Transcript

Aged Care Quality and Safety Commission

Enriching Life Through Care  
Learnings and Actions from the National Roundtable Program

**Presented by:**

Lisa Peterson PSM

Assistant Commissioner, Sector Capability and Regulatory Strategy Division

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Enriching Life Through Care’, ‘Learnings and actions from the national roundtable program’*]

[*The visuals during this video are of Lisa Peterson speaking to camera, with reference to the content of a PowerPoint presentation being played on screen*]

**Lisa Peterson:**

As part of our engagement with the aged care sector we held a series of roundtables across Australia and the idea was to connect with sector leaders, to hear from them about their experience of delivering care, and also to talk with providers about what their experience of engaging with the Commission was like and where there might be opportunities for us to better add value.

We had the incredible privilege of speaking to more than 320 incredibly impressive senior leaders across the sector and that group represent more than 230 different services across both residential and home and community care services.

[*Text saying ‘What did you ask participants?’*]

We had a number of themes that we were exploring through the conversation. So firstly it was about understanding how providers both see and enable what makes a really great aged care experience. We were also really interested to understand how providers approach measuring their own performance, how do they understand their own performance and how do they engage with continuous improvement. I came away with a great sense of optimism. I met some incredible people. Despite all of the challenges in aged care, there are people out there doing really good things.

[*Text saying ‘What is the key driver of quality aged care?’*]

Everybody concurred and providers large and small, in-home, community and resi said to me that workplace culture is the key determinant of quality of care. And I think what they were telling me was the importance of relational care and having a culture where people are empowered and expected to be responsive to the wishes of the people that they care for.

One of the examples that was shared with us that I really love comes from Melbourne’s elderly Chinese residential community. Staff in the Elderly Chinese Home in Melbourne were looking for ways to help one of their residents with dementia who wanted to spend each afternoon at a bus stop, so they built one for her, a replica Hong Kong bus stop that she could sit at each afternoon and wait for her son.

One of the really important takeaways from the roundtable for me was the importance of thinking about cultural context in the way that we communicate expectations around aged care both to older Australians and to people that are providing care.

Tangentyere Council Aboriginal Corporation in Alice Springs wanted to do some work to make sure that the Quality Standards for Aged Care were meaningful for their community. They worked with their community to give meaning to each of the Quality Standards in their cultural context. They recorded that in languages and they play that in audiovisual formats around their communities.

[*Text saying ‘What did we learn about ourselves?*]

What I’m taking from the roundtables into the work that we’re doing to support the sector with the implementation of the strengthened Quality Standards is the importance of being absolutely transparent, by having role-based, targeted, simple, easily consumable education and communication materials, by communicating frequently and often, and working closely with the sector to design a change program that’s fit for purpose and works for you.

A really strong theme that came through our discussions with providers was around their experience of the audit process both for residential and home care. That feedback is important and we’re responding to it. We are investing in the way that we recruit, train and support all of our audit teams. We’re very focused on building capability. We’ve put new arrangements in place to help us to quality assure our audit processes and understand patterns of consistency and make sure that we’re getting that right.

We know it’s important to the sector that we are able to highlight where we see really good practice as well as to be able to shine a light on those areas where change is needed. And that’s the thinking that we’re taking into our information and education program.

Part of being a world class regulator is delivering a great customer experience. We think if we deliver a great experience that we’ll build trust and confidence in the regulator and improve our regulatory impact. Providers told us that the experience of engaging with the Commission can be difficult, they don’t always know what to expect from us, and that experience can be variable. This is really important feedback for us and we’re taking it seriously. We have a customer experience project underway to help us understand what we do well, that works well for people as they engage with us, and where the pain points are and the opportunities to address them.

These roundtables were a really fantastic opportunity for us to have some very candid conversations with the sector and we learned a lot. We learned what’s important to you in the job that you’re doing and the way that you’re doing it and we learned what’s important to you in the way that we do our job. We’d like to encourage all providers who have stories that they’d like to share to get in touch with us.

The Aged Care Quality and Safety Commission will continue to work with the sector to deliver on our shared goal of making aged care a great experience for every older Australian.

[*Visual of slide with text saying ‘The Commission encourages providers to keep sharing their stories with the sector to support ongoing capability uplift and innovation’, ‘You can keep up to date with new initiatives and share your experiences and learnings here’, with image of QR code, ‘agedcarequality.gov.au/consultation-engagement-hub’*]

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘agedcarequality.gov.au’, ‘info@agedcarequality.gov.au’*]

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