



GOODWIN
THE BETTER LIFE CHOICE

What the Royal Commission means to us

Royal Commission into Aged Care Quality and Safety

Last year, the Australian Government announced the Royal Commission into Aged Care Quality and Safety. The broad-ranging terms of reference focus on the current situation in aged care and how government, the industry and the community can address the many complex challenges facing the aged care sector.

Our involvement

As part of the formal process, we were proud to contribute to the Commission. We worked together to provide the inquiry with information, as well as outlining some of the innovative concepts and processes that we have here at Goodwin.

The Royal Commission is the most significant opportunity for generational change in aged care reform that Australia has ever had.

We believe that the Royal Commission provides an important opportunity, not only to highlight areas for improvement in the aged care sector but also to share some of the innovating programs and ideas that exist sector-wide.

Reflecting the three key components in our Goodwin mission statement, we highlighted our commitment to:

- 1 QUALITY CARE** – delivering quality services to our consumers with a focus on dignity and independence
- 2 OUR WORKFORCE** – working with our professional staff to foster pride and integrity, and
- 3 THE FUTURE** – being adaptable to change to achieve our purpose.



1 QUALITY CARE

We demonstrate this in a number of ways, including:

- Through strong governance including our structure, our feedback and complaints management and our commitment to continuous improvement
- Our approach to clinical care, which is facilitated by good governance, access to onsite dietitians, pharmacists, nurse practitioners and other important allied health care professionals
- The focus that we put towards delivering high level, person-centered and respectful, dementia and palliative care
- Through our services delivered at the wellness hub
- Ensuring that we work with consumers and their families to develop personalised and relevant care plans.

2 DEVELOPING THE WORKFORCE

We demonstrate this in a number of ways, including:

- Ongoing training opportunities that are tailored to staff members' interests and goals, and contribute to better outcomes for our consumers
- Partnering with universities and other organisations to adopt evidence-based and innovative models of care.

3 THE FUTURE

We hope that the work of the Royal Commission will result in older Australians receiving the type and standard of care they deserve when and where they need it.

In addition, we provided the inquiry with a significant number of suggestions relating to processes, funding, staff training and clinical care to further deliver our commitments to facilitate a robust, safe and sustainable aged care system that focuses on quality care and improved choice for older Australians.

We provided seven key recommendation areas for consideration based on our significant experience operating in the aged care sector.

The Royal Commission has given us an excellent opportunity to provide recommendations relating to the future of aged care in Australia.

Our recommendations focused on seven areas:

1. Improving access to and the standards of clinical care
2. Addressing the challenges associated with Dementia specific care
3. Improving access to appropriate aged care services
4. Developing, adapting and expanding the Quality Standards
5. Making the right level of care available at the right time, including palliative care
6. Significant structural changes, and
7. Changes to the training of the aged care workforce.

Supporting our community

The Royal Commission is shining a light on practices in the aged care sector and revealing troubling personal experiences. At Goodwin, we are optimistic the Royal Commission will result in changes to the whole sector – and we welcome it! The wellbeing of people in our care has always been central to how we work at Goodwin. This is how it should be for all providers.

As you would be aware, at Goodwin we have a strong governance framework that means we take all feedback and complaints seriously. If you have any issues or concerns we would encourage you to complete a feedback form and put it in the Suggestion Box at any of our villages and care facilities, via mail to 22 Marshall Street, Farrer ACT 2607, via email to feedback@goodwin.org.au or through our website.

We would also encourage you to contact us if you have any questions relating to the Royal Commission.

**Goodwin village
Ainslie &
Goodwin House**
35 Bonney St
Ainslie

**Goodwin village
Farrer & George
Sautelle House**
22 Marshall St
Farrer

**Goodwin village
Monash & Ralph
Cartwright Centre**
27 Cockcroft Ave
Monash

**Goodwin village
Monash & David
Harper House**
15 Cockcroft Ave
Monash

**The Central
by Goodwin**
20 Galore Street
Crace

Call 02 6175 5100 · Email info@goodwin.org.au
Goodwin Aged Care Services Limited. 22 Marshall Street, Farrer ACT 2607.

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