



Enhancing Consumer Engagement Workshop Summary Report 2019

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ABOUT COTA QUEENSLAND

Council on the Ageing (COTA) Queensland was founded in 1957 as the Old People's Welfare Council. For over 60 years COTA Queensland has worked with older people to influence decision making and create positive social change.



We promote older people's rights and advocate to Government on issues that affect us all as we age.

COTA Queensland
Level 1, 25 Mary Street,
Brisbane, QLD 4000
info@cotaqld.org.au
(07) 3316 2999
www.cotaqld.org.au

Authorised by: Mark Tucker-Evans
Co-developed and edited by: Bronwyn Bidstrup, Carrie Hayter, Stephanie Power, Andrea Petriwskyj
Prepared by: Stephanie Power

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CONSUMER ENGAGEMENT AND THE AGED CARE QUALITY STANDARDS

Service providers have been transitioning to the new Aged Care Quality Standards and are assessed and monitored against these new Standards. From 1 July 2019, the Quality Standards require a much stronger focus on the individual consumer, their families and support network, which aligns with consumer engagement. The Enhancing Consumer Engagement workshops centred upon four main qualities which characterise the Standards:

1. partnership,
2. understanding and responding to the individual,
3. supporting people to engage, and
4. having staff with skills and knowledge in consumer engagement.

ABOUT THE WORKSHOPS

The Australian Aged Care Quality Agency (now known as the Aged Care Quality and Safety Commission) contracted COTA Queensland to develop, deliver and evaluate a one-day workshop aimed at enhancing consumer engagement knowledge, skills and practices within aged care services.

The primary aim of the Enhancing Consumer Engagement (ECE) workshop was to equip participants with the knowledge, skills and practical tools to generate consumer engagement practice and support others in their engagement practice taking into consideration the new Aged Care Quality Standards.

WHAT WAS COVERED

The importance of engagement for meeting the Quality Standards

How engagement can be done

How to assess engagement practice in their own service

How to plan, implement, and evaluate practice change

WHO ATTENDED

17 workshops were delivered between July and December 2018 with

275 managers and staff from residential and home care services, across a range of roles.

HIGHLIGHTS

WE ASKED THE PARTICIPANTS TO TELL US IF - AND HOW - THE WORKSHOP HAD HELPED THEM. 249 PEOPLE RESPONDED TO OUR EVALUATION SURVEY.



92%

of respondents said they had increased their knowledge about engagement and the engagement methods they could use in their own work.

GREATER CONFIDENCE

94% of participants said they were now more confident identifying effective engagement and areas for improvement.

95% were more confident to support other staff in changing engagement practice.

94% were more confident about designing and running projects to address areas for improvement in engagement.

91% were more confident about evaluating and reporting on engagement projects.



94%

had greater knowledge and understanding about the role of engagement in care services



91%

had greater knowledge and understanding about their own role in engagement

INTENTION TO ACT

The workshops talked participants through the process of planning change to engagement practice.

Most participants indicated they intended to use the knowledge they had learnt in the workshop.

78% intended to use the knowledge to teach other staff about engagement.

72% intended to use the knowledge to recommend changes to their organisation.



intended to use their new knowledge to plan and implement changes to practice in their own service.

WHAT IS NEEDED

- 1** *Ongoing information, education, training and support for management, staff, Boards, and consumers to embed effective consumer engagement at multiple levels across organisations*
- 2** *Clarification regarding the expectations surrounding consumer engagement, with regard to system changes to aged care and the new Standards.*
- 3** *Encouragement of leadership skills to facilitate and support people to continue working in the system but undertake required change.*

RECOMMENDATIONS

Further support and training is needed for aged care services to lead innovation.

Continue the Enhancing Consumer Engagement Workshops

Provide online and face to face short courses

Showcase good practice through the Better Practice Conference

Provide more practical resources including examples and opportunities to connect

Promote education on engagement for Board members of aged care providers

The workshops were successful in achieving their aims and were oversubscribed. These workshops were valuable training and should be continued. They should be accompanied by training resources available to staff who are unable to attend face to face workshops. The Aged Care Quality and Safety Commission should work with COTA Queensland to develop training resources and short courses to support managers and staff to change practice from within their organisations. Training and education is also needed for Boards, which were underrepresented among participants. Resources need to provide practical guidance and tools including concrete, real examples of practice. Staff also need a place to connect, in person or virtually, to share practice ideas and learn from others in the sector, and to work with older people themselves and their allies in creating change.