

29 January 2021

The Hon Josh Frydenberg, MP
Treasurer
PO Box 6022
Parliament House
CANBERRA ACT 2600

Dear Treasurer

RE: FY21-22 Pre-Budget submission for InteliCare – Improving the Multi-Purpose Service Program in Regional, Rural and Remote Australia.

Thank you for the opportunity to contribute to the 2021-22 Budget process.

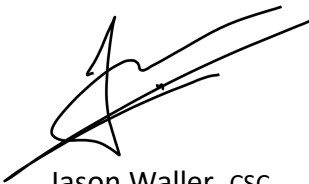
Please find attached InteliCare's Pre-Budget submission.

We are a for-profit organisation and are committed to supporting in home care for older Australian in regional, rural and remote areas.

Our submission outlines how we can partner with the Australian Government to roll-out the InteliCare solution to allow older people to stay at home for as long as they desire.

For further information, please contact me on 0407 150 263. We look forward to discussing this further with you or your office.

Yours sincerely,



Jason Waller, csc
Chief Executive Officer and Managing Director



Intelicare

2021-22 Federal Pre-Budget Submission

Improving the Multi-Purpose Services Program for Older Australians Living in Regional and Rural Areas

29 January 2021

Recommendations

1. A three-year Commonwealth program to fund the purchase and operation of **1,000 Intelicare systems** by MPS will enhance their HCP and CHSP services delivery and meet the Federal Governments objectives. The estimated cost would be **\$4.5 million over three (3) years**. The first systems could be operational immediately to reduce the waiting list, with full deployment occurring over 12 months as further clients are mobilised. In the first instance Intelicare will work with the Commonwealth and MPS to identify needs and opportunities to ensure a targeted deployment to areas of greatest impact.
2. There be an evaluation of the impact of Intelicare within regional, rural and remote MPS over the next 12 months, to identify potential efficiencies which may also translate to urban home care.

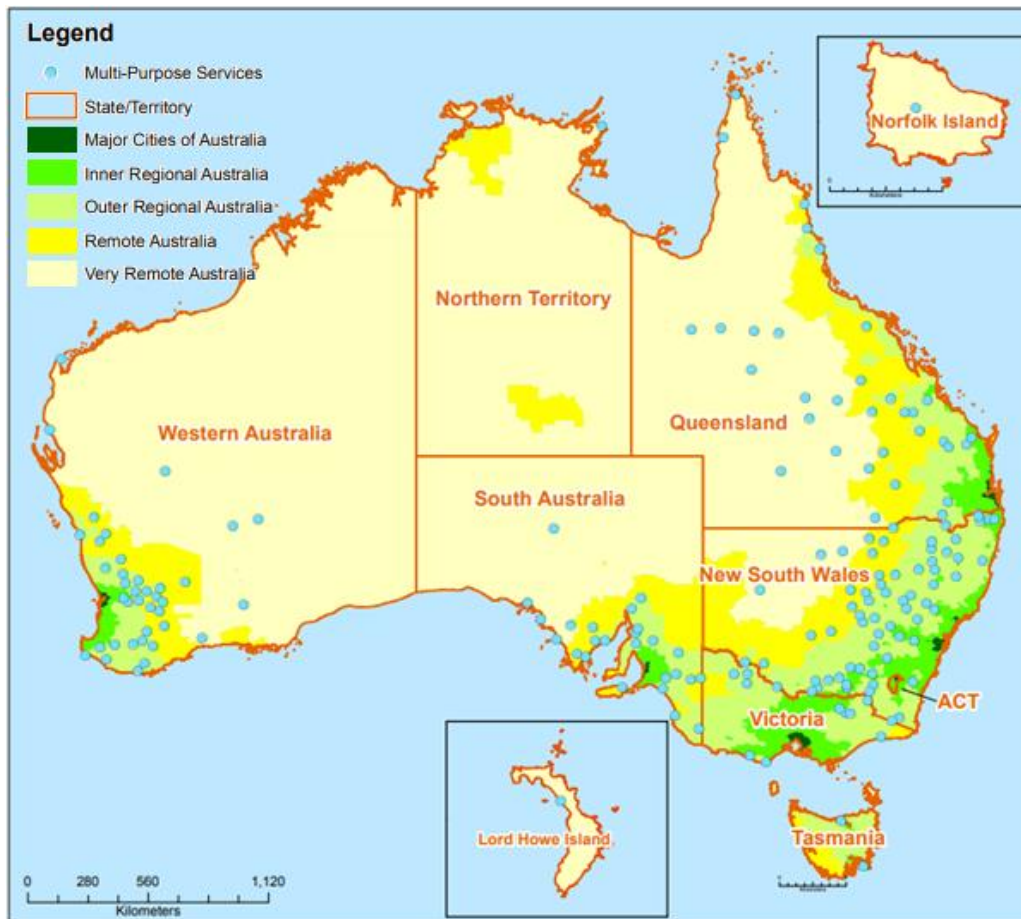
Enhancing the Multi-Purpose Services Program with Intelicare's predictive technology

