



Australian Government

Australian Aged Care Quality Agency

# LET'S TALK ABOUT QUALITY

Developing a shared understanding of quality in aged care services



## Our starting point

What is this conversation about?

Why is this conversation important now?

Why do we want to hear from you?



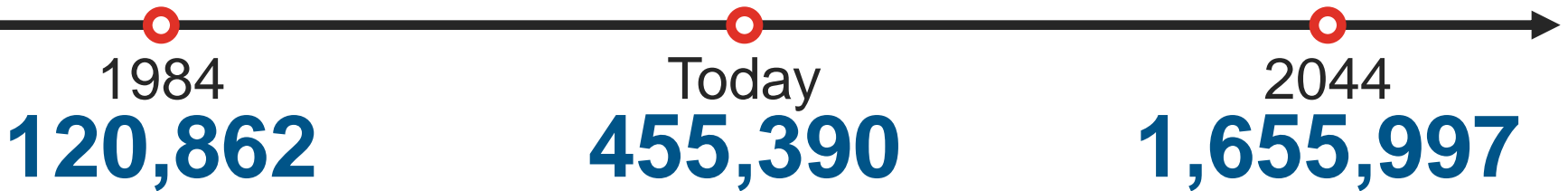
**EXPERIENCE EXPERTISE EVIDENCE**

**AS A  
NATION  
WE ARE  
GETTING  
OLDER**



**More**  
older people  
**=**  
**Increased**  
**demand**  
for care and  
support services

**People aged 85+ years**

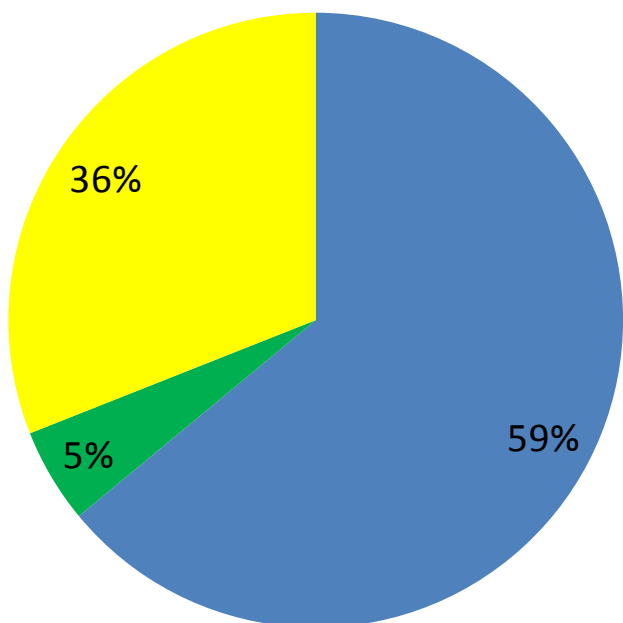




# Who cares for older Australians?

## Residential

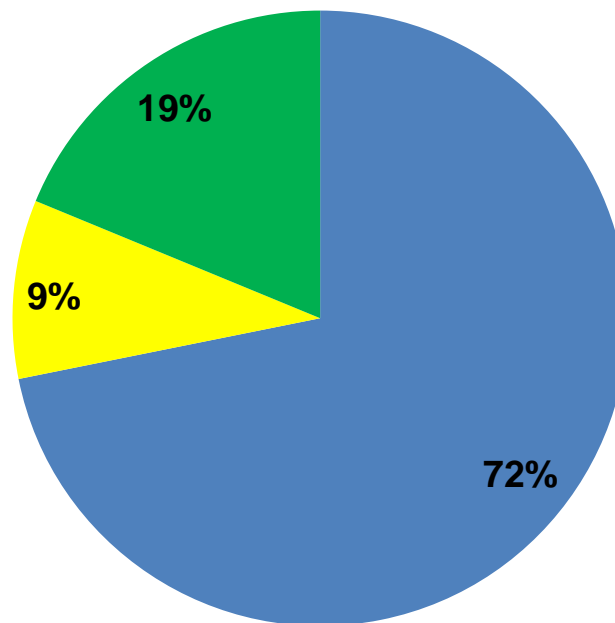
■ Not for-profit   ■ Government   ■ Private for profit



