

Review of Leisure and Lifestyle programs in three Mission Australia Aged Care Homes

Issue Date: February 2025

Proposal Due: 21 March 2025

1. Request for Proposal Purpose

Mission Australia seeks to engage a skilled and experienced organisation or consultant to develop an evidence base against which to assess the Leisure and Lifestyle (L&L) Activity program in its aged care homes and identify gaps and areas for improvement.

2. About Us

Mission Australia is a national non-denominational Christian organisation, with more than 160 years' experience in standing together with Australians in need on their journey to independence. Our evidence-based, client-centred community services are focused on our goal of ending homelessness and ensure people and communities in need can thrive. In 2023-24, we supported 160,520 people in Australia through 477 services and 4,550 social and affordable homes, thanks to the work of 2,590 staff and 1,113 volunteers.

Our services include programs targeting homelessness; integrated family support; parenting programs; early childhood education; mental health services; residential and community drug and alcohol programs; youth programs; access to safe and secure housing; and programs to build capacity, resilience and opportunity of local communities.

3. About Mission Australia's Residential Aged Care Homes in New South Wales

3.1 Background

Mission Australia has three aged care homes in NSW: Charles Chambers Court, Annie Green Court, and Benjamin Short Grove. These specialist aged care homes target people who have experienced homelessness or are at risk of homelessness and supported 236 people over the last financial year (2023-2024). A safe home is essential at every stage of life, but for vulnerable older adults, homelessness can severely affect their health and wellbeing.

- Charles Chambers Court was opened in 1998 and is home to 60 residents;
- Annie Green Court was opened in 2013 and is home to 72 residents;
- Benjamin Short Grove was opened in 2016 and is home to 60 residents.

These three homes provide a Leisure and Lifestyle (L&L) program for residents which include activities that generally cover six domains: physical, entertainment, creative, spiritual, educational, and technology. Each home has an L&L team (average of 2.5 FTE per site) who coordinate and deliver the activity program. The L&L teams are complemented by pastoral

carers (0.6 FTE per site), physiotherapists, other care staff such as registered nurses and carers, as well as external agencies and contractors (for example music therapists).

At present, guidance for staff who are involved in the L&L is limited. There is a brief document titled 'The ultimate guide to creating an engaging senior activity calendar,' which provides tips and suggestions for workers developing a schedule of activities and a regular monthly calendar detailing this schedule.

3.2 Objectives of Mission Australia's Aged Care Homes

Mission Australia's aged care homes aim to provide a safe home for vulnerable older people who have experienced homelessness that effectively supports their complex health and wellbeing needs.

Residents require 24-hour nursing and medical care, and extensive support with activities of daily living, medication administration, nutrition, and social activities. As well as experiencing homelessness and financial disadvantage, a significant proportion of residents suffer from mental illness, substance use, and addictions.

We actively seek out diversity and aim to support First Nations people, those with a CALD background, and the LGBTIQ+ community.

3.3 Available data

Mission Australia's aged care homes use AlayaCare for clinical documentation and compliance with the current National Aged Care Quality Standards.

Two quarterly surveys are administered (Quality of Care and Quality of Life) as part of a suite of Clinical Indicators that are submitted quarterly to the Department of Health as part of our funding agreements.

An internal activity program survey is run by the Leisure & Lifestyle team to seek residents' feedback into the activity calendar.

There is an additional external annual survey, run by the Department of Health, as part of the Star Ratings process. The surveyors provide a date and then speak to a random sample of between 10-15 residents at each site on topics such as safety, food/nutrition, and comfort.

4. About the review

4.1 Review objectives

Mission Australia seeks to engage a skilled and experienced organisation or consultant to undertake a review into the L&L of its aged care homes, with the overarching aim to provide evidence-based recommendations to improve program delivery. The evaluator will work closely with an Evaluation Reference Group, who will meet regularly to provide oversight and feedback on the design, management, and reporting of this project.

