

17 July 2025

Dear Residential Aged 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 in April and May this year. We have gone through your Summary Report and truly appreciate your suggestions for making things better, as well as highlighting what we are already doing well. Your feedback helps us improve our services and enhance the overall experience.

We agree with your recommendations and the focus on Complaints Management and will act on these over the next few months. Below are the steps we plan to take, along with the timelines.

Making Complaints Easier

We understand how important complaints are, and we want residents and families to feel safe sharing their concerns. We are looking forward to working with QCAB to create and test the new Complaints Management System and App later this year and are prioritising the following actions.

- Work with QCAB to:
 - Update complaint policies to be more friendly and easier to understand – target completion: August 2025
 - Test the new app for reporting complaints and incidents – target completion: October 2025.
- Provide training in homes so residents, families, and staff understand the complaints system – target completion: November 2025.
- Share examples of complaints through employee networks and website on how they were handled to build trust and encourage reporting – target completion: October 2025.
- Keep residents and families informed about complaint progress and actions being taken – target completion: October 2025.

These changes will make it easier for people to report concerns and know what is being done about them.

Improving Food and Dining

- Involve residents and families in choosing menus through taste-testing workshops – target completion: October 2025.
- Ensure staff offer extra food portions when needed – target completion: October 2025.
- Offer flexible mealtimes based on residents' preferences – target: October 2025.

These steps aim to make dining more enjoyable, help residents feel socially connected, and support nutrition and wellbeing.

Focusing on Quality and Staffing

- Study staff turnover and unplanned leave to plan better recruitment – Target completion: July 2025.
- Create a dashboard to detect early risk indicators – Target completion: October 2025.

These actions will help us find and fix problems faster.

Commitment to Ongoing Improvement

We support the recommendation to revisit and review open issues, assess the effectiveness of solutions, and align them with our Residential Plan for Continuous Improvement. This will help us track progress and adjust plans as needed. Before the fourth cycle starts in September 2025, management will:

- Focus on resolving outstanding recommendations quickly.
- Review completed QCAB recommendations from past cycles to ensure they work well.

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 hearing QCAB's feedback on how successful these actions have been. Your insights will guide us in understanding what is working and what needs more attention.

Thank you again for your thoughtful recommendations. They are invaluable in helping us provide better care and service.

Yours sincerely



Stephen Teulan

Board Chair

On behalf of the Board of Directors