

# Consumer Focused | Industry-led | Aged Care

the

The aged care voluntary industry code of practice

Code

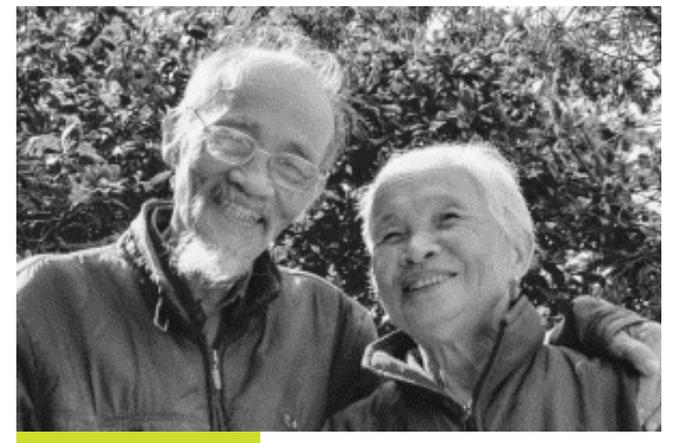


'Because how we care for our ageing is a reflection of who we are as a nation' 1

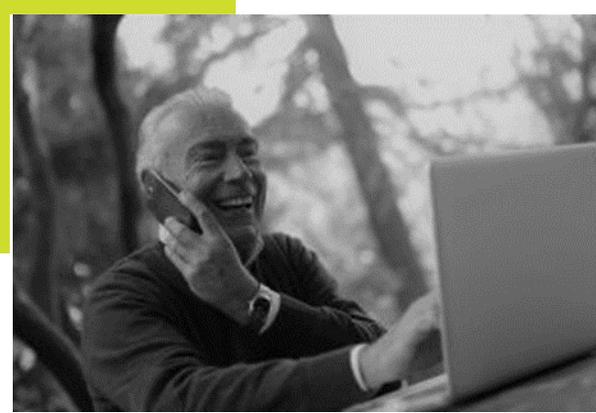
# What are we doing?

We are implementing **an industry first** Voluntary Code of Practice, to bring aged care services, consumers and providers **together under a single code** for all.

The Code aims **to help** good providers become great and great providers to become **'world leaders'**.



# Why are we doing this?



The Code is there to ensure providers and workers **go beyond** delivering the bare minimum required under the quality and safety standards.

**Industry is taking responsibility** to create a proactive industry-led committed, accountable and improved care model - towards the betterment of all Older Australians.

The Code is **not** another layer of regulation – it is not in addition to the Aged Care Quality Standards – it is a **mechanism for providers to instill the values and expectations** for how services are delivered.

# What does this mean for you?

## Consumers

All those who access aged care services understand the measures in place to achieve quality, safe and personalised aged care services and supports.



## Workers

Workers in aged care are supported to realise their full potential level of performance.



## Providers

Aim to perform beyond the expectations of the communities they serve and the consumers for whom they are accountable.

# How does it work?

Allowing self-regulation through transparent performance reporting.

## Governance

VICOP team will:

- Oversee the implementation of the Code.
- Manage the Code governance
- Supply the providers with a Toolkit
- Review annual reporting provided by Providers as a Self-Report
- Ensure badging is up to date

## Seven principles

1. Consumer led and community shared value
2. Living well and integrated models of care
3. Board governance
4. Best practice sharing and industry benchmarking
5. Education and training
6. Workforce planning
7. Proactive assurance and continuous improvement



# Why should you care?

The Code delivers **real-time, tangible** results.

The Code is there to support you through:

- The delivery of consumer-focused care.
- The public have confidence in aged care organisations' ability to provide high quality care to older Australians.
- The Code outlines the steps organisations, workers, families, and carers can take to meet the needs of older Australians.
- The Code supports best practice and underpins learning and expertise required to deliver world class care delivered through real-time mechanisms.
- A performance plan that unites all organisations to drive the delivery high quality care.



# What is next?

## Consultation

Aims to:

- Listen to the concerns of various providers.
- Seek and share views and information.
- Consider the impact on workers and consumers when decisions are made.



## Key Dates:

Roundtables (Advocates, Union, Peak Providers)

- 9 March – 13 April

Public Consultation (Older Australians, Employees, Providers)

- 27 April – 28 May

Open submission ([www.acwic.com.au](http://www.acwic.com.au))

- 27 April – 28 May

# Feedback

All stakeholders are invited to express their views in writing and submit to the Council at [VICOPfeedback@acwic.com.au](mailto:VICOPfeedback@acwic.com.au)

