ○ Randwick – La Perouse IARE (19) ○ Sydney City IARE (12) <p><i>Key issues:</i></p>	<ul style="list-style-type: none"> • Aboriginal & Torres Strait Islander Social Health Atlas of Australia: PHIDU; 2021 • GEN Aged Care Data: AIHW; 2021 • CESPHN Care Finder Program Community Consultation Survey • Feedback from key stakeholders

Identified Need	Key Issue	Evidence
	<ul style="list-style-type: none"> • Many Aboriginal people particularly those with a with exposure to past trauma are hesitant to want to engage with the aged care system. • Long term health conditions are common. In 2018-19, an estimated 80.8% of the Aboriginal population in the CESPHN region had current long-term health conditions, ranking the highest of all PHNs. Almost half of Aboriginal people within our region were estimated to have three or more long term health conditions (49.2%), again the highest estimate for all PHNs. 	
Culturally and linguistically diverse (CALD) communities	<p><i>Key data:</i></p> <ul style="list-style-type: none"> • A high proportion (53.7%) of the CESPHN population aged 65 years and older were born overseas. Nationally 34.7% of the population aged 65 years + was born overseas. SA3s with the highest proportions in our region are: <ul style="list-style-type: none"> ○ Canterbury SA3 (78.2%) ○ Strathfield-Burwood-Ashfield SA3 (67.8%) ○ Kogarah – Rockdale SA3 (67.4%) ○ Botany (64.2%) ○ Marrickville-Sydenham-Petersham SA3 (63.0%) ○ Hurstville SA3 (58.6%) • 6.3% of people in the CESPHN region have low levels of English proficiency: <ul style="list-style-type: none"> ○ Canterbury SA3 (14.5%) ○ Hurstville SA3 (11.3%) ○ Strathfield – Burwood – Ashfield SA3 (10%) • CALD people born in non-English speaking countries account for approximately 30% of all residential and transition care places (38% and 31% respectively) and 61% of home care places were filled by people born in non-English speaking countries. • The top five spoken languages, other than English, by people in the CESPHN region are: <ul style="list-style-type: none"> ○ Mandarin (17.2%) ○ Cantonese (9.4%) ○ Greek (8.7%) ○ Arabic (8.2%) ○ Nepali (4.7%) • Areas with a high concentration of speakers of these languages are: 	<ul style="list-style-type: none"> • Census of Population and Housing. Canberra: ABS; 2021. • GEN Aged Care Data: AIHW;2021 • Regional population by age and sex. Canberra: ABS, 2021 • CESPHN Care Finder Program Community Consultation Survey • Feedback from key stakeholders

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	<ul style="list-style-type: none"> ○ Mandarin: 18.6% of Mandarin speakers live in Hurstville SA3, 18.5% live in Sydney Inner City SA3 and 18.3% live in Strathfield-Burwood-Ashfield SA3. ○ Cantonese: 25% of Cantonese speakers live in Hurstville SA3, 16.1% live in Strathfield-Burwood-Ashfield SA3 and 12.6% live in Kogarah-Rockdale SA3. ○ Greek: 22% of Greek speakers live in Canterbury SA3, 21.6% live in Kogarah-Rockdale SA3 and 11.5% live in Hurstville SA3. ○ Arabic: 39.5% of Arabic speakers live in Canterbury SA3, 21.1% live in Kogarah-Rockdale SA3 and 11.2% live in Hurstville SA3. ○ Nepali: 31.8% of Nepali speakers live in Strathfield-Burwood-Ashfield SA3, 26.2% live in Hurstville SA3 and 23.9% live in Kogarah-Rockdale SA3. <ul style="list-style-type: none"> ● The top five spoken languages, other than English, by people with poor English proficiency in the CESP HN region are: <ul style="list-style-type: none"> ○ Mandarin (1.8% of residents) ○ Cantonese (1.0% of residents) ○ Greek (0.5% of residents) ○ Arabic (0.4% of residents) ○ Vietnamese (0.3% of residents) ● Other languages spoken across the CESP HN region by people with poor English proficiency include Korean, Thai, Spanish and Italian. <p><i>Key issues:</i></p> <ul style="list-style-type: none"> ● There is need for care finder services to cater for many CALD communities, including individuals from refugee communities. ● People aged 65 years and older with low-level digital literacy skills and low-level English proficiency have trouble accessing and navigating the MAC Portal. ● Those who have trouble navigating the portal are also hesitant to reach out for support and are also less likely to make an informed decision about their care arrangement and then end up in crisis. ● Clients not speaking English well or at all require around 25% more time to assess and support when seeking aged care service supports. 	
Veterans	<i>Key data:</i>	<ul style="list-style-type: none"> ● Census of Population and Housing. Canberra: ABS; 2021.

