

# AGED CARE ROYAL COMMISSION: PLANNING BEYOND THE INTERIM REPORT

THEME	POTENTIAL SCENARIOS	RECOMMENDATIONS TO PROVIDERS
<b>Consumer attitudes</b> The Royal Commission has put a spotlight on aged care and many stories of consumer experience have been shared.	<ul style="list-style-type: none"><li>Negative community attitudes towards aged care providers and employees.</li><li>Informed consumers and families, seeking greater assurance of quality care.</li><li>Increased portability of funding if consumer or families expectations are not met.</li></ul>	<ul style="list-style-type: none"><li>Consider your understanding of customer needs and measure customer experience e.g. distribute customer satisfaction surveys and share the data with potential consumers and employees.</li><li>Measure and benchmark customer satisfaction. Use data over several years to improve the customer experience.</li><li>Conduct customer "town halls" to seek and clarify customer needs, feedback, suggestions.</li><li>Provide visible and easy to use feedback methods, including online, or paper based.</li><li>Create a work place culture where feedback and suggestions from staff are welcomed, encouraged and responded to.</li><li>Communicate with your teams about the organisations definition of quality care, what it looks like each day, and seek feedback on how it can be improved.</li></ul>
<b>Unspent Funds</b> It is estimated that there is roughly \$450 million of unspent funds nationally	<ul style="list-style-type: none"><li>Redirection of unspent funds e.g. unspent funds to be returned to a 'pool' similar to NDIS structure and reallocated based on need</li></ul>	<ul style="list-style-type: none"><li>Ensure funding is accounted for e.g. clients are assessed regularly so they are receiving appropriate level of services and funding can be spent.</li></ul>
<b>Complaints handling</b> Consumers have reported a lack of transparency regarding complaints and there is no public data	<ul style="list-style-type: none"><li>Increased regulation around data publishing of complaints against providers</li><li>Increasing expectations from consumers on how/when complaints are resolved.</li></ul>	<ul style="list-style-type: none"><li>Consider how you can become more transparent to your consumers e.g. self-published data about complaint resolution.</li><li>Publish a clear feedback policy that includes time frames on what happens when investigating and resolving complaints. Be clear on how customers can expect to have the complaint resolved.</li></ul>

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<b>Workforce</b> The Commission have determined that pay and conditions are poor which shows that working in aged care is not a valued occupation.	<ul style="list-style-type: none"> <li>Negative attitudes towards aged care careers</li> <li>Care careers are seen as “temporary” resulting in high staff turnover, reduced continuity of care and increased training costs.</li> </ul>	<ul style="list-style-type: none"> <li>Build training and career pathways within your own organisation and partner with education institutions such as schools to showcase care careers. E.g. facilitate work experience students or University work placements.</li> </ul>
<b>Quality</b> Regulatory frameworks are not adequate to determine what quality looks like, sets a minimum benchmark	<ul style="list-style-type: none"> <li>Introduction of Quality Indicators for Home and Community Care</li> </ul>	<ul style="list-style-type: none"> <li>Consider how you measure quality in your organisation. Research Residential Care Quality indicators and determine how you could apply similar indicators within your organisation</li> <li>Look beyond compliance and seek to implement a Business excellence framework in your business.</li> </ul>
<b>Funding</b> The commission has questioned whether more funding is the answer or a complete change in the funding model is required to meet demand.	<ul style="list-style-type: none"> <li>Increased regulation around data publishing of complaints against providers</li> <li>Increasing expectations from consumers on how/when complaints are resolved.</li> </ul>	<ul style="list-style-type: none"> <li>Consider how you can become more transparent to your consumers e.g. self-published data about complaint resolution.</li> <li>Publish a clear feedback policy that includes time frames on what happens when investigating and resolving complaints. Be clear on how customers can expect to have the complaint resolved.</li> </ul>
<b>Wait times</b> Wait times for Level 4 Packages has been estimated between 1-3 years. The Commission found that in 2018, over 16,000 people died waiting for packages.	<ul style="list-style-type: none"> <li>Uncapped HCP supply</li> <li>Greater demand on interim CHSP services, meaning increased clinical care.</li> <li>Allocation of CHSP funding based on demand, funding shifted from underperformers due to low demand to those who can demonstrate demand.</li> </ul>	<ul style="list-style-type: none"> <li>Determine how you might adapt your staff recruitment strategy to meet an uncapped demand for Home Care e.g. partner with another organisation to increase your workforce pool or offer a competitive wage for areas where it is difficult to get care workers.</li> <li>Look to establish clinical governance within your CHSP organisation.</li> </ul>