

24 July 2026

Dear Residential Aged Care Quality Care Advisory Body (QCAB) Members,

Subject: Response to Recommendations from Cycle 5 QCAB Meetings

Thank you for your thoughtful recommendations following the fifth cycle of Residential Aged Care QCAB meetings held in March and April 2026. We appreciate the care and insight reflected in the report, which highlights both the progress made so far and the areas that still need attention.

We support these recommendations and will work on them over the coming months. Below is a summary of the changes we plan to make and when we expect to complete them.

Strengthen Care Manager Capability and Sustainability – Timeframe 0-3 months

We understand this concern and agree that Care Managers need stronger support. We support the following actions:

- Develop a proposal to strengthen support for Care Managers and leadership teams during periods of transition and early career development. This will include clearer induction, mentoring and support arrangements, particularly in homes where leadership changes may affect continuity and care planning – **July 2026**
- Establish clear criteria to evaluate whether these supports are improving retention, confidence and effectiveness in the role – **July 2026**

Closing the Loop - Timeframe 3-6 months

We agree this area still needs work, and we know earlier efforts have not fully fixed the issue.

- Continue improving complaints management processes to ensure communication and follow-up with complainants is timely, consistent and builds trust in the system – **September 2026.**
- Review previous initiatives intended to strengthen “closing the loop” and identify what further changes are needed in practice, systems and communication – **July 2026.**
- Support testing and rollout of improvements to the complaint’s portal and related processes so residents, families and representatives can more easily provide feedback and receive updates – **June 2026.**

Finalise Open Recommendations and Strengthen Evaluation Timeframe 3-6 months

We agree it is important to finish this work and make sure the actions taken are actually making a difference.

- Complete all remaining open recommendations from previous QCAB cycles and ensure they are assessed for impact, not only implementation – **July 2026.**
- Embed a simple and consistent evaluation approach across QCAB initiatives so each project has measurable outcomes and can be reviewed for effectiveness over time – **August 2026.**

We also note the broader themes raised in this cycle, including workforce sustainability, communication with residents and families, the quality of care planning, and the need to support

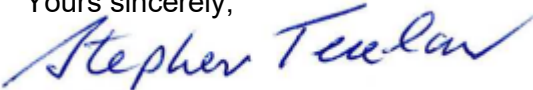
staff through change. These issues will continue to guide management's improvement work and future reporting to the Board.

Conclusion

The Board sincerely thanks the QCAB for its ongoing contribution and advocacy. Your recommendations continue to help guide where we focus our efforts and how we measure success. We look forward to reporting back on progress and continuing to work together to improve care and services for residents and families.

Thank you again for your thoughtful recommendations and your ongoing commitment.

Yours sincerely,



Stephen Teulan
Board Chair
On behalf of the Board of Directors