

Members' Charter



Leading Age Services Australia (LASA) is the national association for all providers of age services across residential care, home care and retirement living/seniors housing.

The Charter outlines a shared vision for age services in Australia, and establishes a set of guiding principles for LASA Members to aspire to, and a statement of commitment for LASA Members to abide by, laying an explicit foundation for organisations whose shared focus is to realise high standards of quality and service.

This Charter commits LASA Members to share the motivation and aspiration of the Aged Care Workforce Strategy that states:

“We exist to inspire people to want to care, enable people to properly care and enhance life through care. Because how we care for our ageing is a reflection of who we are as a nation.”

This Charter commits Members to actively support LASA as it strives to enable high performing, respected and sustainable age services that support older Australians to age well by providing care, support and accommodation with quality, safety and compassion – always.

PRINCIPLE	INTENTION
1. Service design and delivery reflects and is informed by the human rights of older Australians, embraces choice, diversity and expresses community shared values	Consumers must be central to care decisions and outcomes
2. Ageing well and integrated models of care	Focus on consumers' quality of life and holistic models of care
3. Governance leadership	Strong governance underpins performance, mitigates risk and leads culture
4. Best practice sharing	Sharing lessons learnt and better practices supports continuous improvement
5. Workforce development	Better skilled and qualified staff deliver better consumer outcomes
6. Workforce planning	Holistic and innovative care practices and outcomes require improved workforce planning
7. Open disclosure and continuous improvement	High performance is built on information, transparency and a culture of continuous improvement

The Responsibilities of LASA Members

As a LASA Member, you have the responsibility to:

1. strive for high standards and continuous improvement in all areas of your operations, including commitment to and support of the Charter of Aged Care Rights;
2. commit to and support LASA's vision and Guiding Principles for our industry and translate this intent into actions and outcomes;
3. support LASA through active engagement, participation and contribution to LASA activities and initiatives;
4. treat LASA staff with respect in all engagements and circumstances;
5. advise LASA in the event of regulatory actions (Sanctions or Notices to Agree) and seek advice or assistance (if required);
6. play an active part in contributing to improving the reputation of age services in Australia; and
7. exercise your rights and uphold your responsibilities as per this Charter.

The Rights of LASA Members

As a LASA Member, you have the right to:

1. be treated with respect in all dealings with LASA;
2. be kept informed with industry news and information relevant to your organisation;
3. be provided with opportunities and channels to have your say on issues of importance to your organisation;
4. be able to access LASA's expertise, advice, support and services as appropriate;
5. nominate a representative to serve on committees established by the Directors and/or Advisory (or other) groups established by the Executive;
6. vote at general meetings of LASA; and
7. access any other service or privilege of LASA Membership as determined by the Directors/Executive.

LASA Chairman
Dr Graeme L Blackman AO FTSE FAICD

LASA CEO
Sean Rooney

