Aged Care 2.0 Checklist

Are You Prepared for The Changing Nature of Australian Aged Care?

The Australian aged care system as a whole is in a period of substantial transformation. The successful aged care providers of tomorrow will take proactive steps to not only navigate their way through change, but to thrive and grow.

This checklist is designed to stimulate positive and productive planning in the seven key areas outlined below. Within each checklist item, there is space for you to make notes on actions you can take to strengthen your operations. There is also space to make notes that you can expand later into well-considered plans that can be promptly implemented.

Do You Have a Diversified Service Mix?

Operating in a competitive market with financially resourced consumers presents key benefits for a diversified mix of aged care services. By providing both residential care and home care services, for example, you can develop and maintain a relationship with a client who may commence as a home care client and later transition to residential care.

Do your services support residents throughout their aged care journey?

☐ Yes   ☐ No

Action Items

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Can You Attract and Retain Quality Staff?

Maintaining long-term resident relationships hinges largely on your ability to attract and retain leading industry talent. In the future, it will be essential that your organisation develops sophisticated workforce management plans, provides flexibility for staff, embraces diversity, and sustains a positive and inclusive workplace culture.

Is your business well-positioned to attract and retain the best talent?

☐ Yes   ☐ No

Action Items

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Can You Keep Pace with Changing Legislation?

The Interim Report of the Royal Commission into Aged Care Quality and Safety makes it clear that while there are no interim recommendations, there is a definitive need for transformational reform that is systemic, not reactive. It may be reasonable to expect a suite of legislative changes in the not too distant future.

Does your organisation have the resources and systems to maintain compliance?

☐ Yes   ☐ No

Action Items

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Is Your Data Secure?

Security requires a 24/7/365 mindset within sophisticated electronic operating environments. Leading cloud providers deliver best-practice services including complex encryption, intrusion detection, and redundancy. Organisations with an on-premise deployment would seldom match these capabilities. Data loss, compliance and cybersecurity are of critical importance, which is why choosing the right deployment method is essential.

Does your current level of data security leave your organisation exposed?

[ ] Yes   [ ] No

Action Items

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Are You Leveraging the Benefits of Office Automation?

In periods of rapid change, paper-based processes begin to break down as inaccuracy and inefficiency have a compounding impact on an organisation. Manual workarounds, handwritten notes and clunky spreadsheets should be replaced by integrated aged care software, which provides seamless and quick reporting to aid business efficiency and increase profitability.

Do you rely on paper-based, manual processes for crucial business functions?

[ ] Yes   [ ] No

Action Items

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Do You Have a Resident-Centred Approach?

The next wave of aged care residents will have an increased capacity and desire to choose higher standards of aged care services. With increased competition, if you cannot meet your residents needs both now, and in the future, then you are at risk of them moving to an alternate provider.

Is every element of your business focused on the resident experience?

[ ] Yes   [ ] No

Action Items

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Is Your Software Built for Australian Aged Care?

With a changing legislative and funding landscape, enhanced market competition, and evolving resident preferences, the capability of your software to support your organisation is critically important. If your software was not purposefully built as a senior living solution, then you are diminishing your ability to be successful in the years ahead.

Can your software adequately meet the unique needs of Australian aged care?

[ ] Yes   [ ] No

Action Items

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