



Australian Government
Australian Aged Care Quality Agency

Quality Agency: embracing home care in industry education

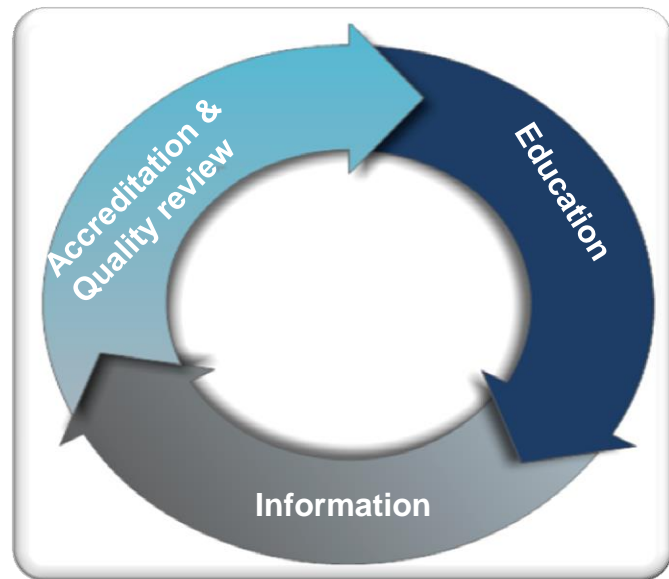




Our education and support commitment to home care and residential care is to:

- promote high quality care, innovation in quality management and continuous improvement
- provide information, education and training.

*Quality Agency Principles 2013 /
Quality Agency Reporting Principles 2013*





Demographics – shaping future needs

- population **numbers** aged 65 and over - to increase by 84.8% from 3.1 million in 2011 to 5.7 million by 2031 (ABS 2013)
- more than 342,000 Australians are living with dementia today - expected to increase by a third to 400,000 by 2020 (ABS 2012)
- According to government projections - additional 75,000 residential aged care places and a further 85,000 home care packages will be needed over the 10 years from 2013 to 2023
- According to Hugo (2014) **characteristics** of our older Australians are also changing – quite different to earlier generations – economically, socially, and in their values, attitudes, expectations



Industry education needs analysis



- Conducted every 2 years
- **Online surveys** – residential and home care providers (731 responses)
- **Interviews** with key industry stakeholders (20)
- **Research** -current educational provision; industry profile shaping current /future education needs



Four key strategic areas for education :

- **Industry engagement**
- **Promoting quality and innovation**
- **Provision of education & information**
- **Supporting access to education**





Key education research findings ... home care



- Key education need remains **compliance, standards, quality**
- Expressed education need – **leadership, governance, ‘moving beyond compliance’** & how **CDC** can contribute to performance against the Standards
- **Delivery methods**
 - ✓ Increasing support for **online delivery** – education, information, resources
 - ✓ Learning & information – **customised, flexible learning solutions**, accessible via **multiple learning platforms**
 - ✓ Support for strategic **industry education partnerships**



- Learning solutions & delivery to align more closely with how people learn on the job.
- No 'one size fits all'



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Promoting high quality care

- Better Practice 2015
“Quality – through the looking glass”
- One-day workshops
- Understanding Quality Review
- Online learning solutions
- *Quality Standard*
- *Better Practice Awards*



Darwin 30 April - 1 May • Melbourne 28 - 29 May • Adelaide 6 - 7 August • Sydney 27 - 28 August
Launceston 17 - 18 September • Perth 15 - 16 October • Brisbane 12 - 13 November

Visit www.aacqa.gov.au or
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Qhohome



Qhome

- 1. Reviewing the Home Care Common Standards**
- 2. Quality review overview**
- 3. Regulatory compliance**
- 4. Continuous improvement**
- 5. Risk management**
- 6. Assessment, care planning and re-assessment**
- 7. Privacy and confidentiality**
- 8. Using care recipient feedback**
- 9. Proving feedback in a quality review – Information for care recipients**



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THERE IS NO SUCH THING
AS A GENERIC CUSTOMER.

THE LAST THING YOU NEED
IS A GENERIC SOLUTION.





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THANK YOU.

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