The objectives of the review are to:

- Undertake a literature review in order to inform a 'best practice' model for activity programs in residential aged care homes that support residents with diverse and

complex needs (such as history of homelessness, mental health and substance use), including minimum skill/competency requirements of program staff.

- Develop a practice model that aligns with the evidence base that includes minimum viable standards aligned to Aged care and NDIS, including staffing, facilitator/ participant ratios etc and expected outcomes for Mission Australia's aged care homes.
- Undertake a review of current practice against the best practice model and identify any gaps.
- Provide recommendations for improvement, highlighting any training or development needs required to meet the new L&L program practice model going forward.

The review findings will be used to for both formative and summative purposes, including but not limited to:

- Improving the L&L activities for residents in Mission Australia's aged care homes.
- Identifying professional development needs for staff
- Ensuring that Mission Australia can meet – and exceed – the Strengthened Aged Care Quality Standards due to come into effect in July 2025.

Specific review questions to meet these objectives and purposes will be developed in collaboration with the Evaluation Reference Group.

4.2 Scope of the review

The review will assess the L&L program across the three aged care homes against the evidence base for best practice. It will examine the current L&L programs and provide recommendations for improvement aligned to the new Strengthened Aged Care Quality Standards, as well as any development requirements of staff to meet the new Quality Standards and align the L&L program with best practice.

Stakeholders will include the following:

- General Manager, Aged Care
- Director of Quality and Operations & Directors of Care
- Resident Engagement & Volunteer Coordinator
- L&L team members
- Evaluation Specialist, Impact Measurement and Evaluation

4.3 Review design

We are seeking a mixed methods design to this project. It should include:

- Methodology of literature review for best practice model design.
- Data collection requirements to assess current practice, including details of any focus groups or interviews involving staff (it is not anticipated that consultation will be necessary with residents).
- Proposed format of recommendations and final report.

The reviewer will be expected to design the review in collaboration with the Evaluation Reference Group.

4.4 Deliverables and timeframes

The timeframe for delivering the review is 3 months from the date of contract commencement. The specific deliverables required are outlined below:

- Endorsed Review plan with input from key stakeholders
- Documented practice model incorporating key literature and alignment to standards (aged care and NDIS)
- Review findings of current practice and recommendations for improvement.

4.5 Budget

The indicative budget available for this piece of work is \$30,000 - \$40,000.

5. About your proposal

Please provide a proposal by 5:00 pm (AEST) 21 March 2025 outlining your demonstrated experience and capacity to complete the evaluation. Proposals should not exceed 10 pages and should include a concise description of:

- The proposed review approach and methodology
- Content knowledge and previous experience, including key personnel who would be involved in the team
- Capacity to deliver to the timeframes and milestones listed above
- A quotation with the breakdown of costs for each deliverable/milestone
- Overview of insurances held by the provider
- Key contact for the proposal – name, position, telephone, and email address
- An example of previous work and two referees

The following selection criteria will be used to compare and evaluate all proposals. A shortlist of applicants will be invited for a virtual interview. The successful applicant will be based on the strength of the proposal against the selection criteria and the additional information provided in the interview.

Criteria	Description
Appropriateness of the proposed approach	The proposed approach and review design is appropriate to the requirements of the RFP. All aspects of the service design, cohorts, locations and ethical considerations have been considered and addressed.

Demonstrated experience and content knowledge	Experience in delivering similar projects and/or evaluations.
Organisational capacity	Ability to deliver the project on time and within budget. The review team includes technical skills, suitable experience and the ability to respectfully engage with local staff, residents and other key stakeholders across the three homes.
Value for money	Demonstrated value for money through careful considerations of the review design costs, benefits, options and risks.

Selection of the successful applicant will be subject to negotiation and execution of a contract by Mission Australia.

All enquiries and submitted proposals should be sent by email to:

Tracey Delaney

Evaluation Specialist

Centre for Evidence & Insights, Mission Australia

delaneyt@missionaustralia.com.au