

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.5 Workforce and Quality

Question No: SQ15-000101

Topic: Engagement

Hansard page: Written

Senator Polley, Helen asked:

Please outline how the Agency engages with industry and the public. Be specific and outline the locations and types of engagements.

Answer:

The Quality Agency Annual Report 2013/14 states the level of engagement undertaken by the Chief Executive Officer and senior managers with the industry and the public. The information below is an excerpt from pages 31 to 33.

Also attached is a table outlining the Quality Agency engagements undertaken with industry and the public from 1 July 2014 to 28 February 2015 by the Chief Executive Officer and senior managers.

The Quality Agency engages with the public:

The public are able to download the latest report on homes on our website at <http://www.aacqa.gov.au/site/pdfs/reports>. A link to this page is available on our home page to make sure this page is easy to find for the public.

Between 1 July 2014 to 28 February 2015 over 13,000 reports on homes were downloaded. This page allows the public to find reports on homes using any search criteria such as state, suburb or entering the name of the home or partial name of a home. These reports on homes are used by the public as part of their process to find a suitable aged care home.

The Quality Agency website provides information to the public and between 1 July 2014 to 28 February 2015 was visited by over 75,000 people. Of these 56 per cent or 42,000 people visited the Quality Agency website more than once. During this period the public accessed our website using desktop (81 per cent), mobile (10 per cent) and tablet device (9 per cent). The average duration of visits on the website was over 3 minutes.

Our industry newsletter *Quality Standard* is distributed monthly and focuses strongly on promoting quality, research and evidence based practice, designed to highlight latest evidence in relation to aged care in Australia and internationally. There is also a focus on telling stories of how particular homes have implemented programs, to inspire and inform other homes.

Every month the *Quality Standard* is emailed to over 2,000 members of the public (4,300 monthly email total) and over 900 print copies (8,000 monthly print total) are sent to the public. In 2013/14 the *Quality Standard* was emailed to over 4,300. Copies of the *Quality Standard* are available on our website at <http://www.aacqa.gov.au/about-us/the-standard>.

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The Quality Agency engages with industry:

“Stakeholders *(taken from the Annual Report 2013/14)*

The Quality Agency is committed to consultation with stakeholders, and contributing as a key participant in quality initiatives, industry forums and working groups.

Quality Agency management and staff participate in a number of industry committees and working groups as well as participate in Better Practice conferences as session chairs and speakers.

The Chief Executive Officer, General Managers and State Managers also attend and make presentations to industry conferences and at accreditation and safety and quality conferences. This enables them to meet with a range of stakeholders and obtain direct feedback regarding the Quality Agency and to gain a broader understanding of the issues facing the industry.

We also briefed a number of delegations from overseas.

The Chief Executive Officer has presented to a number of forums including national and state industry associations’ conferences and the National Aged Care Alliance.

The State Managers chair each of the State Agency Liaison Groups. The liaison groups comprise representatives of industry associations, unions, and consumer groups and discuss industry trends and provide feedback.

Relationship managers *(taken from the Annual Report 2013/14)*

Relationship managers are appointed for larger approved providers, and for those providers whose operations cross state borders. The relationship manager is responsible for coordinating the overall relationship with the provider, and give internal advice on case management of the provider, and homes of the provider.

The relationship manager meets with the approved provider at least twice a year and acts as a central point for enquiries, service planning and contact for the provider in relation to all homes within the group.”

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Chief Executive Officer's engagements
1 July 2014 – 28 February 2015

Date	Organisation	Venue
2014		
10 July	Meeting of the Aged Care Commissioners and Chief Executives Officers – Inaugural Meeting	OACC – Melbourne
15 July	Visit/meeting with Pearl Supported Care (Southern Cross SA/NT)	Darwin
16 July	Agency Liaison Group meeting	Darwin
16 July	Visit/meeting Juninga Centre	Darwin
17 July	Institute of Public Administration (IPAA) Conference	Sydney
22 July	Aged Care Commissioner - Liaison Meeting	Sydney
22 July	Teleconference re Indigenous Ageing	Sydney
28 July	Meeting with Aurrum	Parramatta
31 July – 1 August	Better Practice Conference	Adelaide
5 August	Meeting with Alzheimers Australia	Melbourne
5 August	Meeting/Visit - Rathdowne Place Carlton	Melbourne
5 August	Meeting/Visit - Spiritual Health Victoria	Melbourne
5 August	Meeting - NACA – National Aged Care Alliance	Melbourne
5-7 August	Australian and New Zealand School of Government (ANZSOG) Conference	Canberra
11 August	Meeting with Age Discrimination Commissioner	Sydney
18 August	Launch The Power of Oldness – Age Discrimination Commissioner	Sydney
20 August	Attended launch of ViTA	South Australia
26 Aug	Meeting with Australian Council on Healthcare Standards	Parramatta
27 August	Meeting with Opal Aged Care	Parramatta
28-29 August	Better Practice Conference – open, announce Better Practice winners and deliver update on Quality Agency	Sydney
2 September	Meeting with Summit Care	Sydney

