



ALLAMBIE HEIGHTS
Village Ltd.

Leaders Summit 2019

Ciarán Foley, Chef Executive Officer, cfoley@alhvillage.com.au



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Royal Commission into Aged Care Quality & Safety

- 136 Royal Commissions Since 1902
- 135: Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry (2017-2019)

79 Recommendations

- 131: Royal Commission into Institutional Responses to Child Sexual Abuse (2013-2017)

409 Recommendations



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As an Industry we need to predict the recommendations and act on them now

CUSTOMER SERVICE

- Quality Accommodation
- Protection
- Culture of Respect

WORKFORCE

- Screening of Staff at recruitment, supervision, appraisal & evaluation
- Competitive Remuneration
- Staff Qualifications
- Our Industry View about Nurse & Care Staff Ratios



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COMPLAINT SCHEME

ACCREDITATION

(Aged Care Quality & Safety Commission)

**FUNDING & BEST APPROACHES TO MEET
OUR CUSTOMERS' NEEDS**



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FUNDING

- ACFI Implemented in 2008
- Reform awaited
- Onerous, complex and purposely designed to be



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ACFI BREAKDOWN

1	Activities of Daily Living	<ol style="list-style-type: none">1. Nutrition2. Mobility3. Personal Hygiene4. Toileting5. Continence	Nil: \$0.00 Low: \$37.36 Medium: \$81.36 High: \$112.71	
2	Behaviours	<ol style="list-style-type: none">6. Cognitive Skills7. Wandering8. Verbal Behaviour9. Physical Behaviour10. Depression	Nil: \$0.00 Low: \$8.54 Medium: \$17.70 High: \$36.90	NNN= \$0.00 per day HHH= \$217.77 per day
3	Complex Health Care	<ol style="list-style-type: none">11. Medication12. Complex Health Care	Nil: \$0.00 Low: \$16.57 Medium: \$47.20 High: \$68.16	

- I estimate underclaiming by \$1-2 billion per annum

- Government is keen to announce that Aged Care Providers are funded by the tax payer by between 60% - 70%
 - Is this accurate and what units of measurement are they using?

 - AHV RACF received funding of 59% of our 2016 Budget
 - AHV RACF received funding of 54% of our 2017 Budget
 - AHV RACF received funding of 55% of our 2018 Budget

➤ **Most Providers cover:**

- all capital costs
- all renovation costs
- all maintenance and preventative maintenance costs
- gardening costs and
- any new capital development

➤ We carry all financial credit risks and a double debt of repaying the bank debt and the debt of the Accommodation Payment

➤ ACFI does not discriminate in relation to a Provider's land/location or development costs

Government Control and Interference

- Dictates Supply (ACAR and bed licences)
- Dictates Location of bed licences
- Rations Supply and Dictates where services can be provided
- Dictates Price
- Dictates largely the Accommodation Payment and its parameters
- It sets the Compliance Standards
- It operates the Complaints Scheme
- It engages in Wages Control (Fair Work Legislation)
- It prejudices and favours involvement of Trades Unions (Fair Work Legislation)



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PPC Partnership

- ❖ Public (Government)
- ❖ Private (Provider, FP & NFP)
- ❖ Consumer (Resident but also the Government)

PPC Partnership

- If Customers can pay, they should pay
- We need as Customers to plan for the final years of our lives
- We need as Providers to create a **Culture of Strong Customer Focus**
- If our services are great and fairly priced, our Customers will pay a Fair Price for a Fair Service, the essence of Free Trade

We need to ‘Change the Paradigm!’

- From Government Provider to Government Customer/Purchaser of Services
- From Aged Care Provider to Aged Care Contractor

‘Customer and Contractor’

PPC Partnership

- As Contractors (Providers), we need to be **Values and Ethically Driven**
- There needs to be **Mutual Respect** between all partners and this includes our public servants at Council, State and Federal levels
- A Partnership in planning, paying and providing great services to Australia's older persons
- Let us plan to be the '**Best in the World**' and our services to be a shining light to the rest of the world
- Let us aim to achieve this over the next 5 years, 2024

**“Anything is Possible,
Don't Think Limits”**