1,103 residential aged care providers  
189,283 beds\*

## Home Care

■ Not for Profit   ■ Private for Profit   ■ Government



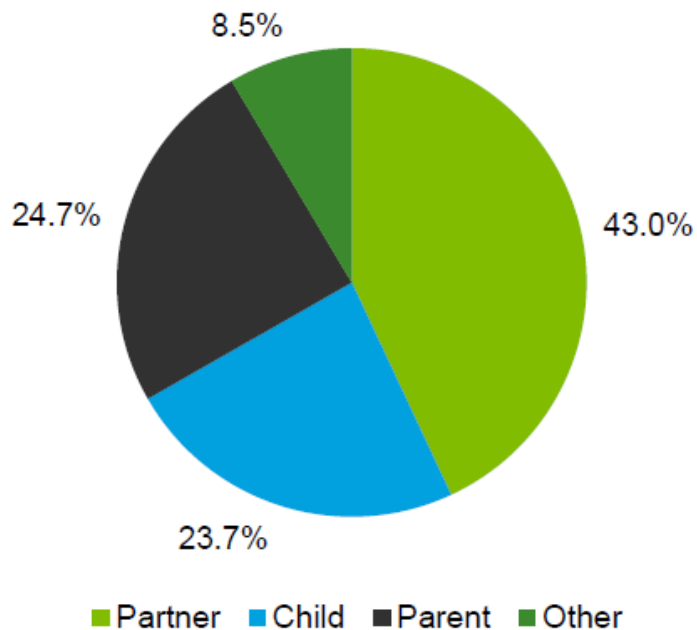
1,375 home care package providers

source: \*Report of Government Services 2014/15; \*\*unpublished DSS data



# Who cares for older Australians?

Chart 1.11: Primary carers – relationship to main recipient of care



Source: ABS (2013b).

## 2.7 million unpaid carers in Australia

Source: The economic value of informal care in Australia in 2015 *Carers Australia, Deloitte Access Economics*



## Some key trends

- More people accessing aged care services - expenditure will nearly double 2055 \*
- 80% of Australians over the age of 65 will use at least one aged care service in the eight years before their death#.
- The majority will first access services in the community#
- 46% of program users will use both community care and residential care in their last years of life#.
- Growth of home care services at 13% per annum #

\* *Intergenerational Report* , \*\*2013-14 *Report on the Operation of the Aged Care Act*

#Australian Institute of Health and Welfare, 2015. *Use of aged care services before death*



## Some key trends

- Active Ageing - opportunities to enhance health, participation and security in order to enhance quality of life as people age
- Dementia on the rise estimated to treble to 900,000 by 2050\*. Now the second leading cause of death in Australia+.
- Residential care needs are increasingly complex
- Diversity of aged care consumers e.g. 3 in 10 people in residential aged care were born overseas \*\*

\*AIHW, *Dementia in Australia*, 2012

+ ABS 3303.0 *Causes of Death Australia*, 2013

\*\*Residential aged care and home care 2013-14 AIHW, [www.aihw.gov.au](http://www.aihw.gov.au)



