



An aged care system needs to have...

1. A **better Aged Care Act** that is designed to uphold human rights and ensure consumer choice and control; containing stronger protections for consumers; and better accountability of aged care providers, with tiered enforcement measures and penalties.
2. A simple **system where care is guaranteed within 30 days** and easy to access whether at home, in the community or in residential aged care (including future de-institutionalised models).
3. Requirements that ensures **full transparency** about staffing, quality measures, complaints, compliance and financial outcomes and supported by **easy to understand indicators to help inform consumer choice**.
4. A **trained, registered and qualified workforce** across all care settings, with the right number of staff to ensure quality support and care, with the right skills to meet all their consumers needs and positive attitudes to working with older people.
5. **Proper recognition and support for the role of unpaid family/friend carers** who help people to stay at home, with dedicated flexible carer support services designed to preserve their health and wellbeing.
6. **Easy to understand information and local solutions** available for older people and their families/friends, supported by care finding, advocacy or case management when they need it to ensure older people access and receive the care they need, when they need it.
7. A **strongly resourced regulator that takes robust action to ensure consumer protections**, and fosters public confidence in quality aged care through vigorously investigating, enforcing and prosecuting breaches of standards utilising a wide range of enforcement tools and penalties.
8. Core business practices that respect all clients with diverse characteristics and life experiences, by ensuring all **services are inclusive, culturally safe and sensitive**.
9. A **funding model** that grows with the population, ensures sufficient taxpayer funding; balanced with consumer contributions where they can afford to pay. Future funding will provide individuals control over their funding, introduce independent pricing regulated by Government and ensure transparency by service providers in how funds are spent.
10. **Better integration of other health and wellbeing services** into aged care including but not limited to disability, general practice, palliative care, pharmacy, primary, allied, community, oral and mental health systems.