

From: Natasha Morgan [REDACTED]
Sent: Wednesday, 28 February 2024 5:05 PM
To: Aged Care Legislative Reform
Subject: Suggested wording change to exposure draft

Hi

Section 19 – definition of High Quality Care – page 28

(xi) worker retention and training to facilitate the delivery of the service by well-skilled and empowered aged care workers who are able to develop and maintain a relationship with the individual.

It should read

(xi) worker retention and training to facilitate the delivery of the service by well-skilled and empowered aged care workers who are able to develop and maintain a **PROFESSIONAL** relationship with the individual.

The reason for this suggested change is providers have worked hard around our staff maintain professional boundaries and ensuring that all relationships with clients do not cross those boundaries. The above wording does not support the existence of professional boundaries.

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