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Date	Organisation	Venue
9 September	Presentation to DSS	Canberra
9 September	Meeting with CEO ACH	Canberra
9 September	Meeting with Alzheimers Australia	Canberra
10 September	Meeting with Aboriginal Elders	Adelaide
15 September	Meeting with Owl Rating Scheme	Parramatta
16 September	Meeting with Aged and Community Services	Parramatta
19-20 September	Better Practice Conference – open and give update on Quality Agency	Brisbane
1 October	Meeting Royal Freemasons Ltd	Melbourne
2 October	BlueCross STARFish Extravaganza – Speak and present at Better Practice Award - Tools for life getting men engaged in aged care	Melbourne
3 October	Meeting with Jesuit Theological College	Melbourne
3 October	Meeting with Aged Care Commissioner	Melbourne
7 October	Present Better Practice Award Bupa New Farm	Queensland
7 October	Teleconference with Life without Barriers	Queensland
9 October	Meeting with Australian Public Service Commission	Canberra
16-17 October	Better Practice Conference – open and give update on Quality Agency	Perth
21 October	LASA Conference	Adelaide
21 October	Meeting with ACH	Adelaide
21 October	Meeting with The Society of Saint Hilarion Inc Aged Care	Adelaide
28 October	Better Practice Award - Sir Moses Montefiore Jewish Home	Sydney
29 October	Melbourne AICD session	Melbourne
29 October	Meeting with Dept of Health Victoria	Melbourne
29 October	Meeting with Bapcare Peninsula View	Frankston
30 October	Meeting with Arcare	Caulfield Victoria
30 October – 1 November	CEO forum, Australian Institute of Police Management	Manly Sydney

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Date	Organisation	Venue
13 November	Meeting with Seniors Victoria	Melbourne
13 November	Meeting with Wintringham	Melbourne
13 November	Meeting with Dept of Health Vic	Melbourne
13 November	Meeting with COTA Australia	Melbourne
13 November	SummitCare Conference - Organisational Excellence Awards 2014 Event	Victoria
14 November	Meeting with Change Day Australia	Melbourne
14 November	Meeting with Royal District Nursing Service (RDNS)	Melbourne
18 November	Meeting with Art Health Institute	Sydney
18 November	The Australian Council on Healthcare Standards (ACHS) Workshop	Sydney
20 November	Better Practice - open and give update on Quality Agency	Hobart
24 November	Leaders' meeting – Aged Care Commissioners and CEOs	Sydney
25 November	Nick presenting - Cultural Curation: A new model in aged care creating connection (Arts Health Institute Play Up Convention)	Sydney
10 December	Meeting at Wintringham	Melbourne
10 December	Customer Engagement Workshop and HUB meeting	Adelaide
2015		
19 January	Meeting with University of Wollongong	Parramatta
21 January	Meeting with Bupa Aged Care	Parramatta
22 January	Meeting with COTA	Adelaide
23 January	Meeting with ECH Inc.	Adelaide
23 January	Meeting with LHI Retirement Services	Adelaide
27 January	Meeting with Community Business Australia	Brisbane
4 February	Meeting with Catholic Health Australia	Canberra
5 February	Meet with Australian Competition & Consumer Commission (ACCC)	Canberra

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Date	Organisation	Venue
9 February	Meeting with Dietitians Association of Australia	Parramatta
10 February	Meeting with University of Sydney	Parramatta
12 February	Meeting with SA indigenous aged care network	Adelaide
16 February	Agency Liaison Group Meeting	Brisbane
16 February	Meeting with Star Gardens	Queensland
16 February	Meeting with Tomembec Pty Ltd	Queensland
17 February	Meeting with Arts Health Institute	Parramatta
20 February	Interview with Writer Arts Institute	Sydney

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State Manager engagements 1 July 2014 – 26 February 2015

Event date	External organisations	Location	Representative
2014			
9 -11 July	Nurses in Management Aged Care Conference	Brisbane	State Manager Qld
16 July	NT ALG Meeting	Darwin	State Manager SA/NT
16 July	Vic/Tas Agency Liaison Group	AACQA Melbourne	State Manager Vic/Tas
17 July	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT
23 July	Meeting with LASA QLD	Brisbane	State Manager Qld
24 July	Vic/Tas Agency Liaison Group	Hobart Tasmania	State Manager Vic/Tas
31 July	Australian Government Leadership Conference	Brisbane	State Manager Qld
31 July	Aurum – approved provider	AACQA, Melbourne	State Manager Vic/Tas
5 August	Spiritual Health Victoria	Melbourne	State Manager Vic/Tas
5 August	ANZOG Annual Conference 2014 - Paterson Oration and EMPA awards ceremony, Canberra	Canberra	State Manager NSW/ACT
6-7 August	ANZSOG Annual Conference 2014	Canberra	State Manager NSW/ACT
07 August	CommunityWest	Perth	State Manager, WA
12 August	LASA Vic Residential	Melbourne	State Manager Vic/Tas
12 August	LASA Quarterly Meeting	Melbourne	State Manager

