ROUNDTABLE 3

RIGHTS BASED AGED CARE: FEEDBACK & COMPLAINTS AND PEOPLE WITH COMMUNICATION SUPPORT NEEDS

5TH NOVEMBER 2025

OPAN (CRAIG GEAR)

WHAT IS GOOD PRACTICE & WHAT MOVES the NEEDLE?

EVOLUTION of INCLUSION

IT'S A RAPIDLY CHANGING LANDSCAPE

THIS IS the FOUNDATION to BUILD FROM

WE NEED to CONSIDER CONSENT & RIGHTS MORE!

FACILITATING ACCESS

PARTNERSHIPS WITH PROVIDERS

SHIFTING ATTITUDE

AGED CARE QUALITY & SAFETY COMMISSION (DAVID PEZZANITE)

IMPROVING the SECTOR OVERALL

SHARING the KNOWLEDGE

FOCUSSING on COMPLAINTS

IT'S A TOUGH ENVIRONMENT to MAKE A COMPLAINT in AGED CARE

WHISTLE BLOWER PROTECTION

RESTORATIVE ENGAGEMENT

NOTING ABOUT YOU WITHOUT YOU!

INVOLVED PROCESS

REMEDY RESTORE PREVENT

WHERE DO RIGHTS INTERSECT?

CONSIDERING the DUTY of CARE

HOW DO YOU COMPLAIN WHEN YOU CAN'T COMMUNICATE?

THINK ABOUT THE PERSON

the SWORD AND the SHIELD

STATEMENT of RIGHTS

BREAKOUT GROUPS

HOW to GET to the OLDER PERSON

AN OVERARCHING CLEARING HOUSE

MEANINGFUL COMMUNICATION TAKE TIME & FUNDING

SUPPORTIVE DECISION MAKING

COMMUNICATION SUPPORT PLAN

the WHOLE SUPPORT SYSTEM & CAPACITY

ADVOCACY for the CLIENT

ASSISTING & PROVIDING TAILORED OPTIONS

THE CONCEPT of NOT MAKING WAVES, SLOWS THINGS DOWN

CAPACITY

& JUST KNOWING the CLIENT

CONSISTENCY

IN HOW WE COMMUNICATE

INCLUDING the OLDER PERSON in the CONVERSATION in AN ACCESSIBLE WAY

HAVING AN ADVOCATE in A SYSTEMIC ROLE

HAVING AN ADVOCATE in EVERY AGED CARE

A NEED for GUIDELINES

THERE'S NOT ALWAYS ENOUGH TIME DELIVER

VARIETY

PEOPLE ARE SICK of DOING the SAME SURVEYS

THE REQUIREMENT to DEMONSTRATE ACTION!