3. The Multi-Purpose Services (MPS) Program aims to provide integrated health and aged care services to regional and remote communities in areas that cannot support both a separate aged care home and hospital. The objective is to allow older Australians to stay in their own communities as they get older, close to their families and community ties. The MPS Program provides services for most of the Australian continent. Services are found in every state and territory and are almost always provided by state and territory governments.



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Multi-Purpose Service Locations Australia (2018)



(Source: https://www.health.gov.au/sites/default/files/documents/2019/12/multi-purpose-service-locations-multi-purpose-service-locations-map_0.pdf)

4. The Federal Government pays a flexible care subsidy to approved MPS for providing aged care services in some regional and remote areas. This is combined with funding for health services from state and territory governments and allows the best use of limited resources. The funding arrangements between the Commonwealth and the States and Territories are governed by an agreement which currently expires on 30 June 2022.
5. In 2019 a review examined whether delivering aged care services in regional and remote areas through MPS was an effective model¹. The final report contained several recommendations for the program. The Government response to the review was released in April 2020. The Commonwealth accepted Recommendation 6 which called for a funding review to support the “...*delivery of flexible, high quality home care and home-based palliative care and to reducing avoidable residential aged care.*” The Government also accepted Recommendation 11 and the call for private provision and consumer choice in HCP.

¹ Australian Government (2020) “*Australian Government Response – MPS Review recommendations*”
<https://www.health.gov.au/resources/publications/aged-care-in-mps-response-to-the-australian-government-terms-of-reference>



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6. Intelicare commends the aims and objectives of the MPS Program. We believe it is an equitable and worthwhile program. However, it can be improved. Two pressing priorities are addressing failure to deliver services and consumer choice in the provision of aged care services to older Australians living in regional and remote areas who wish to remain at home for as long as possible.
7. The proven Intelicare technology is ideally suited to assist the Federal Government in meeting the primary objective of the MPS Program to provide “innovative, flexible and integrated health and aged care” to Australians living in regional, rural, and remote communities. The technology is an innovative and flexible solution that supports the strong preference for ageing in the local community.
8. Further, funding MPS to implement Intelicare Technology will ensure the Commonwealth can successfully implement Recommendation 6 of the MPS Program Review which it has accepted².

About Intelicare

9. Intelicare Holdings Limited (ACN 622 484 397) is an Australian technology company that has commercialised a smart Internet of Things (IoT) and Artificial Intelligence (AI) predictive monitoring system for use in the aged care and health sectors.
10. The company was founded in 2016 following receipt of a \$500k “Royalty for Regions” grant through the Western Australian (WA) Government’s Department of Health, with a remit to develop remote monitoring technology to support people at risk (the elderly and disabled), to live independently. Intelicare developed the system over three years, with 25,000+ hours of development, including multiple in-residence trials.
11. It subsequently commercialised this technology and delivered systems to the WA Department of Health, WA Department of Communities, a range of aged care organisations (both home care and residential living) and independent customers.
12. The unique predictive capability based of AI learning, allows seniors to age in place as they desire, by avoiding unnecessarily early admissions to residential aged age.
13. Many seniors across Australia including in regional areas use the Intelicare technology in their homes.

How clever technology can be part of the solution

14. The Intelicare system is a leading and proven next generation technology and AI based predictive monitoring system that can help patients stay in their own home longer.
15. This advanced technology supplants user-activated nurse call services and wearables that are not well adopted by the elderly.
16. The Intelicare system identifies deviations from patterns of normal behaviour to predict negative events e.g. falls or reduced nutrition, which if unchecked would usually result in medical intervention and/or a hospital admission. This early intervention has been shown to reduce or prevent hospitalisation, or re-admission to

² Australian Government (2020): 2



Intelicare

hospital. The predictive benefits of Intelicare technology delivers better outcomes for the patient, their loved ones, and the health care system.

