Delivering quality care more efficiently inquiry

Questionnaire response 43

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Participant background

1. For the purposes of this consultation, which of the following best describes you:

   I am an organisation that provides or coordinates care services

2. Which of the following care sectors will your feedback relate to? Please select all that apply.

   Aged care

3. What kind of care supports, services and programs do you have experience with, and in what jurisdictions?

   The participant did not respond to this question.

1. Reform of quality and safety regulation to support a more cohesive care economy

1. To what extent do differences in quality and safety regulation make it costly or complex to provide or access care services?

   To a great extent

2. What are the reasons for your answer?

   Not-for-profit organisations delivering aged care and National Disability Insurance Scheme (NDIS) services face significant regulatory compliance challenges. These challenges stem from the complex and fragmented regulatory regime governing these sectors, which imposes high costs and inefficiencies on organisations.

   Complexity of the Regulatory Regime
   The regulatory framework for aged care and NDIS services is characterized by a multitude of rules, standards, and policies that vary across sectors and jurisdictions. This complexity arises from the need to ensure high-quality and safe care for service users, but it also results in significant burdens for providers.

   High Costs and Inefficiencies
   The fragmented nature of the regulatory regime leads to high costs and inefficiencies for not-for-profit organisations. Providers often face duplication of efforts, such as registering multiple times to offer similar services in different sectors, which can deter them from expanding their operations and limit the choices available to care users. Additionally, the lack of communication between regulators can result in unsafe providers slipping through the cracks, further complicating the regulatory landscape.

   Need for Legal Guidance
   Given the complexity and cost implications of the regulatory regime, there is a pressing need for legal guidance to help not-for-profit organisations navigate these challenges. Although, legal expertise can assist in understanding and complying with the diverse regulatory requirements many organisations may not have the budget to engage legal

expertise to minimise legal risks of non-compliance and associated penalties. Moreover, organisations that do not have large budgets may not be in a position to advocate for regulatory reforms that streamline processes and reduce duplication, to enhance the efficiency and effectiveness of care delivery.

3. To what extent should quality and safety regulations be more aligned across the different care service sectors and jurisdictions?

To a great extent

4. What are the reasons for your answer?

Regulatory compliance challenges faced by not-for-profit organisations delivering aged care and NDIS services are significant and multifaceted. The high costs and inefficiencies resulting from differing quality standards, reporting, auditing, and documentation requirements necessitate a comprehensive approach to reform.

Aligning quality and safety regulations across different service sectors is essential to help organisations navigate the complex regulatory landscape and improve the care economy's cohesiveness and efficiency. By aligning these regulations, not-for-profit organisations can better allocate their resources to providing high-quality care to those who need it most.

Fundraising and Duplication of Registration
In addition to quality and safety regulations, there are significant regulatory challenges faced by charities and not-for-profit organisations in Australia that deliver quality care to consumers, particularly focusing on the issues of duplication of registration, lack of uniformity in state registration for fundraising with Australian Charities and Not-for-profits Commission (ACNC) registration, These issues contribute to inefficiencies, increase administrative burdens, and result in unnecessary regulatory compliance for these organisations.

Charities and not-for-profit organisations are often required to register multiple times across different jurisdictions and sectors to provide similar services. This duplication not only increases the administrative burden but also diverts valuable resources away from service delivery to compliance activities. The current system lacks a streamlined process, leading to inefficiencies and increased costs for organisations that are already operating on limited budgets. The need for multiple registrations can deter organisations from expanding their services across sectors, ultimately reducing the availability of services to those in need.

Lack of Uniformity in State Registration for Fundraising
The lack of uniformity in state registration requirements for fundraising activities as a further complication to the regulatory landscape. Each state and territory have their own set of rules and standards, which can differ significantly. This inconsistency creates a complex environment for organisations that operate nationally, as they must navigate and comply with multiple regulatory frameworks. The absence of a unified approach to fundraising registration not only increases compliance costs but also limits the ability of organisations to effectively plan and execute fundraising activities across different jurisdictions.
These challenges divert resources away from service delivery and innovation, hindering the ability of organisations to effectively meet the needs of their communities. Streamlining registration processes and aligning regulatory requirements across

jurisdictions would significantly reduce the administrative burden and enhance the operational efficiency of these organisations.

2. Embed collaborative commissioning to increase the integration of care services

1. What is your experience with collaborative commissioning

The participant did not respond to this question.

2. What are the benefits of pursuing greater collaborative commissioning?

The participant did not respond to this question.

3. What are the barriers to collaborative commissioning, and do you have any suggestions for solutions that would lead to better collaboration in the commissioning of care services?

The participant did not respond to this question.

3. A national framework to support government investment in prevention

1. What are the main barriers to governments investing in evidence-based prevention programs across the care economy?

The participant did not respond to this question.

2. What are some examples of successful prevention programs (this could include discontinued programs)?

The participant did not respond to this question.

3. How can governments better support investment in prevention activities that have broad and long-term benefits for the Australian community?

The participant did not respond to this question.