

# THE VILLAGE NEWS



ALLAMBIE HEIGHTS  
*Village Ltd.*

Retirement Village



ALLAMBIE HEIGHTS  
*Village Ltd.*

Residential Aged Care Facility



William Charlton Village

Retirement Village

September/October 2019

Allambie Heights Village Ltd.

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## Successful RACF Licence for 3 years

It is with great pride that I announce that our Residential Aged Care Facility successfully achieved a Licence to Operate for a further 3 years. I received a call from one of the 5 NSW Aged Care Quality and Safety Commissioners on the afternoon of Friday, 16 August 2019 to confirm this. I shared this great news moments later with our staff who were jubilant at hearing of our success.

***'Be reassured that our residents are in a very safe and high quality environment'***

Jim Murray, facility Manager and I advised our residents and relatives during the year of the new 8 Aged Care Standards and 42 Requirements that were launched across Australia on 1 July 2019 as the measurement of compliance to operate a Residential Aged Care Facility. Our staff had been preparing for the transition from the previous 4 Standards and 44 Outcomes to the New Standards since November 2018 and received quality training during April and May 2019 which was attended by staff, management and some Board Directors.



Jim providing training on the New Standards

On 16 July 2019, I opened the Reception door to meet 3 of the Aged Care Quality and Safety Commissioners who arrived unannounced in relation to our re-application to the Commission to operate as a residential aged care facility. This is my 5<sup>th</sup> time since joining the Company in 2006 that I have engaged in this process.

Each year, the former Australian Government Aged Care Quality and Standards Agency (Agency) which has re-branded as the Australian Government Aged Care Quality and Safety Commission (Commission) conducts 2 site audits, 1 announced and 1 unannounced which lasts 1 day in addition to the 3 yearly re-application process to seek approval to operate. I have been through about 25 of the 1 day site audits.

Residents and relatives were contacted by our management prior to July 2019 to provide contact details of the Commission should residents or relatives wish to contact the Commission and we contacted relatives again on 16 July 2019 to advise that the unannounced site audit was underway.

Usually, the re-application site audit lasts 2 days and involves 2 Assessors. This time, the 3 Assessors were with us for 3 days. They were at pains to tell us over this time on many occasions that they were learning about the New Standards too. They advised that they were appreciative to be doing so in such a welcoming and helpful environment as ours.

But let me tell you, this was the most gruelling of experiences for our management and staff. Everything was examined to cover the 8 Standards and 42 Requirements, all which had to be 'met' in order to pass the test, more about this below.



Mini, Ciarán, Jim, Belinda, Cathy, Kabita with our Certificate of Accreditation

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## ***Successful RACF Licence for 3 years continued....***

Be reassured that our residents are in a very safe and high quality environment at Allambie Heights Village Residential Aged Care Facility. Our Licence to Operate continues to September 2022. I advised our residents of this at their Residents Meeting on 22 August 2019 to rapturous applause. We received the Certificate of Accreditation on 18 September 2019.

I thank our residents for their involvement in this process and for speaking openly and honestly to the Assessors. Thanks to those relatives who made themselves available over the 3 days and others who phoned the Assessors. My appreciation to our Board Directors who broke away from their busy schedules to meet and to be interviewed by the Assessors and to our Contractors who were interviewed too when at the RACF over the 3 days.

## ***'I am privileged to be part of a very special team'***

My overwhelming congratulations and thanks go to Jim Murray, our Facility Manager, his management team and staff and to my other Company management and staff who all contributed to this accreditation process. I am so very proud of each of them and I am privileged to be part of a very special team.

We set our benchmark for Standards and Values very high and that is why in August 2019, we achieved 100% occupancy at our RACF. It is therefore most appropriate that Jim and I took the team out for a celebratory meal on 23 August 2019 to say 'thanks' to the Team.

## **Absolutism, my grave concerns**

The Government, the Department of Health and the former Agency's requirement that RACFs across Australia achieve 4 Standards and 44 Outcomes, that's a 100% success requirement to be compliant and to be permitted to operate prior to 1 July 2019, has proven to be a failure!

The Royal Commission into Aged Care Quality and Safety has since its commencement of operation on 1 January 2019 and its various Hearings since, heard of the failings of some aged care staff and a few poor

Operators in Australia. Be very clear, this is a minority and they do not represent the outstanding services of the majority of our Industry's Operators of RACFs, Home Care Services and the 370,000 people that make up Australia's Aged Care Workforce.

Having spoken over past months to scores of Operators, I am confident in saying that we do not want poor staff or poor Operators in our Industry. They are responsible for the poor press that the Industry has received and they are responsible for the Royal Commission.

And so, it staggers me that the new Australian Government's Aged Care Quality and Safety Commission would choose to still travel the same road of requiring a 100% success rate in the achievement of the new 8 Standards and 42 Requirements.

