

Future success – top 8

Some tangible recommendations for providers to create conditions for an effective aged care workforce:

1

Build a **positive culture** by ensuring true alignment between the organisations values and those that lead and work in it.

2

Be **present** in the workplace and actively engage with your front line teams.

3

Be **curious** about workforce challenges and **respond quickly** when issues arise.

4

Ensure there are **effective communication** channels across the organisation (including whistleblowing).

5

Don't focus on just your own internal environment. Encourage staff to visit and learn from other providers and services – it can be educational and affirming.

6

Be **transparent** with performance data.

7

Ensure RNs and ENs can focus on **value-adding clinical activities.**

8

Reframe KPI reports to avoid “average” data statistics and understand trends. Exploring the outliers in the data can be the key to understanding both problems and areas of high performance.



For more information, contact one of our Health & Aged Care specialists.