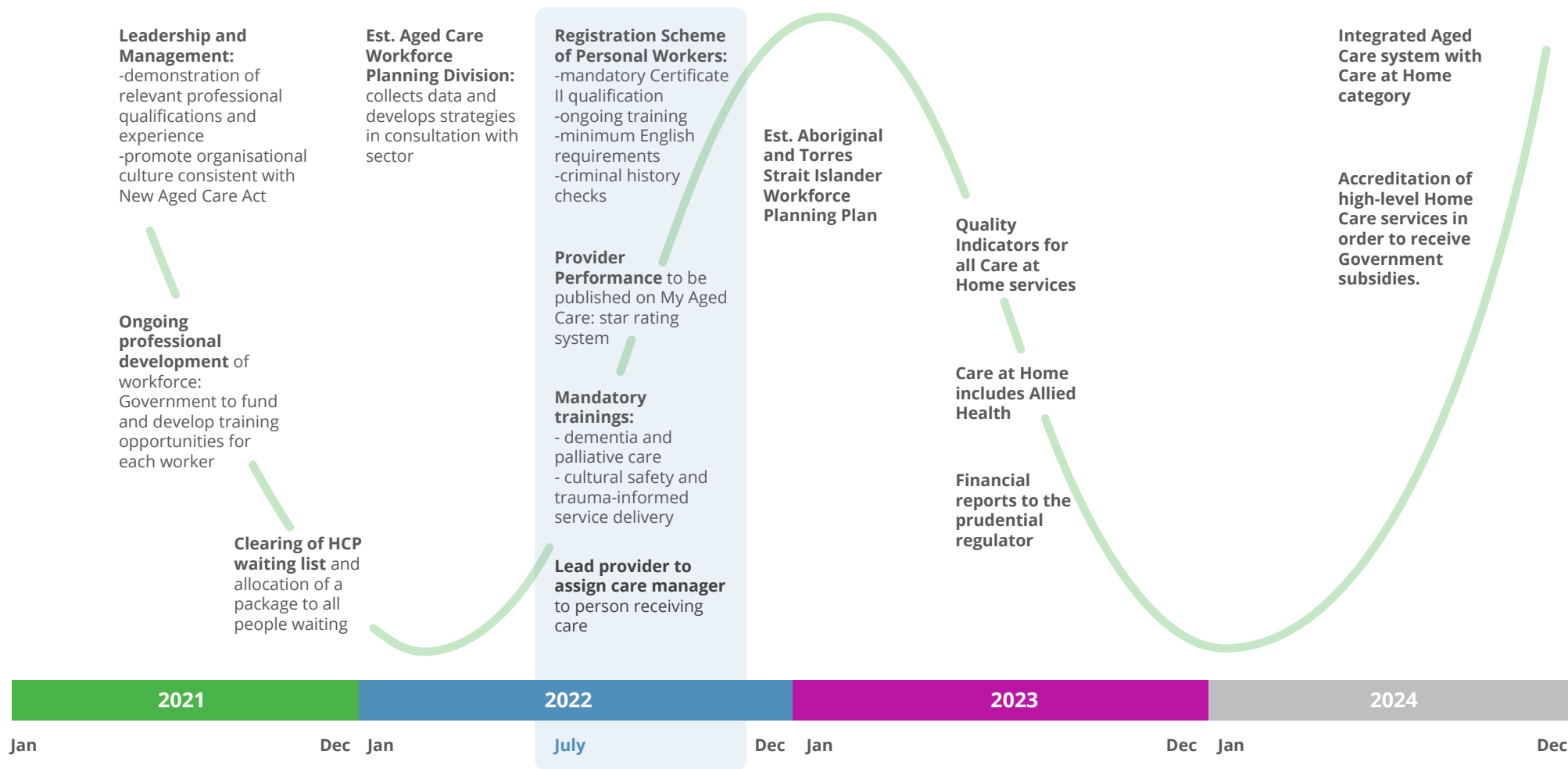


A Roadmap for Home Care Service Providers: It starts with us

While the full Government response to the Royal Commission into Aged Care Quality and Safety is expected to be announced by end of May 2021, it is important to start thinking **NOW** about how these changes might affect your organisation.

Acknowledging that the Final report's recommendations are all interconnected and that the need for reform spans across multiple levels, we have extracted **15 recommendations** that directly affect the Home Care sector – both CHSP and Home Care Package Providers. The roadmap illustrates key timelines, with most recommendations needing to happen by **July 2022**. That is just **16 months from now**.

Royal Commission Final Report: A roadmap for the sector

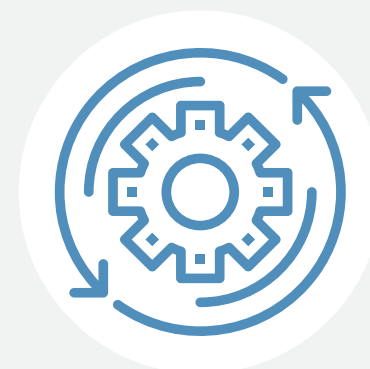




Focus 1: Workforce, Leadership and Culture

The immediate area of attention for the sector is related to the aged care workforce, leadership, and organisational culture. Some of the recommendations might need to be implemented as early as **July 2021**.

>> Consider how the growing demand for aged care services and the new qualifications and training requirements will affect your workforce and management teams. How will you manage, cost and support staff taking time off to complete these while ensuring continuity of service delivery? How to create an organisational culture that fosters learning, excellence and focuses on the rights of the person receiving care?



Focus 2: Processes and Performance

The other area of attention for the sector results from the aged care system redesign and will increase providers' transparency and accountability on their performance. Therefore, we will expect providers adapt their reporting and organisational processes and focus on quality monitoring. Planning for these requirements needs to start now as most of these recommendations would enter into force **from July 2022 onwards**.

>> Consider the type of changes needed to implement these recommendations: can you adjust your existing organisational policies or do you need to establish new policies and processes? How do you currently measure quality of care – and how do you use the data collected to improve the quality of services? Are the current IT systems suitable to meet these new reporting and quality measurement requirements?