

The Gold Coast Primary Care Partnership Council met at the GCPHN offices on 27 March 2025.

Attendees

Invited Guests:

- Michael Harders, Optimum Allied Health
- Catherine King, Gold Coast Health
- Rachel King, Bolton Clarke
- Tracey Lea, Gold Coast Health
- Kevin Lee, St Vincents Care
- Elizabeth McCray, Lived Experience Advocate
- Tracey Norling, Gold Coast Health
- Paula Stevens, CareStaff
- Kevin Walker, Change Futures

GCPHN

- Matthew Carrodus, CEO
- Aleksandar Stojkovski, Senior Project Officer (Engagement and Digital Health)
- Scott Bindoff, Senior Project Officer (Mental Health, AOD and Special Projects)
- Jessica Peplow, Senior Project Officer (Primary Health Care Engagement)
- Vaidehi Thakkar, Senior Project Officer (Mental Health, AOD and Special Projects)
- Harry Howell, Primary Care Data and Planning Coordinator
- Aimee Nowland, Workforce Engagement and Events Officer
- Kerry McCormick, Regional Partnerships and Engagement Officer

Members:

- Anne-Marie Donovan, Cancer Council Qld
- Toni Eachus, Goldbridge Rehabilitation Services
- Dr Sue Gardiner, Runaway Bay Doctors Surgery
- Prue Berry, Southern Cross University
- Jessica McAdam, MCCGC
- Thomas McKenna, Services Australia
- Troy Nicholls, Kalwun Development Corporation
- Ben O'Rourke, Relationships Australia
- Anja Piggott, Bolton Clarke
- Clinton Hargreaves, Blue Care
- Vicki Wilkinson, Services Australia

Apologies

Invited Guests

- Max Vardanega, Lived Experience Advocate
- Joanne Holden, Ashmore City Medical
- Jessica Britton, OzCare
- Michael Percy, On the Park General Practice
- Michelle Gibb, Wound Specialist
- Michele McLaughlin, Department of Health and Aged Care

Members

- Sheree Sheridan, OzCare
- Elaine Spence, OzCare

- Evelin Tiralongo, Griffith University
- Leonie Clancy, Nerang Neighbourhood Centre
- Sian Daniel, Bond University
- Tenille Griffiths, Dementia Australia
- Renata Jones, Multicultural Families Organisation
- Hope Kallinicos, Diabetes Australia
- Shane Klintworth, MCCGC
- Robert Libeau, The Noledge House
- Matthew Lunn, Gold Coast Health
- Kate Macleod, City of Gold Coast
- Malcolm McCann, Gold Coast Health

AGED CARE SYMPOSIUM CO-DESIGN SESSION

GCPHN invited members and guests to help co-design the Aged Care Symposium, which will explore the impact of the new Aged Care Act (taking effect on 1 July 2025), on residents, families, organisations, and workers. Attendees were split into five groups to discuss possible effects on home care and residential aged care services. Some key points from the group discussions:



GROUP 1 - FUTURE GUARDIANS

discussed workforce challenges in the aged care sector.

There is reduced emotional and social support and care for consumers/residents due to workforce shortages.

Organisations need to balance patient-centred care, workforce support, and efficiency. They also need to adapt to cultural shifts, wage competitiveness, and long-term workforce planning.

There are limited career growth opportunities in the sector. Key issues included better support in coping with patient loss, and for wage increases to match hospital settings.



GROUP 2 - QUALITY CHAMPIONS

focused on improving, understanding and implementing the Aged Care Quality Standards.

Accessing residential aged care or home support services is complex and time consuming. Consumers lack knowledge about transferring between RACHs, and advocating for simplified legislation was suggested. There is a need for culturally inclusive dietary plans, diverse food options, flexible mealtimes, and support for neurodivergent residents and those with mental health challenges.

Organisations would benefit from sector-wide benchmarking and a community of practice to share patient-centred care solutions. They also advocate for government investment in attracting and retaining workers, and improved conditions.

Health professionals suggested comparative wages to hospital-based nurses and reduced administrative burdens to attract and retain skilled workers, enabling better patient-centred care.



GROUP 3 - TECH PIONEERS

explored the role of digital tools and technology

Digital tools should enhance, not replace, human care. They can improve communication between patients and carers, but it's important to consider the digital and health literacy of consumers and residents.

Using digital health tools will require significant funding to train the workforce, implement systems and ongoing maintenance.

Key factors for successful adoption include interoperability (systems working together with other medical/health systems), streamlined logins, and reduced administration for organisations and staff.



GROUP 4 - ENGAGING INNOVATORS

discussed how to design symposium sessions that engage the entire aged care sector

The symposium should engage management and executives from sector organisations.

Expert panels and Q&A sessions are preferred over brief one-on-one interactions. Linking content to real-life care improvements helps understand the Aged Care Act's implications.

Networking, including breakout rooms for deeper discussions, is encouraged. Post-symposium engagement is important for building long-term relationships and trust.



GROUP 5 - POLICY TRAILBLAZERS

focused on understanding the Aged Care Act's impact on the sector

Consumers/residents need a clear understanding of their rights under the new Aged Care Act. This can be achieved through communication and education. Alternative methods should be used alongside digital platforms for those who find technology challenging or inaccessible.

Consultation on the Support at Home program is ongoing. Organisations need to fully understand the Aged Care Act to implement policies and provide effective workforce training, ensuring care providers are confident in delivery and administrative changes.

Ongoing training for health professionals is important to enhance their knowledge of the new Aged Care Act, its impact on recipients, and to ensure smooth handovers between shifts for continuity of care for consumers and residents.

Next Steps

Analysing the PCPC outcomes and use this to inform the draft agenda for the symposium. This will be submitted to the Aged Care Symposium working group for approval by Friday 11 April.