

**WORKING TOGETHER FOR QUALITY AGED CARE**

Building trust and improving outcomes for consumers in aged care were key themes in a recent collaboration between the Australian Aged Care Quality Agency and the three aged care provider peak bodies: Aged and Community Services (ACSA); Aged Care Guild; and Leading Age Services Australia (LASA).

Chaired by Ms Andrea Coote, independent Chair of the Aged Care Quality Advisory Council, a series of roundtable discussions with aged care providers was held during May this year involving 118 participants across Australia. A survey of 396 residential and home care providers informed the issues to be discussed at the roundtables.

In releasing the report resulting from the roundtable discussions, Ms Coote said she was very pleased to see the outcomes of this positive collaboration during a time of change and the transition to the new Aged Care Quality and Safety Commission which will commence from 1 January 2019.

“I commend the Australian Aged Care Quality Agency and the provider peak bodies for working together to better understand the perspective and issues faced by aged care providers in the current environment,” said Ms Coote.

“As we move to the establishment of the Aged Care Quality and Safety Commission, frank and open discussions between the regulator and providers, as well as with other key stakeholders, is vital in ensuring improved outcomes for aged care consumers, especially during this time of change,” Ms Coote said.

Key findings of the report include:

1. The provider roundtable initiative has set the foundation for a new relationship between the regulator and providers based on mutual respect, trust and improved communication.
2. Providers expressed a desire for more regular and timely information on regulatory trends and risks that can inform their understanding of the risk based regulatory model and support continuous improvement of their services.
3. While the survey results were in the main positive, the roundtables have reinforced the value of regular and meaningful feedback as a mechanism to hear directly from providers about the impact of the regulatory regime and their suggestions on opportunities for improvement.

Held during May 2018, the roundtable discussions with aged care providers were conducted in Sydney, Melbourne, Brisbane, Adelaide, Hobart and Perth. An online webinar was also held for rural and regional aged care providers.

A copy of the full report is available online at AACQA website: [Working together for quality aged care – stakeholder roundtable report \(PDF\)](#)

**CONTACT:** [media@aacqa.gov.au](mailto:media@aacqa.gov.au)