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	<ul style="list-style-type: none"> • Across the CESP HN region almost 15,000 individuals reported that they had previously served in the Defence Force (regular and/ or reserves), with over half aged 65 years and over: <ul style="list-style-type: none"> ○ Over one-quarter reside in the Sutherland Shire LGA (n= 2,155; 27.4%) ○ Canterbury -Bankstown LGA (n= 1,210), accounting for 15.4% ○ Georges River LGA (n=724), accounting for 9.2% ○ Sydney LGA (n=662), accounting for 8.4%, and ○ Randwick LGA (n=627), accounting for 8.0%. • In March 2022, approximately 8,500 veterans (all ages) within the CESP HN region were receiving a Department of Veteran Affairs related payment. Approximately one in five (19.6%) live in the Sutherland Shire LGA, 15.4% live in the Sydney LGA, 14.4% live in the Canterbury-Bankstown LGA, 10.7% live in Bayside LGA and 10.4% live in Randwick LGA. <p><i>Key issues:</i></p> <ul style="list-style-type: none"> • Veterans particularly those with a mental health condition related to their service can be hesitant to want to engage with the aged care system. 	<ul style="list-style-type: none"> • Department of Veteran Affairs Website. Accessible via: http://dva.gov.au • CESP HN Care Finder Program Community Consultation Survey • Feedback from key informants
Forgotten Australians, and care leavers	<p><i>Key data:</i></p> <ul style="list-style-type: none"> • Estimates show that there are approximately 500,000 children who found themselves in institutional or other out of home care in the last century. <p><i>Key issues:</i></p> <ul style="list-style-type: none"> • Many of the people in this population are now reaching the age where they may need some assistance, however many are understandably fearful of again being vulnerable to poor treatment. 	<ul style="list-style-type: none"> • Alliance for Forgotten Australians Website. Accessible via: https://forgottenaustralians.org.au/about/forgotten-australians • CESP HN Care Finder Program Community Consultation Survey • Feedback from key stakeholders
LGBTQI+ communities	<p><i>Key data</i></p> <ul style="list-style-type: none"> • Data from the 2016 Census indicates that 8,320 same sex couples reside in the CESP HN region comprising around 1 in 5 of all same sex couples living in Australia. • Sydney Inner City SA3 had the highest number of same sex couples for both male and female, representing 47% of same sex couples in the CESP HN region <p><i>Key issues:</i></p> <ul style="list-style-type: none"> • LGBTQI+ older people are less likely to access aged care services due to the significance of historical discrimination. 	<ul style="list-style-type: none"> • Census of Population and Housing. Canberra: ABS; 2016 • CESP HN Care Finder Program Community Consultation Survey • Feedback from key stakeholders

Identified Need	Key Issue	Evidence
	<ul style="list-style-type: none"> Not all care finder workers may have the right skillset and knowledge base to be supporting older LGBTQI+ people. Older LGBTQI+ people <i>'Don't want to be treated differently just included'</i>. 	
People living with dementia	<p><i>Key data:</i></p> <ul style="list-style-type: none"> Based on an estimated 358,398 people aged 65 years and over living with dementia in Australia, we estimate that there are around 17,507 people aged 65-84 years in the CESPHN region that have dementia, accounting for 7.4% of this population group. Dementia is expected to increase by 36.8% to 490,326 people nationally by 2031. <p><i>Key issues:</i></p> <ul style="list-style-type: none"> Many people suffering from dementia could be linked into aged care services at an earlier point in their journey, and many older people identified with potential dementia could be referred earlier for diagnostic assessment. 	<ul style="list-style-type: none"> AIHW, Dementia in Australia, 2021 CESPHN Care Finder Program Community Consultation Survey Feedback from key stakeholders
Service integration and navigation	<p><i>Key data:</i></p> <p>Within the CESPHN region the following aged care services are available to older people:</p> <ul style="list-style-type: none"> 158 residential aged care facilities, offering 13,163 places, 127 Home Care providers, providing home care packages to 7,641 people, and 850 entry-level aged care support services <p><i>Key issues:</i></p> <ul style="list-style-type: none"> Many aged care providers reported they provide moderate levels of aged care navigation to help connect people to their support services. Some aged care providers expressed hesitancy in the concept of referring clients to care finders for fear of losing their clients to other services. ACAT and health services reported the need for care finder organisations to have a sound understanding of the local aged care sector and the MAC system to reduce implementation challenges, improve working relationships between ACAT and care finders, and to streamline earlier commencement of services. Limited technological skills or poor familiarity with online systems makes accessing an aged care assessment and services through MAC challenging for many older people. 	<ul style="list-style-type: none"> GEN Aged Care Data: AIHW, 2021 Stakeholder consultations

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	<ul style="list-style-type: none"> <li data-bbox="465 242 1379 360">Stakeholders reported that the increasing automation of service access points (MAC & NDIS portals) presents difficulty for those with poor digital literacy skills in initiating and completing processes without some level of support. This is often compounded for those living alone. 	