## Lets talk quality



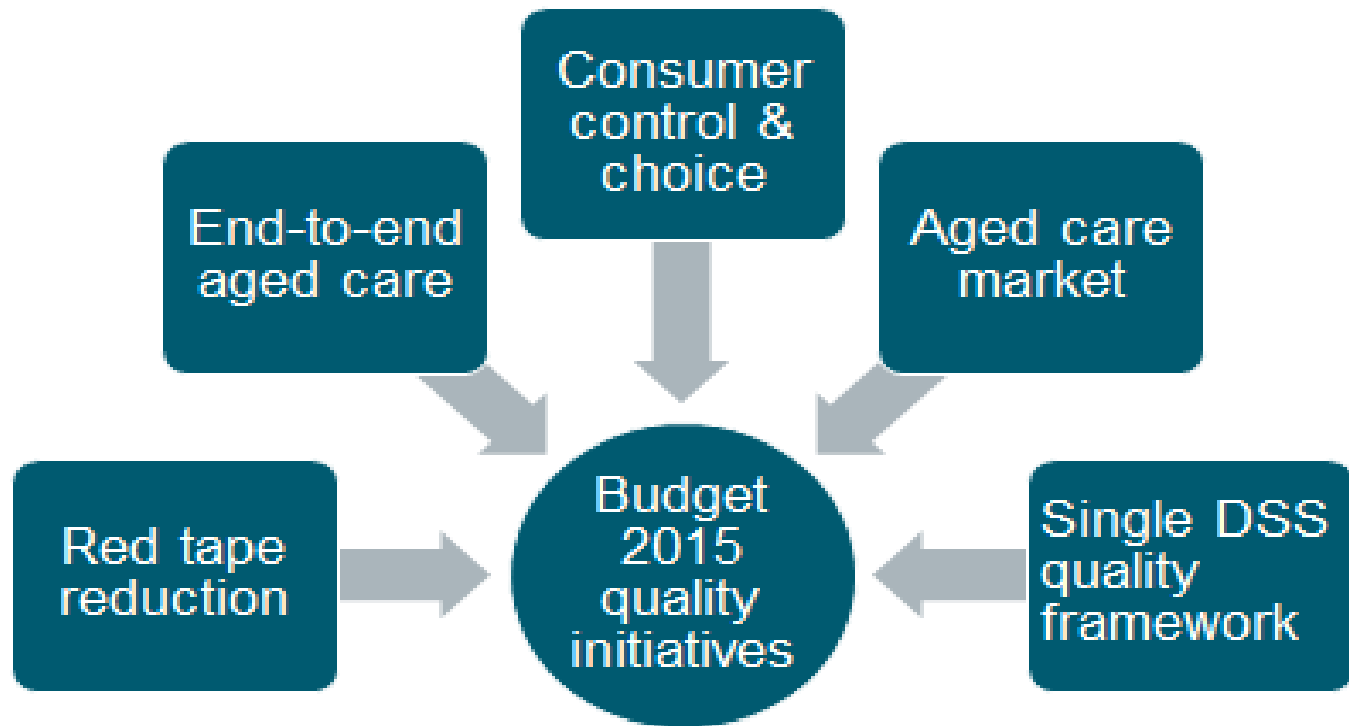
<http://caretime.com.au/wp-content/uploads/2012/10/Aged-Care-Services.jpg>

