



Home and community health service providers deliver essential support for the elderly and other vulnerable clients every day across Aotearoa.

This workforce provides care that enables over 100,000 people to live as independently as possible, for as long as possible, in their own homes and communities.

The sustainability and quality of this essential home and community service is under threat and action is needed to ensure continued services for generations to come.





Actions the next government must take to strengthen the home and community health services sector (service providers, workers we employ, clients we serve) so we can deliver the care clients need, when they need it, removing variations in equity of access, experience of care, and the quality of service delivery.



Recognise the essential care and support we provide across Aotearoa

We are the workforce in people’s homes every day. Our people are our greatest asset, and an integral and important part of the health and disability system. We are an essential workforce, and need to be recognised and valued as such. Our care workers are motivated by their intrinsic belief in the values of their role. They are an empathetic, caring workforce that reflects our country and its people.



Enable services to meet the complex and varied needs of the clients we serve

It is imperative to have sustained investment in technology as a key enabler to meet increasing service demands and the complexity of client needs. Providers need funding to implement better systems and data that informs workforce planning, service design and delivery, client experience of care and outcomes, through a te ao Māori framework and cycle of continuous improvement.



Act to ensure long term sustainability of the sector

Current inconsistent approaches in service agreements and approaches across regions have created unacceptable variations in how services are funded. We need a long-term approach to commissioning by exploring the feasibility of a more integrated service and costing model. Establishing nationally consistent service specifications and a quality and improvement framework will support high standards of care, and increased sustainability of the sector.



Invest to recruit, retain and develop our workforce

Inability to attract and retain support staff continues to be our most significant workforce challenge. Care and support worker roles need to be positively profiled as a pipeline for career growth across the health and disability system. We need support to help attract and retain new and also younger people into the sector, to increase the diversity of our workforce, profile career pathways, and continue to strengthen the national qualification structure.