

Be:

Meeting Changing Service Expectations

Liam Mayo

Who are Be...



- Over 7500 clients across QLD
- 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 from - collective outcomes

Thank you
Questions?

Be:

6/1 Innovation Parkway Birtinya
PO Box 1345 QLD 4575

info@wearebe.org.au
(07) 5390 1200

wearebe.org.au