

25 September 2018

Australian Government
Department of Health

By email: agedcareconsultation@health.gov.au
ken.wyatt.mp@aph.gov.au

Royal Commission into Aged Care Quality and Safety Input into the Terms of Reference

The following provides Japara Healthcare Limited's input to the terms of reference for the Royal Commission into Aged Care Quality and Safety.

Our objective is to highlight key areas for review.

We believed this is an effective approach, more so than providing an extensive list of sub-issues where the relative priority of matters becomes less clear.

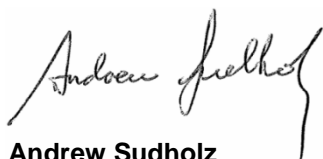
We believe the fundamental objectives of an Aged Care System include:

- Ensuring a safe environment for residents and staff
- Supporting individuals maintain their independence appropriately as they age
- Providing care that is tailored for each individual's stage of ageing
- Providing a good standard of living
- Promoting engagement and connection with others through considered lifestyle and wellbeing activities

Attributes that underpin these objectives include:

- Effective regulation and regulator – what should it be (versus now)
- Transparency – of provider performance (on the above objectives) and government department performance to drive accountability; enables informed decision making by residents and families
- Matching of the actual cost of providing and delivering individual care with funding
- Financial sustainability – the industry needs to be financially sustainable to attract the investment needed to build new homes and upgrade existing homes. Demand for aged care services will grow at an increasing rate over coming decades. Needs an effective balance of government and private funding (and understanding of what levels of return are required). How is that balance achieved.
- Workforce – ability to attract and retain appropriately skilled staff and numbers and mix of staff. Properly trained and qualified, competitively remunerated, career opportunities considered.
- Elder abuse – protection of residents and registration of staff
- Dementia recognition – the effects, the costs to appropriately care for those living with dementia, the funding required to meet those costs needs to be provided
- Accessibility to aged care services - how is this fairly provided in a financially sustainable way, particularly in regional and remote areas
- Co-ordination with other healthcare services (e.g. hospitals) that promotes high quality care for residents and financially sustainable for government
- A process of continuous review and improvement
- Provision of good quality food, accommodation, services and amenity

Yours faithfully



Andrew Sudholz
Managing Director & CEO