



# The future of the aged care Board: 2030

Webinar | 17 April 2024





# Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



This event qualifies for 1 CPD point. Add it to your log.



Please ask  
questions in the  
chat





# Agenda

1. Welcome
2. Survey findings
3. Tradeshow “top fives”
4. Let’s hear from the panel
5. Summary of outputs
6. More from the panel
7. Q&A
8. Close



# Meet our co-hosts



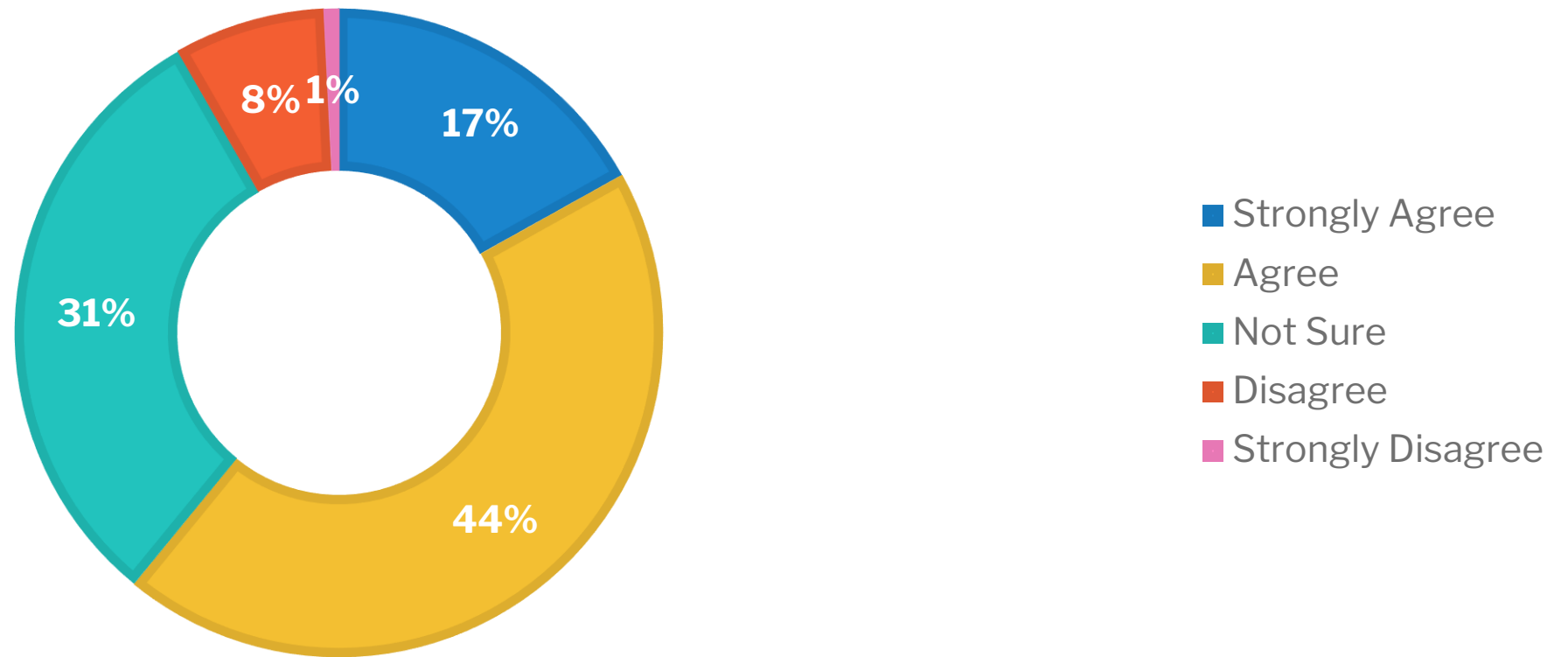
**Lyle Steffensen**  
Manager - Industry  
Strategy & Innovation



