

Catholic Healthcare's response to the Royal Commission's Interim Report

November 2019

The Royal Commission is playing an important role in focusing attention on the needs of senior Australians. Its Interim Report shows us the direction aged care must move towards and brings a clear sense of purpose, focus on quality care, and a renewed focus on compassion and kindness.

Catholic Healthcare supports the work of the Royal Commission and the three calls to action outlined in the Interim Report:

- Ensure older persons in need of support in their homes have access to necessary support.
- Ensure there is no over reliance on chemical restraint in aged care.
- Ensure younger persons requiring residential care can access the accommodation and care most appropriate for them.

The Interim Report has provided a very valuable learning experience for us all. Catholic Healthcare has used this past year to listen more to our residents, families, clients and employees, and reflect on how we can do things better. We have invested time in developing our model of care, delivered new training and development initiatives, established best practices in medication management, and greatly improved our feedback and complaints channels. We will continue to work to improve. We welcome feedback and our doors are always open.