

17 July 2025

Dear Home and Community Care Quality Care Advisory Body (QCAB) Members,

Subject: Recommendations from Cycle 3 QCAB Meetings

Thank you for your hard work and for sharing thoughtful recommendations after the third cycle of meetings held earlier this year. Your insights shared in the [summary report](#) are very important to us as we work to improve our services for clients and ensure a great experience for employees, too.

We agree with the recommendations and will act on these over the next few months. Below are the changes we plan to make, along with timelines for each:

Timely Complaint Resolutions

We understand the concerns raised about how complaints are handled and fully support QCAB's recommendations to improve systems, policies, and processes to improve the complaints experience. We are also building a new Incident, Complaints, and Safety App to make things better and support the direct involvement of QCAB in testing.

- Adding a feature in the Catholic Healthcare app to allow clients or their primary contacts to give feedback after a service – Target completion: June 2026
- Updating complaints policies to use language that is easier for clients and employees to understand—target completion in September 2025.
- Training employees to respond to complaints quickly – Target Completion October 2025.
- Discussing client feedback during team meetings so issues can be addressed promptly – target completion August 2025.

These updates aim to make the complaints process smoother and more trustworthy for everyone.

Service Communication Improvements

QCAB highlighted the need to improve how we communicate with clients, and we are prioritising the following steps:

- Recording each client's preferred way to receive service updates (e.g., phone call, email, SMS) in AlayaCare and creating easy-to-follow procedures to keep this information up-to-date – target completion July 2025.
- Rolling out SMS notifications for roster changes and delays – completed.
- Training employees to use AlayaCare to capture and update client preferences consistently – target completion August 2025.

These steps align with our Customer Experience project to ensure clients stay informed in the way they prefer.

Proactive Staffing Measures

The Board agrees with QCAB's recommendations to address staffing challenges and improve employee engagement. Here are the actions we are focusing on:

- Analysing missed services and employee sick leave to understand recruitment needs – target completion October 2025.
- Hire more employees as needed and set up a backup workforce to cover leave – aim to finish by March 2026.
- Working with the Model of Care project to introduce flexible staffing models, retention strategies, and incentives to keep employees engaged – Proposal development: Target completion July 2026.
- Offering professional development opportunities to attract and retain talented employees – Target completion July 2026.

These strategies aim to ensure clients receive consistent care while supporting our workforce.

Conclusion

The Board truly values the QCAB's recommendations, as they address some of our most pressing challenges. We are committed to implementing these changes and look forward to seeing positive results.

We look forward to QCAB providing feedback on the initiatives to confirm they achieve the desired results.

If you have further questions or would like updates on the progress, please don't hesitate to contact the Chair of the QCAB. Thank you for your continued dedication to improving Home and Community Care Services.

Yours sincerely



Stephen Teulan

Board Chair

On behalf of the Board of Directors