17. The industry leading AI uses data from non-invasive non-wearable sensors (IoT data - movement, power, door, temperature etc.) to detect changes in an individual's behaviour patterns and provide early warning for family and carers. This is achieved through a smart device application or online portal. The system can be self-installed easily, or installation provided as a service, and is fully transportable and can be used in a range of environments.
18. Once installed, the system monitors the individual's domestic behaviour (e.g. sleep, normal household routine, bathroom use and regularity of meal preparation) over a few days. AI continuously detects behaviour trends and sends either a daily "all okay" message, or abnormal event alerts through mobile "push" and text notifications to primary care givers, care service providers and family, with real time feedback. For commercial applications it utilises a cloud-based dashboard to enable care providers to triage multiple residents according to deterioration, based on each resident's data trends.
19. The AI learning capability of the monitoring system is predictive allowing early intervention which delivers better health outcomes more efficiently and cost effectively. An overview can be found here: <https://www.youtube.com/watch?v=Mv1g0oAvDuk&t=14s>

Addressing Regional and Remote Market Failure

20. In some regional and remote areas there is "market failure" in terms of service providers being available to deliver on the Home Care Package (HCP) component to older Australians wishing to remain in their home and community. As the 2019 Review found:

"...In many cases, the MPS is the provider of last resort in community aged care where external providers of Home Care Packages (HCP) and Community Home Support Programme (CHSP) are deterred by poor economies of scale and long travel times from regional hubs."³

21. As a result, MPS-based community nurses play a central role in identifying needs, integrating services, and easing transition between homebased and residential care⁴. This can be a financial struggle – the review noting that *"two thirds of the MPS did not use their funding to support aged care for people living in their own home."⁵*

³ Woods, Michael; Edwards, Karen; Naghsh Nejad, Maryam; Haywood, Phil and Wise, Sarah (2019) "Aged care in MPS: Response to the Australian Government Terms of Reference" (Sydney, CHERE): 11

⁴ Woods et al, 2019: 39

⁵ Woods et al, 2019: 10



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22. The Intelicare technology would enable MPS to support regional and remote Australian seniors wishing to live at home independently, by using industry-leading smart sensors and machine learning. The technology would make community nurses more efficient and the program more cost effective. The predictive nature of the technology will also enhance standards of care while permitting clients to remain in their homes, in their communities, for longer.



Providing Choice

23. Older Australians living in regional and remote areas, who are relying upon an MPS HCP or CHSP aged care service have no choice of provider, as “...in many cases, the MPS is the provider of last resort”.⁶ The Government has agreed in response to the review, to investigate private provision and choice as part of the creation of a single unified system for care of the elderly in their home.
24. Additionally, the desired services may not be available. “One issue repeatedly discussed in case study visits to small or isolated communities was the misalignment between the community-based aged care providers that were advertised on My Aged Care as servicing that town, and the actual provision of care by those providers to eligible and approved individuals in the town.”

⁶ Woods et al, 2019: 11



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25. Using the Intelicare technology would allow the more targeted and efficient use of HCP packages while providing an equitable option for care those whose more limited needs are currently not being met. For example, follow on remote monitoring of older patients in their own home, will increase the benefits of recently implemented telehealth consultation program. This will reduce reliance on in-home checks and focus the limited number of HCP packages on preventative healthcare, where either the technology identifies a need, or a need has been identified by other health care professionals. The provision of targeted care to those in immediate and greatest need will lead to a productivity increase for MPS.
26. Supporting the roll out of Intelicare will also extend the geographic reach of existing rural and regional based private or external HCP and CHSP providers, by removing the need to always travel long distances to service all patients – currently uneconomic, rather than those who require personal visits for care reasons.
27. Implementing the Intelicare solution by MPS will provide choice to the elderly in remote and regional Australia by allowing them the option to age-in-place rather than being forced to relocate simply to access support services. Additionally, their urban-based families will have the ability to become part of the care solution.

Implementation Case Study – Rural and Regional Western Australia

“My Stepmother Bessema lives in an independent living unit in the rural town of Cunderdin. If it weren’t for Intelicaring my Stepmother, who is 96 years old and blind, would have to move into an aged care home. I’m in Perth, and I know that the Intelicaring app will tell me if I have to check in on my Stepmother. It gives us both great peace of mind knowing she can live in the country town she loves, and I don’t have to worry about her.” Julie Douglas

Jason Waller, CSC

Chief Executive Officer

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