



LASA RESPONSE TO QUESTIONS ON NOTICE

11 October 2018

*A strong voice and a helping hand
for all providers of age services*

Leading Age Services Australia

Leading Age Services Australia (LASA) is the national peak body representing and supporting providers of age services across residential care, home care and retirement living. Our purpose is to enable a high performing, respected and sustainable age services industry delivering affordable, accessible, quality care and services for older Australians. We represent our Members by advocating their views on issues of importance and we support our Members by providing information, services, training and events that enhance performance and sustainability.

LASA's membership base is made up of organisations providing care, support and services to older Australians. Our Members include private, not-for-profit, faith-based and government operated organisations providing age services across residential aged care, home care and retirement living. 57% of our Members are not-for-profit, 33% are for-profit providers and 10% of our Members are government providers. Our diverse membership base provides LASA with the ability to speak with credibility and authority on issues of importance to older Australians and the age services industry.

LASA's views on the role of the Aged Care Quality and Safety Commission in education of the aged care workforce

The one certainty is that, more than ever, LASA Members need to have compelling and data driven evidence of their compliance with the quality standards. Currently, the Australian Aged Care Quality Agency in their fee-for-services courses *Understanding Accreditation and Understanding Quality Review*, provide invaluable resources, lived experience, knowledge and competency based training that assist Members to achieve evidence based best practice in improving the quality of care and safety to older Australia's.

Policies and practices change with the reform agenda. Now more than ever, Members need to trust in the rigour of quality systems to provide robust self-assessment data that informs a comprehensive Plan for Continuous Improvement (PCI).

The Aged Care Quality and Safety Commission (ACQSC) can provide assistance and education to the aged care workforce in closing any compliance gaps, informing change management processes, assist in reviewing continuous plans for improvement, managing and mitigating risk. These actions can be realised in the ACQSC continuing to provide education, developing resources and platforms to promote engagement with all stakeholders about the intention and application of the Aged Care Quality Standards in practice. These educational activities can be delivered in collaboration with peak bodies who are already engaged in development work with their members.

Suggested priorities for the ACQSC to support quality of aged care

In our submission to the Aged Care Quality and Safety Bill 2018, LASA proposes that one function for the ACQSC may be to support the delivery of quality care in a similar way the Australian Commission on Safety and Quality in Health Care (ACSQHC) does.

The quote below describes the functions of ACSQHC:

*'The Australian Commission on Safety and Quality in Health Care provides health ministers with strategic advice on best practices to improve healthcare safety and quality, and makes recommendations about priority areas for action. The Commission also develops national initiatives to better inform, support and organise the delivery of safe and high-quality health care in Australia, contributing to improved health outcomes for patients, consumers and communities.'*¹

The table below proposes how some of the ACSQHC's priorities for safe quality care may be translated to priorities for the aged care industry.

¹ ACSQHC, Annual Report 2016-17, p.6

Table of ACSQHC's four priority areas and suggested priorities for the Aged Care Quality and Safety Commission

ACSQHC Priority	ACSQHC Aims	Suggested priorities for Aged Care Quality and Safety Commission
1) Patient safety	To ensure patients and consumers are kept safe from preventable harm	1) Aged care recipients' safety, quality of care and care recipient- defined quality of life (person-centred services)
2) Partnering with patients, consumers and communities	To ensure the health system enables patients, consumers and members of the community to participate as partners with their health professionals in all aspects of health care	2) Partnering with all stake holders (care recipients, aged care providers, GP, family etc) emphasizing a person-centred approach.
3) Quality, cost and value	To have a health system that provides the right care, minimizes waste, and optimizes value and productivity	3) Best practice models of care delivery and for supporting care recipient-defined quality of life (person-centred services)
4) Supporting health professionals to provide safe and high-quality care	To have a health system that supports safe clinical practice by implementing robust and sustainable improvement systems.	4) Supporting aged care providers and their workforce to provide safe, high quality care and support recipient-defined quality of life (person-centred services).