Transcript

Aged Care Quality and Safety Commission

National Aged Care Provider Conference 2023  
Participant Perspectives

**Presented by:**

Fleur  
  
Julianne  
  
Thomas  
  
David  
  
Rose May  
  
Mereline

[*Opening visual of slide with text saying ‘National Aged Care Provider Conference 2023’, ‘Participant Perspectives’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[*The visuals during this video are of each speaker speaking to camera and of various people attending conference*]

§(Music Playing)§

**Fleur:**

[*Visual of text at bottom of screen saying ‘What did you think of the conference?’*]

I’m Fleur, Program Manager at Tangentyere Council Aboriginal Corporation in Alice Springs, Northern Territory.

**Julianne:**

And my name’s Julianne. I’m the Executive Officer at Jallarah Homes in Meningie, South Australia.

**Fleur:**

It’s been really great to reconnect with people that I’ve seen at other conferences and really hear and learn their stories and challenges that they’ve experienced in the aged care sector so far.

**Julianne:**

It’s also really nice that the Commission wants to be open and to be seen as having a job to do and sort of demystifying who and what they are.

**Speaker 1:**

Today I’ve been at the second day of the National Provider Conference. I have found it very informative through all the Executive from the Commission. I found the changes that are made are very positive and I’m looking forward to working with them as a home care provider in the future.

**Thomas:**

Hi my name’s Thomas. I’m a Director of a home care provider on the mid-north coast in New South Wales. It’s been really wonderful joining the conference and certainly hearing from the Commission and the Department around the upcoming changes and also how we’re going to be working better together into the future.

**David:**

Hi. I’m David. I’m Chair of the Board of a small not-for-profit community in mid-north coast of New South Wales and this is my first conference and my first sort of interaction with the Commission. And it’s good to see that there’s some I guess positive information coming to us about how the Commission’s going to interact with providers like ourselves. And I look forward to the future. I think things look good. We’re a big reform and we’re willing to get into it.

**Rose May:**

I’m Rose May. I’m from Beata Home Care. I’m at the conference today to learn more about the reforms and the changes that are coming up as well. So I’m really enjoying it. The conference has been very informative.

**Mereline:**

My name is Mereline Murimwa-Rarami. I’m from SydWest Multicultural Services in New South Wales based out in Blacktown, Western Sydney. I’m here to just sit and listen to what the Commission has to say and I’m very privileged to be here. It was good that the Commission is forwarding the message of collaborating with us as providers. I really like that.

**Speaker 2:**

We have learnt a lot of things. The Commission is here, Inspector-General. We had a panel that had consumers and providers. That was my highlight of the day because it’s important to involve and include the consumers. It’s all about them so we have to hear their voice, what they have to say, instead of thinking and imposing things on them as we take care of them. So we’re really happy for this conference that the Commission organised. Thank you.

[*Visual of text at the bottom of screen saying ‘What are the key challenges or priorities for aged care providers?’*]

**Julianne:**

[*Visual of text at the bottom of screen saying ‘What are the key challenges or priorities for aged care providers?’*]

I think the other part of it, reaching priorities is difficult for us in regional areas and remote areas, so making those programs that have been designed with a more city type bend fit for our services is important too.

**Fleur:**

Yeah. And certainly the struggle that we have being in a rural and remote area to get good quality service providers in place I think is one of the biggest challenges we’re facing in the Northern Territory.

For me coming from the NDIS space into the aged care space I think there’s a lot of consistency between how the programs operate and what I’d like to see is that it’s not a one size fits all approach and that we need to be more proactive in identifying what it is that our clients want and need particularly in a community-based setting and really hearing their voice so that they feel safe, comfortable, happy and they can live long and prosperous lives.

**Speaker 3:**

Hi. We’re from People First Healthcare. One of the most important priorities we have as an aged care provider is navigating the changes over the next 12 to 24 months. And there was quite a few as we saw from the various department heads that have presented over the weekend and it’s really good to touch base with other providers, understand the challenges that they’re going through and we can sympathise with many of those. And it’s great to be here all in the same facility and sharing those challenges and discussing solutions.

[*Visual of text at the bottom of screen saying ‘What does a great experience look like for aged care recipients?*]

**Julianne:**

So for me an ideal aged care experience is one that leaves the consumer and their family feeling like they’ve been included in all aspects of what their introduction to aged care has been. And then to have the freedom to have a say in what they want to do about it.

**Speaker 4:**

It’s really about one thing and that is consumer choice and providing their dignity. And as we work towards that we’re going to be seeing a lot of changes and great changes for the future of aged care.

**Speaker 5:**

An ideal aged care experience is with me at the centre. Me having full choice and control of what I want. Listening to me. Including my family and me in decisions.

**David:**

It’s one where we’re providing a very pleasant experience for our older Australians in a safe and welcoming community and we’re doing it in a compliant fashion, listening to our residents. I think that’s what it entails for us.

**Thomas:**

To me I think the ideal aged care service is one which we focus on the person that’s receiving care and engage them through their care journey. And hopefully be able to do that from early on when they’re actively involved in decisions that affect their care so that the provider gets to know them and can support those choices throughout their life and make it the most meaningful and enjoyable life possible for them.

§(Music Playing)§

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

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