

Visiting hours currently 9am to 11am and 1pm to 4pm every day including weekends and public holidays

Dear Residents and Representatives,

The Prime Minister made public the final report of the Royal Commission into Aged Care yesterday. This is a very large report made up of some 8 volumes across 2500 pages. We include a link to the report here for those wishing to read it.

<https://agedcare.royalcommission.gov.au/publications/final-report>

We like most providers have been embarrassed and horrified by some of the stories that are within this report. Embarrassed that the entire aged care industry is shamed by the actions of some providers and horrified as to what has happened to some vulnerable people in the care of others. Aged care as an industry needs to do better and we are conscious that we bear a great responsibility to ensure that incidents reported to the Royal Commission never happen to people within our care.

The summary of recommendation from the Royal Commission is itself 107 pages long. It can also be obtained from the link provided earlier in this email. We have attached a very short summary attached to this email of the major recommendations provided to us by Aged and Community Services Australia which will give you some idea of the major areas of recommended reform.

From Boneham's perspective, we find there is little to argue with in the Commissioner's recommendations. Whilst we recognise that the reforms suggested will cost many billions of additional dollars per year, it recognises that our sector has been woefully underfunded for most of the last 15 years. That has led to some of the issues identified in the Royal Commission's report and has helped develop a cost cutting culture among some aged care providers. We hope that when the Federal budget is announced in May, that there will be sufficient new funds made available to truly fund aged care to the level required.

We also note that the Commissioners are recommending that aged care become more centred around the choices and the needs of individual consumers. This has been the direction of aged care for many years however it seems that some organisations are better at it than others. Whilst Boneham still has room for improvement, we are confident that we put our residents at the centre of our care and do our utmost to ensure that they are engaged in their own care, able to exercise choice and have the freedom to pursue their own goals and ambitions. We are hopeful that the Commonwealth may now invest some extra resources which will enable us to add more value to our work in this area.

We are also pleased to see that the Commissioners have recommended ways to generate increased staffing for the industry and also to improve care staff wages and conditions. At Boneham we have always staffed higher than the industry average and we pay slightly above award wages and conditions. We would love to be able to recognise our staff with higher wages that truly reflect the level of care that they provide. We think it is entirely unacceptable that staff working in aged care earn less per hour than someone working in a supermarket or retail shop and also earn significantly less than their colleagues working in public hospitals.



We encourage you to read the Royal Commission report or the attached summary and we are very happy to discuss it with you at any time. Encouraging the Commonwealth to follow through on these recommendations is something that the aged care industry is committed to and we support our peak organisations in this regard.

Over coming weeks as the Commonwealth presents its responses to the Royal Commission's recommendations, we will provide you with more information and let you know what the impacts on Boneham are.

our care to achieve the highest quality care possible.

Kind regards

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Michael Filsell (CEO BACS)