# Why is this important now ?



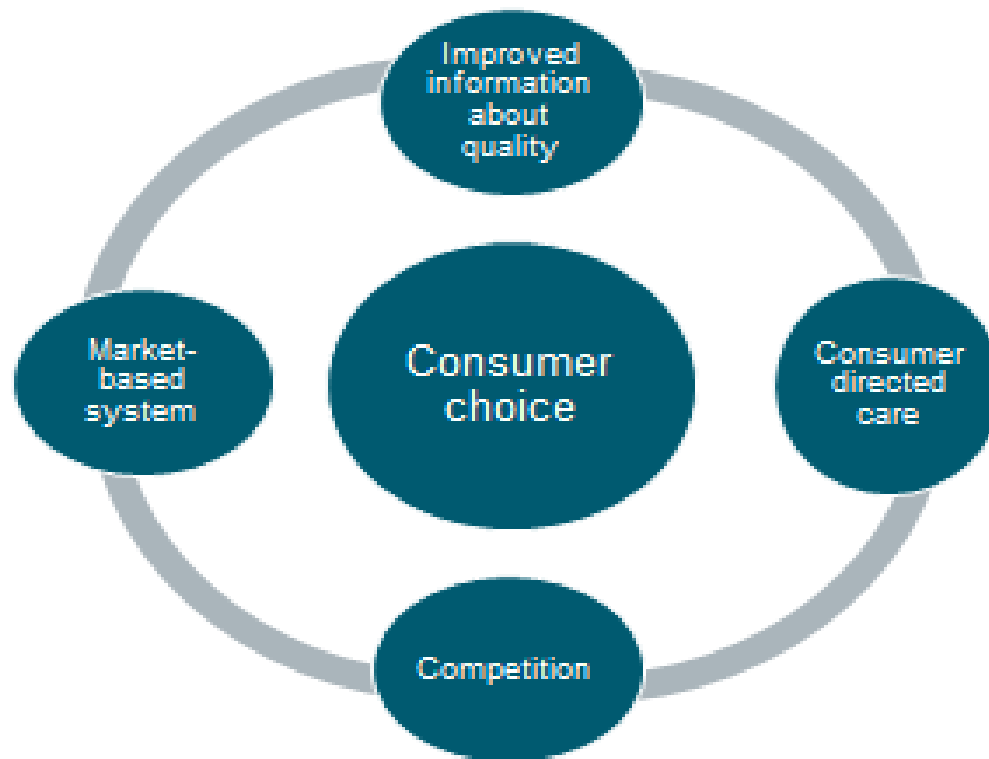


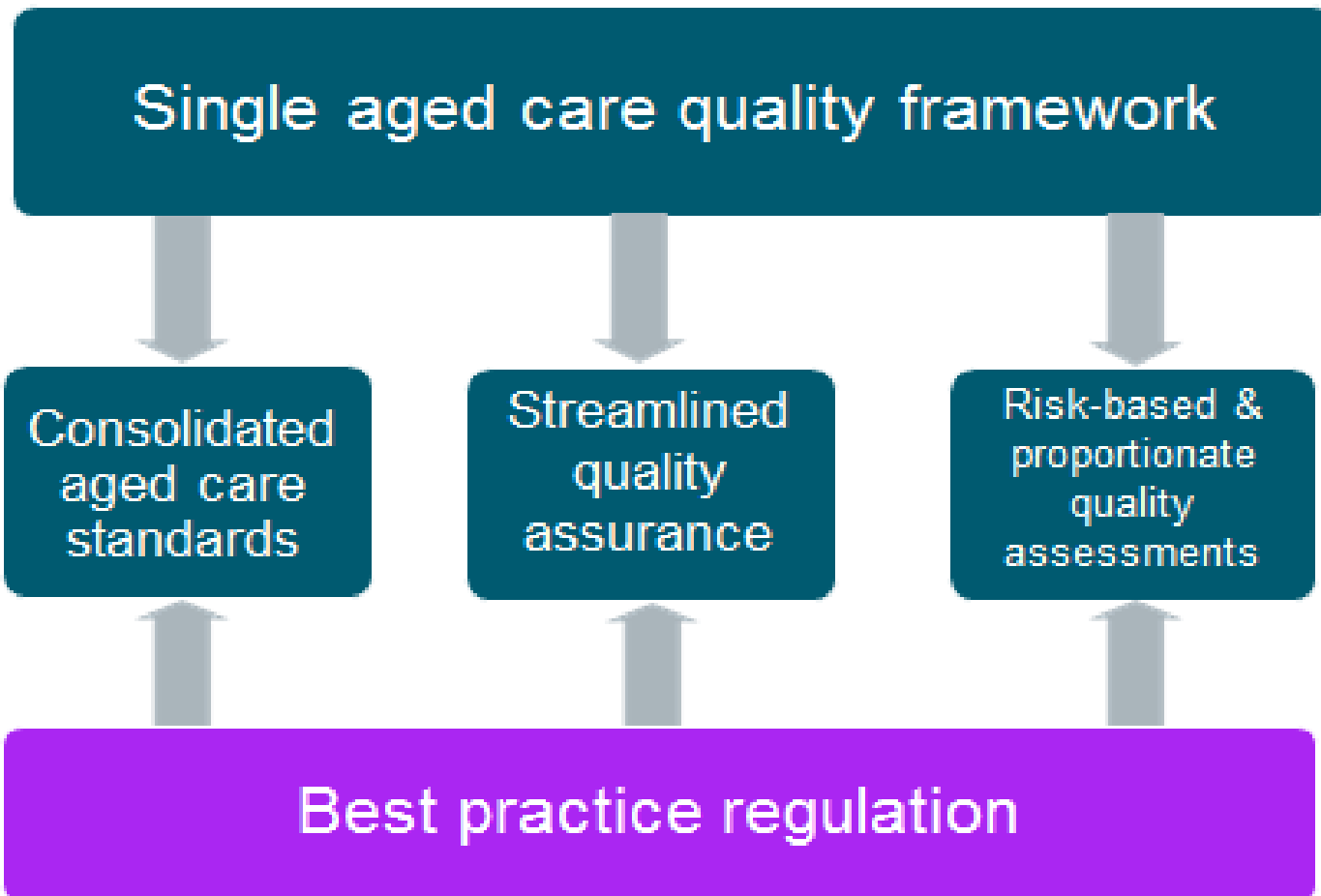
## Drivers for Change





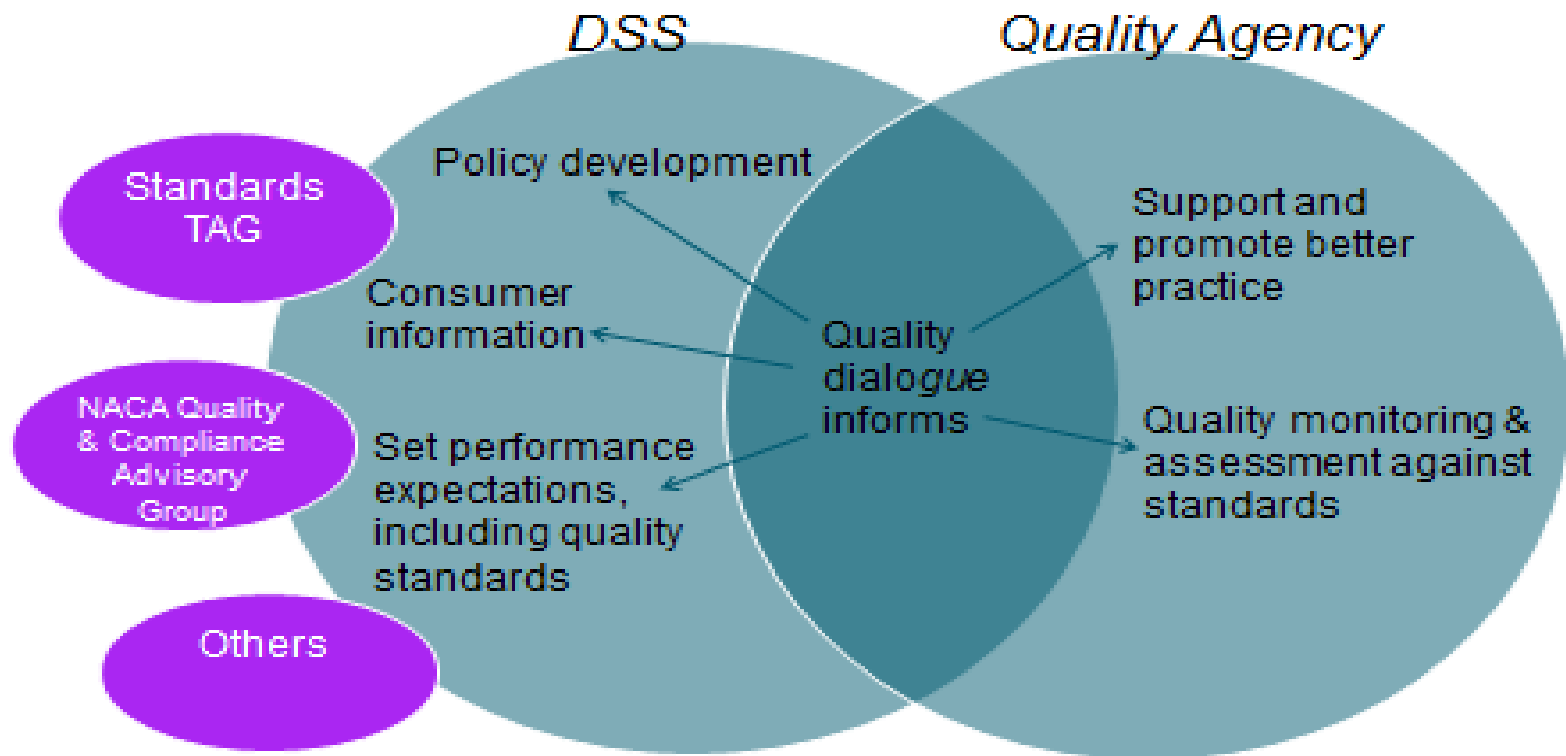
# Empowering Consumers







# Informing quality policy





## Lets talk quality

- How we put consumers front and centre
- Shifting our focus from safety and minimum standards to a broader notion of quality of care
- Integration across the aged care experience
- Quality cultures that encourage excellence
- Leadership and innovation





## Proposed approach to the Forum

- Wide ranging discussion
- Flexibility
- Not attempting to find a consensus
- Draw on your experiences and expertise
- Opportunity for everyone to share their thoughts





## So what do we know about quality?

We know that:

- Quality is not easy to describe
- There is no single definitive measurement
- Everyone has different ideas about the nature of quality
- Quality of life and quality of care are two separate concepts yet overlap



*But despite this uncertainty, we all know quality when we experience it...*



# What is quality in aged care?

•What does it look like to you? What are the most important factors influencing quality of life?

- Choice?
- Autonomy?
- Responsibility?
- Socialising and relationships?
- Participating in meaningful activity?
- Respite?
- Feeling safe and secure?
- Being treated with dignity and respect?







# Innovation



What are some examples of innovative practice relating to quality of care in aged care?



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**Thank you for your participation.  
Encourage others to join the discussion and provide  
feedback via the link on our website by 31<sup>st</sup> October.**

**[www.aacqa.gov.au](http://www.aacqa.gov.au)**



**You can expect to see a report on our website in  
November.**