

# Meeting Changing Service Expectations

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### Who are Be...



- Over 7500 clients acrossQLD
- Over 400 staff and volunteers
- Cairns, Townsville, Mackay,
   Gladstone, Bundaberg,
   Hervey Bay, Sunshine
   Coast, North Brisbane,
   Logan River Valley, South
   Brisbane, Ipswich & Darling
   Downs

## Meet Zak...

- Inspired...
- Confident...
- Engaged...
- Professional...
- Committed...





# Royal Commission into Aged Care Quality and Safety

# A greater focus on staying at home and consumer choice...

- Care at home to be defined as a specific category with greater focus on enablement, regulation and accountability
- Accountability greater governance and continuous improvement, with a star rating system, and quality of life assessment tool. Providers of subsidised aged care services should be required to be approved, and all providers of high-level HC should be accredited. HC services that provide care management, personal care or clinical care should be regulated
- Regulation a new Aged Care Act by 2023 focused on consumer not the provider. Increased scrutiny on HC and transparency of admin fees. Audit 500 providers p.a. Also, a new quality control system within HC.

Place is fundamentally about people, connection, and aspirations.



## Who exists in place...

#### **Our People**

- Walk the journey of ageing
- Invited into homes and into lives
- Intimate knowledge, experience of what it means to age in place

#### **Our Clients**

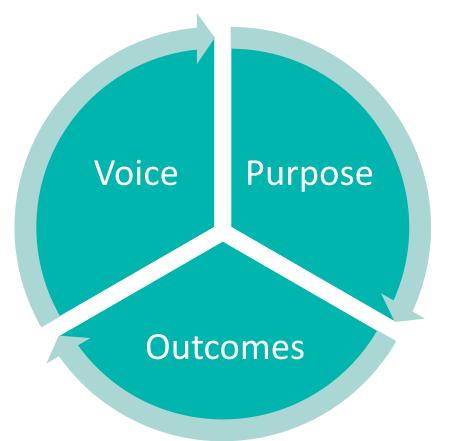
- Confronted with the realities of ageing in contemporary Australia
- Seeing and hearing reports from the Royal Commission
- Attempting to navigate systems (My Aged Care etc.)

#### **Our Partners**

- Have the resources and services that support ageing in place
- Facilitate the systems and policies that hold place



# Trust as a process for accountability...



- Tell us the things that matter to you...
- You are valuable to us because...
- These are the ways you make a difference to our place...

## Building place together...

#### **Our People**

- Pathways for recruitment and professional development
- Feel valued and celebrated
- See where they fit into –
   and contribute to the
   broader conversation

#### **Our Clients**

- Feel agency over their lives
   and their futures
- Feel connected to their friends, families and communities
- Are independent in the way they choose to live their lives

#### **Our Partners**

- Are connected to issues and opportunities – as they are happening
- See the impact and value of their actions/involvement
- Share in and benefit fromcollective outcomes

# Thank you

Questions?