When have you ever achieved in your own life 100%? Do you achieve 100% every hour, every day, every week, every month? Of course you don't, no-one does. And yet, 100% is the requirement that Operators, Management and Staff of RACFs and Home Care Services, must achieve.

I have been an enthusiastic reader of history for over 4 decades and absolutism does not work very well. There are exceptions, mathematics might be considered one, for example,  $2 + 2 = 4$ . But in an athletic race over 100m and 8 lanes, I have never seen 8 athletes finish with the exact time. Isn't that why we award gold, silver and bronze medals?

My history knowledge confirms that regimes that have demanded 'absolutism' have lasted for very short periods mostly and have hurt a lot of people in the process. Such regimes have ultimately failed.

## ***'We do not want poor staff or poor Operators in our Industry'***

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## ***Absolutism, my grave concerns continued...***

Why would we want an absolute 'must achieve 8 Standards and 42 Requirements' in our Residential Aged Care Facilities and Home Care Services? Have we forgotten that we are a Human Service Industry, human beings working with human beings? Do you really believe that anyone can achieve 8 Standards and 42 Requirements all of the time, absolutely? Do you trust that system of measurement. I don't and many of my colleagues don't.

I would far rather have a rating system of say, 85 out of 100 or 90 out of 100 with a 'must pass' of 70 which is a high benchmark in itself. Such a result is a far more real, honest and transparent benchmark for the Industry, Operators and more importantly for Consumers/Residents and their relatives to compare services against each other.

And it is what the Government and the Department of Health should want. When was the last time any of them or their staff achieved 100%? Absolutely never I guess.

## **Industry calls for urgent action as Royal Commission is extended**

The Royal Commission into Aged Care Quality and Safety has sought and received from Government an extension of 6 months. While the Interim Report is expected in October 2019, this extension will push the Final Report planned for April 2020 to later that year.

Seán Rooney, Chief Executive Officer of Leading Aged Services Australia (LASA) commented that the extra time will allow for a deeper investigation of the many complex issues in Aged Care and their solutions. However, there are a number of critical issues facing the sector that must be addressed now.

"The aged care sector fully supports the Royal Commission's hearings, roundtable discussions and consultation around the country", Mr Rooney said.

"This is a 'once in a generation' opportunity to make the aged care system better for all older Australians, now and into the future, and we must get it right. However, we cannot delay action on making the

aged care system better right now, by addressing the key issues of access to services, funding of services, quality of services and supporting the workforce that delivers these services".

Mr Rooney continued, "Urgent action before Christmas this year is required to avert the increasing risk of service failures, job losses and missed care while the Royal Commission considers long term reforms". "We all want a safe, high quality and high performing aged care system. Older Australians need it and older Australians deserve nothing less".

LASA is an operator representative and lobbying organisation on behalf of many of Australia's aged care and retirement village operators of which Allambie Heights Village Ltd. is a member.

Ciarán Foley commented, "It is of concern that a recent report has demonstrated that in past months the number of residential aged care facilities across Australia operating their business at a financial loss has increased from 42% to 44%". He again urges all residents who can and certainly their relatives, staff, Board Directors and Contractors dependent on our Industry, to contact their local Councillors, State MPs to inform them of their concerns about the funding of our Industry but most importantly to contact their local Federal MPs because Aged Care is a Federally funded service and advise them of the crisis in funding of aged care.

Apathy is not an option in this matter. It's too important and everyone has got to join the argument to ensure that our Industry and our older Australians are appropriately funded.



Team celebrates successful Accreditation

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## Development Consent not achieved yet

As readers will be aware, we have been working with some of the finest Consultants over the past year plus, to create a new retirement village to the West of William Charlton Village, Retirement Village. Our Development Application was delivered to Northern Beaches Council on 11 October 2018. Our new retirement village has embedded in its design and vision, accommodation that will attract residents over the next 30 years and beyond, allowing people to grow older and live longer at home if that is their wish. In our work, we have encouraged our Consultants to dream about how people may want to live over the next 30 years and to design accommodation, facilities and a living community that reflects this vision. We are immensely excited about the living community that we will create.

On 6 September 2019, we learned that Council and the Local Planning Panel require our movement or re-location of the proposed Pool Building away from our planned location. While this was disappointing news to receive and a decision that surprised greatly our Consultants, we have already engaged in looking at the Pool Building and its location. We are very happy that our apartments and many other aspects of our application are compliant as we would expect.

While this puts our commencement of construction back a few months, we are confident and positive of achieving consent in the months ahead. We have already 13 parties who have expressed an interest in moving into our new living community of 24 fantastically designed apartments.

## 10 Years Service

We celebrated Louise Wells, Team Leader on reaching 10 years of service with our Company. Congratulations to Louise!



Louise, Jim and Ciarán

**Ciarán Foley**  
Chief Executive Officer.

Catering Industries 



Our newly planned Living Community awaiting consent