

9 December 2025

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

Subject: Recommendations from Cycle 4 QCAB Meetings

Thank you for your hard work and thoughtful recommendations after the third cycle of meetings held in September and October 2025. We were particularly heartened to hear about the QCAB's direct input in shaping the complaints policy to use language that is easier to understand, and your valuable input into the Residential Volunteer Strategy. We also note and agree with your comments about finishing what has been started.

Below are the steps we plan to take, along with the timelines.

Focus on Existing Improvements:

- Continue working on the current list of QCAB recommendations, with a particular focus on improving how we communicate changes and updates to everyone involved. This means finishing ongoing projects before starting any new ones, so we can clearly see what has worked best – target completion February 2026.
- Gather and review data comparing homes that have adopted buffet-style dining with those that have not. The aim is to understand how this change affects residents' health, including weight and wound care, and to determine if it reduces the need for supplements. Work has already commenced, and early results will be shared at the next QCAB cycle with a target completion date for the final report by May 2026.

Engaged Workforce

- Workforce issues will be the key focus in the next QCAB cycle. This includes exploring ways to attract and retain staff, especially in regional areas, to ensure we have the right people in the right places – target completion March 2026.

Commitment to Continuous Improvement:

- We will put in place a process to regularly check how QCAB initiatives are going, making sure every project has clear goals and can be measured for effectiveness - target completion February 2026.
- We will fix technical issues that have made it hard for some members to access documents or meetings and develop a clear plan for communicating QCAB's work and recommendations to everyone in our homes - target completion December 2025.

These steps will be rolled out over the next few months and into next year, as outlined in the QCAB report. The Board is committed to supporting these recommendations to ensure we continue to improve care and services for everyone in our residential aged care homes.

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.

Our best wishes to you and your families for Christmas and the New Year.

Yours sincerely



Stephen Teulan
Board Chair
On behalf of the Board of Directors