



What We Heard

A summary of public consultation on the draft
National Strategy for the Care and Support Economy

Care and Support Economy Taskforce



Introduction

The National Strategy for the Care and Support Economy (National Strategy) sets out the Australian Government’s vision for our care and support system across aged care, disability support, veterans’ care and early childhood education and care (ECEC) sectors. It is the start of a conversation about how the community culturally and economically values care and support, and how we want to organise care and support.

The National Strategy will be supported by an implementation snapshot that tracks progress towards achieving the strategy’s objectives.

The draft National Strategy was developed in consultation with key stakeholders representing care and support recipients and advocates, providers and unions between February and April 2023. Consultations included face-to-face and online meetings, roundtables and workshops.

The draft National Strategy was released for public consultation in May, and was open for comment until 26 June 2023. This update sets out the key feedback received during the consultation process.

Public Consultation Process

- The public consultations on the draft National Strategy for the Care and Support Economy ran from 28 May - 26 June 2023.
- Participants in the public consultations discussed the National Strategy’s vision and three goals.
- Responses to the National Strategy could be made through a short survey or a written submission (or both).

368 responses
to public consultation

126

written
submissions

242

survey
responses

Over 700 people

involved in stakeholder
consultations including
meetings and briefings
to give direct
feedback
on draft

Consultation Feedback

Vision

A sustainable and productive care and support economy that delivers quality care with quality jobs.



73% of respondents support the Vision

Goal 1: Quality Care

Person-centred services that recognise those accessing care and support as individuals and deliver quality outcomes.



85% of respondents support Goal 1.

Key topics raised in consultation

Issues on workforce shortages, skills and migration

58% of submissions

Issues around access to services, including thin markets and person-centred care

44% of submissions

"System navigation is too complex"

29% of subs

"Informal carers need more support"

27% of subs

Goal 2: Quality Jobs

Secure, safe jobs with decent wages, conditions and opportunities for career progression.



82% of respondents support Goal 2.

Key topics raised in consultation

Value of work

55% of submissions

Concerns about professionalisation and career pathways

40% of submissions

Issues with safety and inclusion

38% of subs

Goal 3: Productivity and Sustainability

A care and support economy that has functioning markets, sustainable funding and harnesses innovation to generate productivity gains.



70% of respondents support Goal 3.

Key topics raised in consultation

Issues on funding and sustainability

59% of submissions

Views on productivity

47% of submissions

Issues with markets

45% of submissions

Issues around access to services, including thin markets and person-centred care

44% of submissions

Updates to the National Strategy based on public consultation

Insights gained during the public consultation have informed the finalisation of the National Strategy. We have taken on board feedback regarding the importance of quality jobs in the care and support sector, person-centred care, the specific needs of First Nations peoples, and the stewardship role the Australian Government plays in strengthening systems and responding to the diversity of people and communities in Australia.

Implementation

One of the key questions asked in meetings and briefings on the National Strategy, was how the National Strategy fits with other inquiries and reforms to the care and support sectors, and how the National Strategy would be implemented.

In response to these questions, the Taskforce is doing further work to outline implementation arrangements for the National Strategy. This will include outlining ongoing governance arrangements to drive implementation of the National Strategy and ensure a joined up approach to reform across government.

Next steps

The National Strategy is currently being finalised and is expected to be released later in 2023. If you would like to receive updates to your inbox, please register here <https://forms.office.com/r/n7Vss01EpR>.