

Summary of recommendations

Recommendation 1

47

That the NSW Government:

- establish a consistent and compatible collection and analysis of data regarding the transfer of residents from aged care facilities to emergency departments, including reasons for admissions, to determine if this represents a cost shifting, and
- that this information be provided in NSW Health annual reports to identify if further action is required.

Recommendation 2

47

That the NSW Government review the requirements for Advance Care Directives to be recognised when residents are transferred from aged care facilities to hospitals, and determine whether a legislative framework is required.

Recommendation 3

63

That the NSW Government, through the Council of Australian Governments, urge the Commonwealth Government to ensure that its new single quality aged care framework includes:

- genuinely unannounced visits that occur at any time of the day on any day of the week,
- assessment of all 44 expected outcomes under the Accreditation Standards during each unannounced visit,
- greater emphasis on resident experience, and
- a requirement to communicate non-compliance with residents and their advocates.

Recommendation 4

64

That the NSW Government, through the Council of Australian Governments, urge the Commonwealth Government to establish minimum staffing ratios in aged care facilities.

Recommendation 5

67

That the NSW Government develop a Working with Older People and/or Vulnerable Adults Check, modelled on the Working with Children Check.

Recommendation 6

67

That the NSW Government, through the Council of Australian Governments, urge the Commonwealth Government to establish a licensing body for aged care workers.

Recommendation 7

78

That the NSW Government:

- retain the requirement in section 104(1)(a) of the *Public Health Act 2010* for registered nurses to be on duty in nursing homes at all times, and
- amend the definition of ‘nursing home’ under the Act to read:

nursing home means a facility at which residential care (within the meaning of the *Aged Care Act 1997* of the Commonwealth) is provided, being:

- (a) a facility at which that care is provided in relation to an allocated place (within the meaning of that Act) to a care recipient whose classification level:
 - (i) includes the following domain categories or combinations of domain categories:
 - (1) a high Activities of Daily Living (ADL) domain category; or
 - (2) a high Complex Health Care (CHC) domain category; or
 - (3) a domain category of medium or high in at least two of the three domain categories; or
 - (4) a high behaviour domain category and either an ADL domain category other than nil or a CHC domain category other than nil; or
 - (ii) is a high level resident respite care.
- (b) a facility that belongs to a class of facilities prescribed by the regulations.

Recommendation 8

79

That the NSW Government allow nursing homes to apply for an exemption from section 104(1)(a) of the *Public Health Act 2010* on a case-by-case basis, and that exemptions only be granted where the facility can demonstrate that it can still provide a high level of quality care.

Recommendation 9

81

That the NSW Government establish a system to monitor, regulate and enforce section 104(1)(a) of the *Public Health Act 2010*.

Recommendation 10

82

That the NSW Government, through the Council of Australian Governments, urge the Commonwealth Government to require aged care facilities to make information about their staffing skill sets publicly available, including for it to be published on the ‘My Aged Care’ website.

Recommendation 11

85

That the NSW Government, through the Council of Australian Governments, urge the Commonwealth Government to disseminate clear information about how to lodge complaints. This should include publicising the information in all aged care facilities and ensuring that residents and/or their advocates receive clear information regarding the complaints process prior to entering into a residency.

- Recommendation 12** **86**
 That the NSW Government establish a clear process for the lodgement and resolution of complaints about section 104(1)(a) of the *Public Health Act 2010* as part of the new system at recommendation 9, and that information about the complaints process be widely publicised throughout aged care facilities in New South Wales.
- Recommendation 13** **89**
 That the NSW Government report on existing programs and incentives and investigate additional programs and incentives to support registered nurses to train and work in regional, rural and remote areas.
- Recommendation 14** **89**
 That the NSW Government, through the Council of Australian Governments, seek Commonwealth support to provide funding assistance for the training and engagement of registered nurses, particularly at rural and regional universities, and graduate placement opportunities in rural, regional and remote areas.
- Recommendation 15** **90**
 That the NSW Government, through the Council of Australian Governments, urge the Commonwealth Government to take active measures to address the wage disparity between registered nurses in aged care facilities and registered nurses in the public health care system.
- Recommendation 16** **100**
 That the NSW Government consider rolling out the Telehealth model of care provided by the Hunter-New England Medical Local across New South Wales.
- Recommendation 17** **101**
 That the NSW Government:
- review alternative models of housing for older persons other than aged care facilities, including cooperatives and communal living that provide an on-site caretaker, and
 - investigate models in other jurisdictions, including the Netherlands and Scandinavia, that could be trialled in New South Wales.