

# Aged Care Collaborative Series Feedback

Thank you to everyone who contributed to our Aged Care Collaborative Sessions across our catchment.

Your insights were valuable and we look forward to the ongoing work your feedback will inform.



3 Sessions across 3  
days: Ringwood,  
Bundoora and Mulgrave

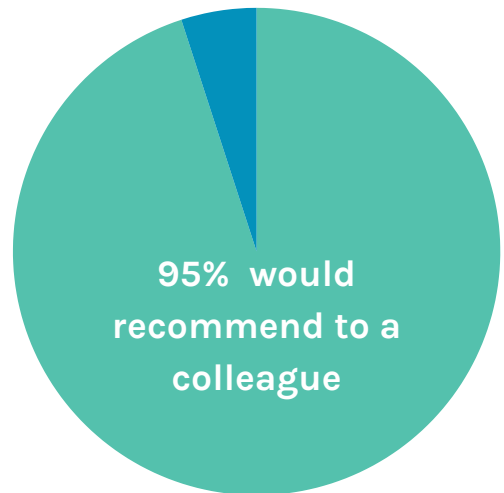


An Expert panel  
consisting of residential  
in-reach teams, AV &  
VVED

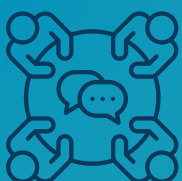


112 registered

*'Fantastic morning with great speakers,  
delivering insights about really relevant topics.  
Well done!'*



## What we asked



### How we gathered insights

To help shape the sessions, participants shared what is working well and the key challenges across the Aged Care sector. These insights were explored through panel discussions with partners across the sector, supporting identification of practical opportunities for improvement.

# What we heard

## What's working well



### **Strong foundation in end-of-life care**

Person-centred palliative care practices and family support are well embedded across many services.



### **Integrated and virtual care models are making a difference**

Services such as resi in-reach and the VVED are supporting timely care and helping to reduce unnecessary hospital transfers.



### **Access to specialist and allied health support**

Geriatrics, wound care and palliative care services are contributing to improved resident outcomes.



### **Relationship-based models of care (where established)**

Strong, trusted relationships between RACHs, GPs and services support more coordinated and responsive care when they are in place.

## Key challenges



### **Communication and information sharing gaps**

Access to timely, consistent clinical information varies across services, impacting coordination and decision-making.



### **Access to care and system complexity**

Navigating services and accessing timely GP and after-hours care remains inconsistent across settings.



### **Workforce capability and support needs**

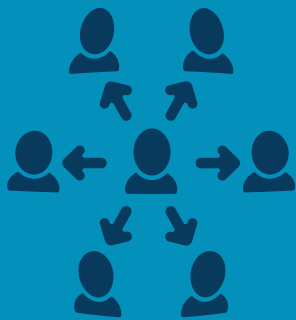
Workforce pressures and variability in clinical confidence highlight opportunities for further support, education and shared learnings.



### **Awareness and coordination of services**

Available services are not always well understood or consistently accessed, creating opportunities to strengthen system navigation and connectivity.

# What we are doing



Your feedback has provided a clear and consistent direction for ongoing work across the region.

We are now moving from co-design into delivery through the establishment of three place-based Aged Care Communities of Practice, recognising that while many challenges are shared, each region has unique needs and priorities.

## How the Communities of Practice will work

### Three place-based Communities of Practice (CoP)

Separate CoPs will be established in East, North and South Metro regions to reflect local needs while maintaining a shared focus across the catchment.

### Regular Structured Sessions

Ongoing forums for shared learning, collaboration and discussion of real-world challenges.

### A practical, solution-focused approach

Sessions will focus on issues identified by participants and support exploration of practical solutions.

### Multidisciplinary participation

Bringing together RACHs, GPs, allied health and service partners.

### Initial areas of focus

- Advanced Care Planning and goals of care
- Recognising deterioration and escalation pathways
- Improving RACH-GP communication
- Reducing avoidable hospital transfers

### How we will stay connected

- Regular updates and invitations via email
- Shared resources and practical tools
- Ongoing opportunities for networking and peer learning



**We look forward to continuing this work with you!**