

# National Aged Care Provider Conference 2024

The Aged Care Quality and Safety Commission's 2024 National Aged Care Provider Conference was held at the Adelaide Convention Centre on 23–24 April, preceded by a program of 9 workshops on 22 April with providers on a range of topics.

Over 2,000 sector representatives attended in person and virtually to discuss preparations for the new Aged Care Act, strengthened Quality Standards and new regulatory model for aged care.

This document provides a high level summary of 7 key themes that emerged over the 3-day event; working together, getting ready for reform, older people at the centre of care, continuous improvement, preparation is key, you asked, we listened, and where to next.

## Number of in person attendees



Approved providers	858
Peak and other sector representatives	72
Advisory Council members	6
Commission staff	41

## Provider attendees by service type



Residential care	676
Home services	563
Both residential care and home services	458
CHSP	232

## Conference satisfaction



Excellent	20.5%
Very good	39.9%
Good	27.5%
Satisfactory	12.1%
<b>Total</b>	<b>100%</b>

## Key themes

### 1. Working together

- We share a common goal – a great aged care experience for every older Australian.
- Thanks to all the providers who joined us in the workshops, as panelists and through the Q&A for sharing their best practice, challenges and goals with the Commission and their peers.
- Panel discussions highlighted the same continuous improvement journey being taken by providers and the Commission as we work towards aged care reform and better aged care.
- By working with, and listening to older people and providers, the Commission is a stronger and more effective regulator.

### 2. Getting ready for reform

- Frank discussions demonstrated that the Commission does not yet have all the answers to how things will work under the new Aged Care Act but we are committed to sharing what we know as soon as we can.
- Parallel sessions on registration and the strengthened Quality Standards provided an opportunity to share what we know now, what we are expecting and how we are supporting providers to be ready for change.
- The Commissioner shared highlights from our new regulatory strategy, explaining what we expect from providers and what providers can expect from the Commission.
- The Commission showcased the resources we are developing with providers and older people to help everyone get ready for the new Aged Care Act.



**9**  
Workshops



**12**  
Sessions



**60**  
Presenters



View the session recordings  
and presentations



## Exhibitors

Aged & Community Care Provider  
Association Ltd (ACCPA)

Aged Care Industry Association (ACIA)

Aged Care Quality and Safety Commission

Australian Health Practitioner Regulation  
Agency (Ahpra)

Australian Commission on Safety  
and Quality in Health Care

Australian Nursing and Midwifery  
Federation (ANMF)

Dementia Australia

Dementia Support Australia

Dementia Training Australia

Department of Health and Aged Care

Good Spirit Good Life

Office of the Interim First Nations  
Aged Care Commissioner

LGBTIQ+ Health Australia

National Aboriginal and Torres Strait  
Islander Ageing and Aged Care Council  
(NATSIAACC)

Older Persons Advocacy Network (OPAN)

Summer Foundation



**“The conference culture felt was one of positive change and commitment to rights-based person-centred excellent care of older people – and it was infectious.”**

Attendee

### 3. Older people at the centre of care

- Thank you to our Council of Elders members who shared their experience and expectations for great aged care.
- We heard from OPAN and COTA about what older people think about the new Aged Care Act and what they expect from their care.
- Workshop participants were encouraged to ‘walk in someone else’s shoes’ to understand a person-centred approach.
- Parallel sessions on the voice of older people highlighted practical best practice examples in partnering with older people in residential, home and community care.

**“When we get together, you get to realise that there’s always a way to work around challenges.”**

Attendee

### 4. Continuous improvement at the Commission

- The Commission is investing in our capability to deliver consistent, transparent, efficient and effective regulation.
- We know that great aged care for First Nations, CALD, and rural and remote services might look different from other services. We are working on recognising these differences as part of how we regulate, always holding providers to account for their performance.
- We are listening to older people and providers to understand what is important to them and how we can deliver fit for purpose communication and education.
- We are finding better ways to be transparent about how we work and what people can expect from us.

- We are working on how we present data and insights back to the sector in ways that support providers to assess their own performance against their peers.

**“Reforming aged care is like running a marathon. We are sprinting up the hill and we have cause for optimism. We are positioning ourselves for excellence.”**

Minister for Aged Care, the Hon Anika Wells MP

### 5. Preparation is the key

- The Commission and providers agreed – we don’t yet know everything about the new Aged Care Act, but we know enough to start preparing.
- Our guest presenters represented all types of aged care – residential and home services, CHSP, rural, remote, metropolitan, large, small, for-profit and not-for-profit. All agreed that the time to start preparing is now.
- Providers agree that co-design is key to developing targeted information and education that works across our diverse sector.
- Providers have work to do to support their staff to deliver the improvements in care that the community (and therefore the Commission) expects to see through the new Aged Care Act and strengthened standards.
- The Commission is preparing our people, processes and systems to meet our regulatory responsibilities under the new Aged Care Act.

**“I think providers are learning from us but we’re learning from them too.”**

Attendee

### 6. You asked, we listened

- Workshops and parallel sessions were specific to residential, home and CHSP services, with participants encouraged to attend the sessions concentrating on their service type.
- We heard the voice of older people through Council of Elders members as well as representatives from OPAN and COTA.

- Our Day 1 workshops allowed providers to participate in an informal conversation with peers and Commission executives to share information and experience.
- Online participation allowed providers to live stream the conference in real time and to take part in Q&A sessions remotely (from across Australia).

**“A provider who is demonstrably motivated to strive, to consistently deliver good care and reach for better care, is earning our trust.”**

Janet Anderson PSM, Commissioner



### 7. Post conference: where to next

- We’re taking on board the feedback provided through the public consultation on the strengthened Quality Standards draft guidance resources.
- Providers have asked us for simplified, summarised content and we are working on it.
- We’ll continue to improve and fine-tune the guidance digital tool available on our website to better meet providers’ needs.
- We’re committed to continuing our transparent and collaborative approach to supporting providers to get ready across other reforms.

**“The video of the older people with their viewpoints had a huge impact on me and I will certainly be sharing that through to our team and doing some more training in that aspect of it.”**

Attendee