SNAPSHOT

Critical Interim Support Pilot Year 1 results

Brotherhood of St Laurence

Dr Amber Mills, Senior Research Fellow

April 2022

Background

What: The Critical Interim Support pilot addresses a serious service gap in the aged care sector, by working in an assertive outreach capacity with older people in vulnerable situations, who experience deep disadvantage.

Who: The program provides much-needed support to socially isolated and financially impoverished older people, who are often 'hidden' from sight and who are unable to access home-based aged care services.

How: It provides early intervention before people's health and living circumstances deteriorate, reducing demand on service systems.

Objectives

– Address significant barriers to accessing aged care faced by community-dwelling elders

– Use traditional case management approaches to connect people to aged care services

Overview

Program history

Pre-pilot from July 2019
Pilot September 2020–2022

Program principles

Person-centred; trauma-informed; dignity of risk; non time-limited

Inclusion criteria

Eligible for home-based aged care services; limited social and financial resources

Exit criteria

Sustainable and ongoing supports in place

Demographics

Intake 1 – September 2020 to 31 August 2021

– 61 clients, aged 49-100 years

– Median age 76 years

Living arrangements

– 35 live alone

– 19 live with partner/family/others**

– 1 homeless

Referral sources

– 36 aged care assessors

– 12 health services

– 4 internal referrals

– 1 community nursing

– 1 family violence crisis provider

– 1 walk-in

Discharges

– 34 clients discharged*
(23 to Home Care Packages;
4 to residential care;
1 to Commonwealth Home Support Program)

– Median engagement 12 weeks

Barriers to care

Individual barriers

– Personal insight and knowledge of available resources

– Disconnection from social and support networks

– Self-neglect

– Psychosocial factors

– Complex family circumstances

– Elder abuse

– Past experience of trauma

Systemic barriers

– Waitlists to receive care after being assessed as eligible

– (Mis)understanding of *My Aged Care* system

– Phone-based assessments

– Provider risk management policies

– Out-of-pocket costs of nursing care

Next steps

Completion of Year 2 pilot 31 August 2022

Submissions to government about designing navigation services, and the need to include case management

Advocacy, building sector and community networks

Sharing the Critical Interim Support learnings and outcomes

*Some missing data
**Socially disconnected despite living with others