

24 July 2026

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

**Subject: Recommendations from Cycle 5 QCAB Meetings**

Thank you for your hard work and thoughtful recommendations after the fifth cycle of meetings held in March and April 2026. 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 are pleased to note the strong progress on Cycle 4 recommendations, with three of six actions completed and the remainder on track for June 2026.

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

**Falls Prevention** *Timeframe: 3–6 months*

We share the QCAB's concern about how common and impactful falls can be. We fully support the following actions:

- Raise awareness among clients and families about the importance of strength, balance, and movement in staying safe and independent at home – **August 2026**
- Increase visibility and uptake of available programs such as Mind & Move, Stepping On, and in-home reablement services – targeting a 20% increase in uptake – **August 2026**
- Embed falls prevention education into care planning and everyday frontline practice. – **Oct 2026**
- Strengthen post-fall follow-up to ensure conversations are supportive, practical, and lead to meaningful action. **June 2026**
- Establish clearer governance oversight of falls prevention activity through meaningful, trend-based reporting – **Completed.**

**Collaboration with CAB on Communication** *Timeframe: 6–12 months*

We acknowledge the communication and responsiveness challenges raised by both QCAB and CAB members, including the importance of not having to retell your story. We endorse the following actions:

- The Customer Experience team will lead a joint initiative bringing QCAB and CAB members together to begin co-designing improvements – **July 2026.**
- Co-design improvements and test communication processes and channels with QCAB and CAB members – **October 2026.**

- Expand features in the Catholic Healthcare App to support a better client experience-  
**February 2027.**

**Completing Open Recommendations** *Timeframe: 0–3 months*

We agree – it is important to finish what has been started and commit to completing remaining open actions from previous cycles by end of June 2026.

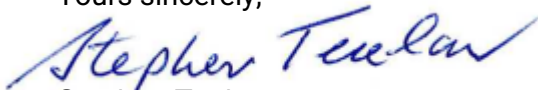
**Conclusion**

The Board truly values the QCAB's recommendations, as we work with you to 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