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Event date	External organisations	Location	Representative
2014			
			Vic/Tas
21 August	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT
26 August	Qld DSS Aged Care roundtable	Brisbane	State Manager Qld
27 August	Meeting with LASA QLD	Brisbane	State Manager Qld
2 September	Emmy Monash	Emmy Monash	State Manager Vic/Tas
03 September	Quarterly NSW Agency Liaison Group meeting	Parramatta	State Manager NSW/ACT
05 September	Quarterly ACT Agency Liaison Group Meeting	Parramatta	State Manager NSW/ACT
8 – 9 September	LASA Qld Community Care	Brisbane	State Manager Qld
11 September	San Carlo Home for the Aged	Providers address	State Manager Vic/Tas
12 September	Aurrum Executive staff	Providers address	State Manager Vic/Tas
15 September	Aland David Lodge	Providers address	State Manager Vic/Tas
17 September	Vasey RSL Care Ltd	Providers address	State Manager Vic/Tas
24 September	SA ALG Meeting	Adelaide	State Manager SA/NT
13 October	Meeting with LASA QLD	Brisbane	State Manager Qld
14 October	QLD Agency Liaison Group meeting	Brisbane	State Manager Qld
15 October	Bupa Bellarine	Providers address	State Manager Vic/Tas
16 October	NT ALG Meeting	Darwin	State Manager SA/NT

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Event date	External organisations	Location	Representative
2014			
16 October	Vic/Tas Agency Liaison Group	AACQA Melbourne	State Manager Vic/Tas
24 October	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT
20 – 22 October	LASA National Conference	Adelaide	State Manager SA/NT
26 -27 October	National Leadership Team Meeting	Sydney	State Manager SA/NT
28 October	LASA WA and Home & Community Care Committee	Perth	State Manager, WA
29 October	Baptcare	Providers address	State Manager Vic/Tas
30 October	Vic/Tas Agency Liaison Group	Hobart Tasmania	State Manager Vic/Tas
31 October	Top End Community Forum	Darwin	State Manager SA/NT
10 November	WAALG	Perth	State Manager, WA
18 November	Industry Association Meeting with representatives from ACSAA-NSW&ACT, LASA	LASA office, Surry Hills	State Manager NSW/ACT
18 November	ACSWA Member Forum – Home care	Perth	State Manager, WA
19 November	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT
20 November	Allity Annual Conference	Barossa Valley SA	State Manager SA/NT
03 December	Quarterly NSW Agency Liaison Group meeting	Quarterly meeting	State Manager NSW/ACT
04	SA ALG Meeting	Adelaide	State Manager

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Event date	External organisations	Location	Representative
2014			
December			SA/NT
05 December	Quarterly ACT Agency Liaison Group Meeting	Quarterly meeting	State Manager NSW/ACT
8 December	QLD Agency Liaison Group meeting	Brisbane	State Manager Qld
08 December	Community Advisory Committee with members of the Aged and Community Services NSW/ACT (Presentation on Quality Reporting)	ACSAA office Rhodes	NSW State Education Officer
11 December	Vic/Tas Agency Liaison Group	AACQA Melbourne	State Manager Vic/Tas
11 December	Industry Liaison meeting hosted by DSS	Perth	State Manager, WA
19 December	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT
2015			
14 January	NT ALG Meeting	Darwin	State Manager SA/NT
22 January	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT
05 February	Consumer Directed Care Summit	Sydney	State Manager NSW/ACT
12 February	TOrCCH (Towards Organisational Cultural Change)	Perth	State Manager, WA
16 February	QLD Agency Liaison Group meeting	Brisbane	State Manager Qld
16 February	WAALG	Perth	State Manager, WA

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2014			
17 February	ILC MACS Service Providers Networking Forum	Perth	State Manager, WA
17 February	WA Dementia Training Study Centre (WA DTSC)	Perth	State Manager, WA
17 February	DBMAS, Alzheimer's Australia WA	Perth	State Manager, WA
18 - 19 February	National Leadership Group Meeting	Sydney	State Manager SA/NT
19 February	SA DSS/Quality Agency Liaison Meeting	Adelaide	State Manager SA/NT