

Start here.

Many issues affecting the delivery of care in aged care industry these issues include:

2012 HSC - Human Services

Band 4/5

Sample 2 Question 21

• High Demand - everyone wants the best care for their family member constantly putting pressure on the staff, staff should always apply the best quality care & abide by the law. To resolve the high demand the staff reassure the family that the patient is ~~receive~~ receiving the best care & they are doing the best they possibly can. & encourage the family to visit often to keep the client happy. If family members get too persistent staff can report them of abuse.

• Staff shortages: there is also a high demand for staff as most facilities do not have enough staff members making work flow harder & heightens the risk of injury. A possible solution could be to always work as a team & assign people to specific areas they are good at or enjoy out rotate so the staff aren't doing the same job continuously.

People Are living longer - The population is aging & clients live longer due to the quality of care & new technology the prolongs life.

Putting pressure on facilities & waiting lists to increase. Responding to this could include: respect someone's wishes if they do not want to carry on with treatment (X) & want to die, do not pressure them into living if they don't want to.

Cultural & linguistically diverse (XCALD)

Australia is growing in cultural diversity & facilities are growing to ^{provide} ~~be~~ more services for each culture affecting the clients emotions. Staff may provide bibles or private room for people to apply their culture (praying, offerings) have a broad lot of people visit frequently (Priests, volunteers with different cultures, have clients go to church).

Additional writing space on back page.