

From: Dale Dumpleton [REDACTED]
Sent: Sunday, 11 February 2024 8:30 PM
To: Aged Care Legislative Reform
Subject: Feedback | New Aged Care Act
Attachments: RE: Feedback | New Aged Care Act [SEC=OFFICIAL]; Re: Feedback | New Aged Care Act [SEC=OFFICIAL]

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Mr B Comley PSM, Secretary
Department of Health and Aged Care
Canberra

Dear Mr Comley PSM

SUBJECT: New Aged Care Act

My submission refers specifically to: *A new Aged Care Act: exposure draft, Consultation Paper No. 2 - Summary, Plain English Version.*

I have read through the paper jotting down points that occurred to me. I had intended to complete the online survey but the questions require a thorough understanding of the new Act and then a judgement on how effective it will be. So instead I am writing to make the following points.

CHAPTER 1 Embedding high quality care

The new Act outlines what 'high-quality care' means. This is to create a shared understanding across the aged care sector. High quality aged care is care that puts older people first and upholds their rights.

This section strongly interests me and I found the definition to be very comprehensive. It was great to see the word 'kindness' as part of what high quality care means. However the word 'respect' needs to be more clearly defined or spotlighted. It is used in several ways

- respect for mental health and wellbeing
- respect for privacy etc
- activities that are respectful etc

To me, respect for the person is the standard for high quality care.

Much flows from that key concept. When respect is shown then much of the care provided will be based on the person's needs and wishes.

I recommended

Firstly, the first dot point uses respect as the upfront statement eg

- respecting the person

Secondly, respect should be a core principal of an organisation and as such should apply equally to staff eg

- respecting and keeping staff

Thirdly, to show respect a person's name should be used eg

- addressing people by their preferred name

Fourthly, critical to a person's well being and autonomy is the right to have visitors eg

- upholding the right of aged care residents to have visitors in all situations

CHAPTER 3 Registered Providers, aged care workers and digital platforms

Part 2 Specific registration requirements for residential care homes

Requires that homes follow health, safety and building standards. Fails to acknowledge the research and standards applicable for a more person centred home.

Recommend the following addition

- the design of the home and grounds are person centred; dementia friendly, with access to outside areas in all weathers

Part 6 Digital

Issue around digital platforms - **need a guarantee that information gathered is protected**

CHAPTER 5 Managing the Aged Care System

In terms of promoting high quality care
the System Governor' role is about

- encouraging providers and workers to deliver high quality care

and

the Aged Care Quality and Safety Commission's role

- promoting high quality care
- making sure providers and workers follow the rules

(i) This indicates some overlap with the System Governor and Aged Care Quality and Safety Commission in terms of promoting high quality care.

Recommend clarification

(ii) What is the link between the System Governor and the Aged Care Quality and Safety Commissioner? Is there a reporting mechanism?

Complaints

Part 5 Complaints Commissioner

Complaints may be about a provider or about the Commission.

Complaints about the commission should be dealt with by a body on the outside - so there can be no perceived compromise on reviewing complaints.

About me

I am an older person over 70 years of age

I am a volunteer in an aged care service for people living with dementia

I am not currently considering aged care services

I live in a Victorian regional city

I am not of Aboriginal or Torres Strait Islander heritage

I was born in Australia

I speak and write English

Thank you for the opportunity to put forward my comments.

Yours sincerely

(Mrs) Dale Dumpleton

