

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



95% would recommend to a colleague

"The session was well organised and facilitated. The representatives of the various organisations spoke well and with authority."

"Excellent getting us in the same room."

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

"Very helpful and informative. Thank you !"

What we asked



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

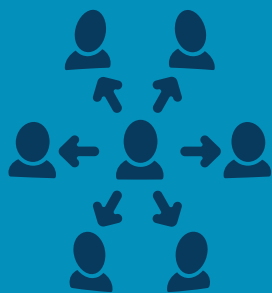
Workforce pressures and variability in clinical confidence highlight opportunities for further support, education and shared learnings.



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!