

Transition to the new Aged Care Act: Are we there yet?

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Uniting

Acknowledgement of Country.



Our purpose.

Our foundation:

Uniting NSW.ACT is part of the Uniting Church in Australia.
Christ invites us to serve humanity by creating an inclusive, connected and just world.

From our purpose comes
our foundation:

To inspire people, enliven communities and confront injustice.

From our purpose, comes
our 10-year strategy:

Create a better future for more people and communities by disrupting
entrenched disadvantage.

We demonstrate this
commitment by living
our values:

Compassionate

We are nurturing, generous and thoughtful in our words and deeds.

Respectful

We act with honesty and integrity and open our hearts to all people without exception.

Imaginative

We challenge convention, explore new possibilities, and dare to dream for a better future.

Bold

We face injustice head on, and stand up for what is right and true, with confidence and strength.

Who we served in FY24.

145,856 total clients

↑8.3% on FY23

57,973

Local Area Coordination
and disability services
participants

52,592

Children, youth and
family service clients

1,249

Medically Supervised
Injecting Centre clients



3,869

War Memorial Hospital
patients

Our diverse workforce in FY24.

11,610
employees

↑11% on FY23



9,281
female* employees (80%)

2,285
male* employees (19.6%)

4,075
CALD** employees (35%)



398
First Nations employees (3.5%)

106
Chaplains and
Pastoral Practitioners

1,439
Volunteers ↑22.7% on FY23



*It's a generational opportunity to reimagine
aged care in Australia.*

Transition to the New Aged Care Act.

Aged Care Reform Journey

The presentation explores the ongoing journey of aged care reform in Australia, questioning current progress.

Grounded in Experience

Insights are based on Uniting Seniors Services' real-world experience transitioning to the new Aged Care Act.

Shared Insights and Inspiration

The goal is to inform and inspire the aged care sector towards a just, person-centred system.



Sustainable Reform is a Marathon, Not a Sprint.



Endurance in Reform

Sustainable reform in aged care requires long-term endurance and ongoing commitment to change.



Adapting to Complexity

Embracing complex new regulatory models is essential for successful and sustainable aged care reform.



Human-Centred Approach

Reform focuses on elevating the lived experience of older Australians through strategic, compassionate care.

Five Advocacy Destinations put to the Royal Commission.



1. Rights-Based Service Choice

Advocating for a rights-based Act that ensures choice and control over aged care services for individuals.

2. Access to Home Care

Promoting greater access to home care options, enabling older people to receive support in their own homes.

3. Innovation and Prevention

Encouraging innovation and preventive measures to improve aged care quality and outcomes.

4. Skilled and Fair Workforce

Supporting a skilled workforce that is fairly paid to deliver compassionate and quality aged care services.

5. Sustainable Funding

Advocating for sustainable funding combining government and consumer contributions for long-term aged care support.

Uniting's Strategic Response since the Royal Commission and of course COVID.

Uniting's Reform Strategy: Transformation in Action.

Enhance and evolve our support for seniors, particularly those experiencing social and economic exclusion



Quality



Home Care



Integration



Being in the communities of need

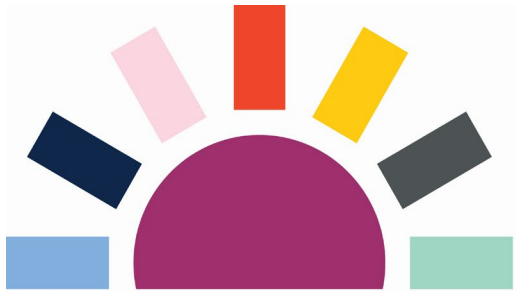


**Quality
of care**

Our Residential Care Transformation Program– **delivering safety, normality and meaning**

Our vision

Our vision is to deliver aged care based on the individuality of the person receiving care and services by striving to consistently deliver an experience that creates joy and fulfillment and ensures dignity at all times, because every person deserves to be empowered to live the life they choose.



**Your day,
your say.**
Household Living

Our outcomes

Enhanced Quality of Life

Ensuring we deliver good clinical care is the baseline for our services at Uniting.

Person Centred Care

The needs of our residents are at the heart of everything we do at Uniting through our Household Living model.

Empowered Staff

At Uniting we value our staff and the work they do as a team to make a difference.

Our Home Care Transformation Program – delivering service excellence and growth.

Our vision

Our vision is to delight our clients with specialised, high value services delivered by an engaged workforce who believe Uniting is the best place to work in the sector and will grow their career with us.



- 1 Driving customer growth
- 2 Improving customer service
- 3 Increasing workforce efficiency
- 4 Improving employee experience
- 5 Building a scalable supporting structure

Our Integrated Communities Transformation Program – rethinking our retirement living offering

Our vision

Our vision is to offer personalised well-being in a supportive community where there are seamless connections across Retirement Living, Home Care, and Residential Aged Care.



Providing Care

Support in Silos

Feel My World Closing In

Passive Interaction with Nature

Financial Anxiety

Holistic Health & Wellness Support

Continuum of Care

Feel My World Opening Up

Connected to Nature

Predictable Costs & Returns

Unfinished Reform Business.



- **Challenges of Micro-Regulation** reducing quality care to rigid rules and inputs not outcomes. Limits innovation.
- **Sustainable funding for Concessional Residents** to ensure fair and adequate care services.
- **Growth in Home Care Packages** must expand rapidly to meet increasing demand among aging populations.
- **Better Integration** aged care and health care is critical as seen in Covid and now with the bed block crisis in our hospitals
- **Rights enforcement in future iterations of the Act** to meet individual needs in a timely manner



*A future where older people are not just cared for, but
respected, empowered, and celebrated.*

Thank you.

Uniting