**Jessica Kinny**  
Solicitor Director

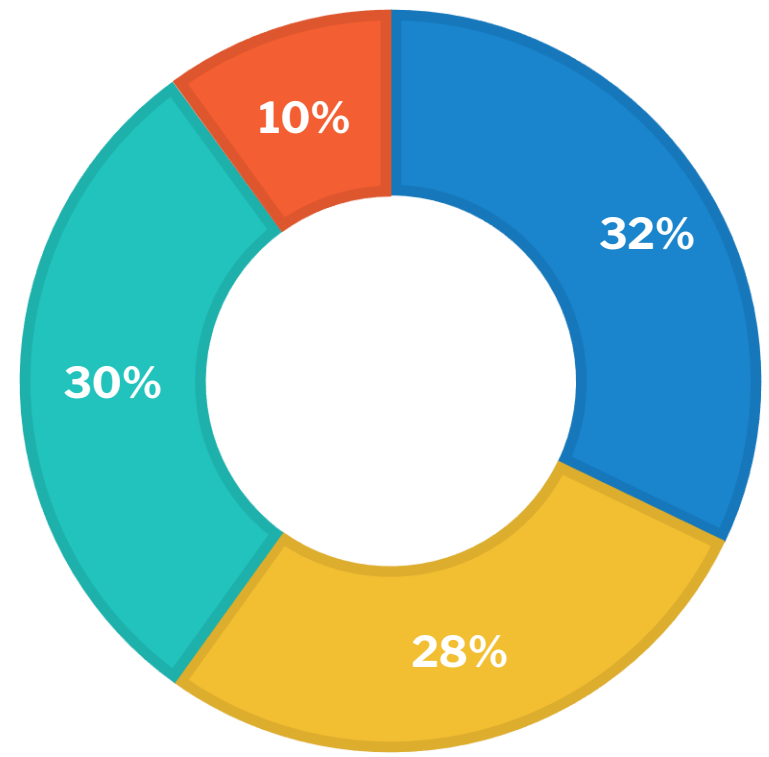


# The current board make up/structure will need to change in the next couple of years



Represents 265 responses

# The most critical areas for change to the board make up/ structure are:

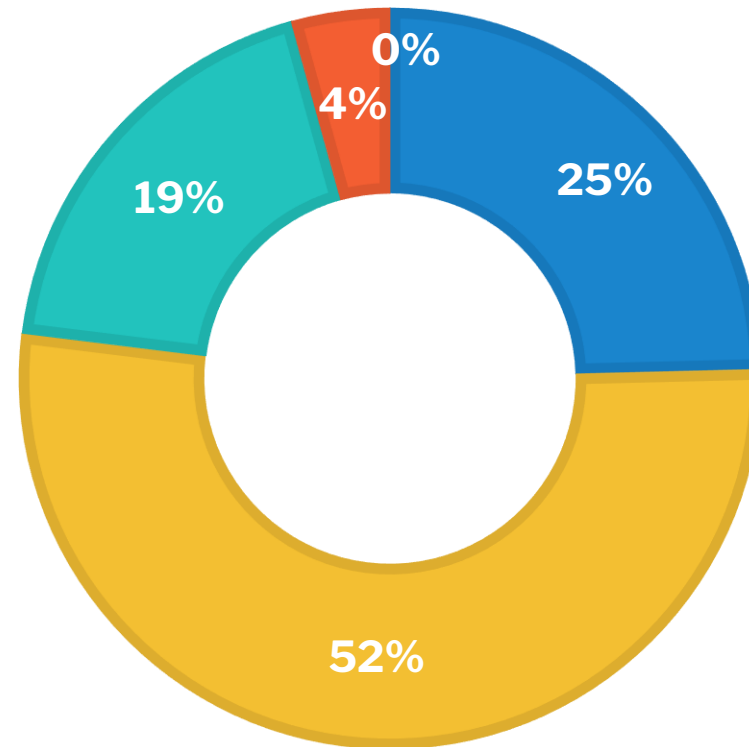


- More aged care experience
- Specific business skills
- More professional experience in governance and boards
- More connections in the industry

Represents 265 responses



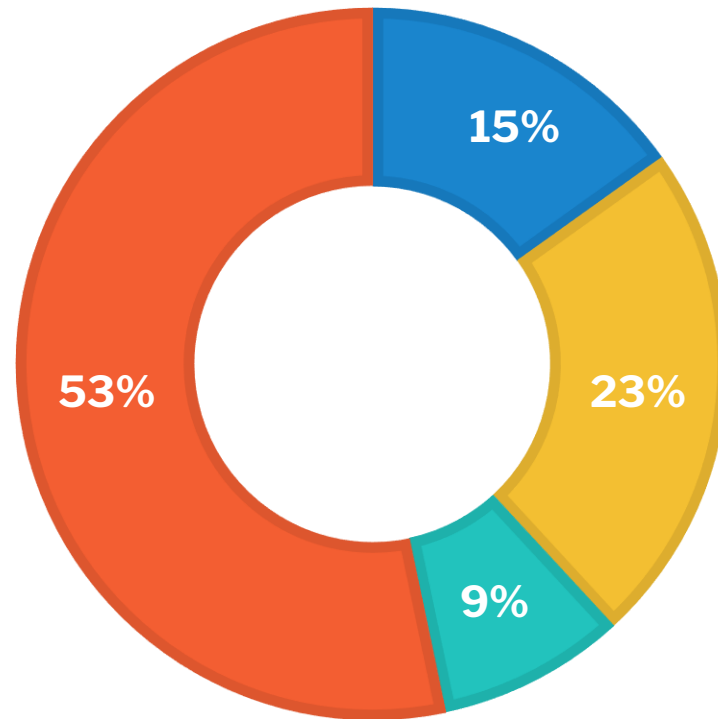
# The role of the board will change significantly over the next 5 years:



