

# How to run successful aged care services during a pandemic

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# Overview

- The impact of the pandemic on the Aged Care Sector – Residential Services, Home Care Services and Housing.
- What success looked like in a pandemic
- Key factors enabling success
- Q&A

# Impact of the Pandemic on the Aged Care Sector

| 2020  | 2021  | 2022   |
|---|---|--|
| <ul style="list-style-type: none"> <li>• No Vaccinations</li> <li>• Entire Workforce and consumer population potentially impacted in an outbreak</li> <li>• Significant Health Impacts during/post infection</li> <li>• Strict regulations regarding close contact isolating</li> <li>• Public health intrusion</li> <li>• Limited Community Transmission but severe implications</li> <li>• Reduction in occupancy / high fear factor</li> </ul> | <ul style="list-style-type: none"> <li>• Vaccination roll out</li> <li>• Reduced impact on workforce and consumer population in an outbreak</li> <li>• Less significant Health impacts during/post infection</li> <li>• Regulations relaxed to allow close contacts to work</li> <li>• Increased community transmission</li> <li>• Reduction in clients and occupancy</li> <li>• Financial pain</li> <li>• Media</li> </ul> | <ul style="list-style-type: none"> <li>• Covid normal tolerance</li> <li>• Reduced workforce by 30%</li> <li>• Constant staff shortages</li> <li>• Constant lockdowns</li> <li>• Increase in wages</li> <li>• Increase in people WFH</li> <li>• Tired staff, long holidays</li> <li>• Increase in Quality agency/compliance</li> <li>• Government</li> <li>• More financial pain</li> <li>• Recovery commencing</li> <li>• More Media</li> <li>• A new norm</li> </ul> |

# WHAT DID SUCCESS LOOK LIKE?



# CONTINUITY OF CARE AND SERVICES

- Workforce Availability
- Staff Knowledge and Skills
- Effective Governance Systems
- Technology Solutions
- Innovation and adaptability

# STAFF AND CONSUMER SAFETY AND WELLBEING

- Health and Safety Systems and Processes
- Rostering changes
- Wellbeing Program
- Physical Environment
- Established Procurement Processes

# FINANCIAL VIABILITY

- Economies of scale
- Effective management of increased costs and expenses
- Accessing government complex grants
- Leveraging established supplier relationships
- A strong balance sheet
- Multi-focus business model

# Questions?



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