

AGED CARE ROYAL COMMISSION: PLANNING BEYOND THE INTERIM REPORT

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

THEME

POTENTIAL SCENARIOS

RECOMMENDATIONS TO PROVIDERS

Workforce

The Commission have determined that pay and conditions are poor which shows that working in aged care is not a valued occupation.

- Negative attitudes towards aged care careers
- Care careers are seen as “temporary” resulting in high staff turnover, reduced continuity of care and increased training costs.

- 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.

Quality

Regulatory frameworks are not adequate to determine what quality looks like, sets a minimum benchmark

- Introduction of Quality Indicators for Home and Community Care

- Consider how you measure quality in your organisation. Research Residential Care Quality indicators and determine how you could apply similar indicators within your organisation
- Look beyond compliance and seek to implement a Business excellence framework in your business.

Funding

The commission has questioned whether more funding is the answer or a complete change in the funding model is required to meet demand.

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- Increasing expectations from consumers on how/when complaints are resolved.

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- 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.

Wait times

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.

- Uncapped HCP supply
- Greater demand on interim CHSP services, meaning increased clinical care.
- Allocation of CHSP funding based on demand, funding shifted from underperformers due to low demand to those who can demonstrate demand.

- 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.
- Look to establish clinical governance within your CHSP organisation.