- Strongly Agree
- Agree
- Not Sure
- Disagree
- Strongly Disagree

Represents 265 responses

# The most significant areas of change to the Board role will be:



- Focusing more on strategy and growth
- Focusing more on risk and governance
- Focusing more on leadership and culture
- Focusing more on all of the above

Represents 265 responses



# Tradeshaw ‘Top Fives’

## Financial/Operational Risks

1. Workforce scarcity
2. Profitability, accommodation and user pays
3. Funding & Care minutes
4. DATA, AI, Cyber security
5. Regulatory Change management

## Insurable Risks

1. Cyber
2. "S" Social Responsibility
3. "G" Governance/Boards
4. "E" Environment/Property
5. Workforce challenges/ negligence

## Legal and Regulatory Risks

1. Attracting board mix
2. Attracting/ Keeping staff
3. Healthy Cashflow
4. Registration
5. Resilience, Energy and Creativity

**The tradeshows introduced thought provoking content to the participants**

# Meet the panel



**Colin Foley**  
Chief Executive Officer at  
Olivet Care



**Lorraine Poulos**  
Board Director  
Southern Cross Care (NSW &  
ACT)



**Laura Sutherland**  
Board Director  
Amaroo Village, WA



# Summary of outputs



## Skillsets of the board

What level of business acumen/ diversity of thinking,  
 What are relevant skills and experience  
 Increased liability of the board and key staff



## Professionalism of the board

What is the professionalism of the board  
 Loss of experience from an Ageing workforce  
 Accountability: Paid vs Volunteer



## Innovation and investment

What is the digital literacy of the board?  
 Hard to innovate under regulation/ moving goal posts  
 Where is future reform going? What are opportunities?



## Sustainability of the business model

Need to keep investing in services  
 Future focus, agile, customer centric  
 Healthy cashflow

# Next steps to contemplate

## Do you have the right people on your board?

- What are the skills/knowledge gaps and how can you evaluate this?

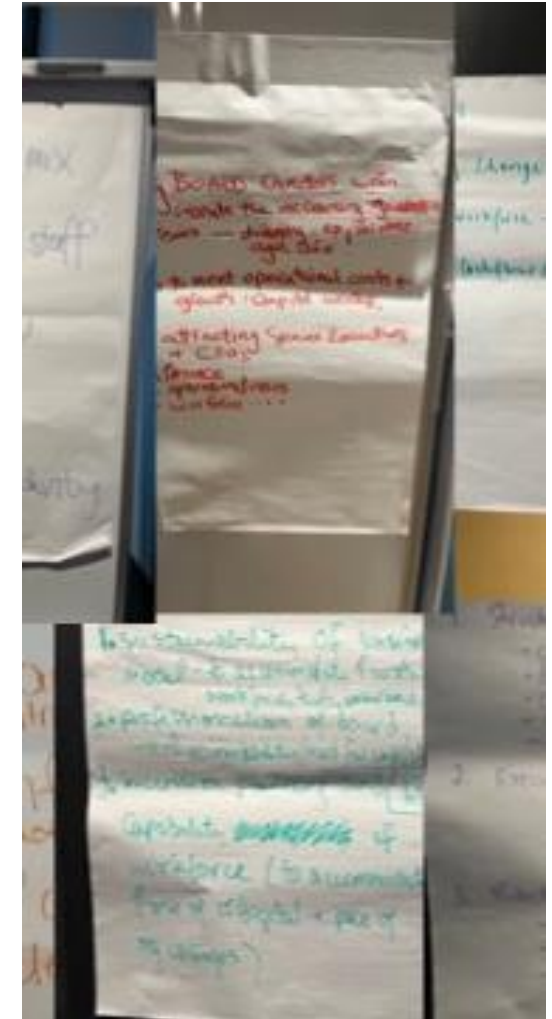
## Do you have development plans for your board?

- What is the accountability and expectation of each member? Are all of your Board members paid? Do they all know their liabilities?

## Can you put in place a sensible plan to transition?

- What is the likely scenarios for your organisation? Growth, Sales, Other? How does the board drive the strategy and manage the risk from here to there?

## How can you make the role of the Board in governing the future clear?





# More from the panel



**Colin Foley**  
Chief Executive Officer at  
Olivet Care



**Lorraine Poulos**  
Board Director  
Southern Cross Care (NSW &  
ACT)



**Laura Sutherland**  
Board Director  
Amaroo Village, WA

Questions from the chat



# Our next webinar



## How AI is revolutionising clinical processes in aged care and home care

Thursday, 23 May 2024  
12pm – 1pm AEST

<https://www.mirusaustralia.com/how-ai-is-revolutionising-clinical-processes-in-aged-care-and-home-care/>

**Check your inbox or scan the code to register:**



# Contact us



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