



Leadership Pledges to Uphold the Aged Care Voluntary Industry Code of Practice

Leadership pledge 1:

Establishment of an industry leadership group

There is a need to meet regularly to design, oversee and approve initiatives and to evolve and articulate the role of and mechanisms for this leadership group. The Aged Services Industry Council would be responsible for securing the first group of signatories to the Voluntary Code.

Leadership pledge 2:

Implementation of the industry workforce strategy

The Aged Services Industry Council would be accountable for establishing the appropriate capability/structure to design and implement the required key projects as a transformational program to deliver the agreed 14 strategic initiatives, including the Voluntary Code. It will take responsibility for implementation of key industry steps called for in the workforce strategy.

Leadership pledge 3:

Promotion of the Voluntary Code to service providers

Another step will be to promote the Voluntary Code to broader industry and encourage industry participants to aspire to its higher standards of care and the workforce strategies that attract and retain skilled people. To formalise commitment to the Voluntary Code, an aged care service provider that agrees to aspire to the Voluntary Code principles would be asked to sign the Voluntary Code and thereby become a signatory to the Voluntary Code.

Leadership pledge 4:

Development of good-practice guidance materials to explain application of the principles

Best-practice forums and the practices that emerge from these could be formalised and captured through guidance notes.

Leadership pledge 5:

Supporting adherence to the Voluntary Code

The Aged Services Industry Council would articulate what Voluntary Code obligations are intended to mean for service providers. However, compliance with the Voluntary Code should not become a checklist activity.

An evaluation mechanism must be directed to the broad aims of the Voluntary Code and promoting a consumer-centric, 'living well', integrated approach to care. This requires the involvement of experts in the field able to make sophisticated judgments.

Leadership pledge 6:

A channel for feedback (complaints)

Critical to any industry Voluntary Code environment is how feedback (complaints) by consumers or their representatives, or employees are handled. Code signatories must have sound internal complaint handling as a part of their compliance. Complaints that are not resolved directly with the signatory service provider must be escalated to a high-quality independent complaints resolution body. An early role for the leadership group will be to establish a complaints capability that complements and enhances current regulatory complaints frameworks.

Leadership pledge 7:

Code monitoring, compliance and maintenance

This aspect of the Voluntary Code relates to its 'ownership'. It will require industry to form a view about the appropriate mechanism or structure to be responsible for this important aspect of an industry Voluntary Code. The aim is to avoid any obstacle to proceeding with the early development of the Voluntary Code and to allow the solutions for this to be resolved over the first few stages of the Voluntary Code's development.