

# A Focus on Aged Care

The Aged Care sector plays an important role in the Australian community and economy. Whilst an increase in demand for quality care and accommodation represents considerable opportunity for aged care, home care and retirement living providers, it also comes with its own set of risks and challenges. As such it has always been a genuine focus of Aon to help support and protect organisations operating within this dynamic risk landscape. Developing strategies, services, and solutions in consultation with our clients across the sector to address operational risks, free up working capital and help providers meet their duty of care in a highly scrutinised regulatory environment.

**Our research has identified the top risks facing the Aged Care sector and how Aon can help mitigate these.**

## Top 10 2023 Risks

Risk	Rank	How can Aon help?
Cyber Attacks/Data Breach	1	Cyber Impact Analysis, CyQu, Cyber Insurance
Workforce Shortage	2	People Strategy Consulting, Job Architecture, Reward Reviews, Talent Assessment Solutions
Failure to Attract or Retain Top Talent	3	Job Architecture, Pay Equity, Rewards and Benefits
Regulatory/Legislative Changes	4	Diversity, Equity and Inclusion (DEI) Consulting, Pay Transparency, D&O Insurance, Risk transfer solutions
Rising Healthcare Costs	5	Data and Analytics
Damage to Reputation/Brand	6	Reputation Risk Assessments, Business Resilience, Risk transfer solutions
Increasing Competition	7	Enterprise Risk Management, Trade Credit, Health and Benefits Packages
Pandemic Risk/Health /Crises	8	Crisis Consulting, Business Continuity Management
Tech or System Failure	9	Business Interruption and Supply Chain Reviews, Cyber Insurance, Cyber Impact Analysis
Failure to Innovate/ Meet Customer Needs	10	People Strategy Consulting, Compensation Benchmarking, Talent Assessment Solutions

## Top 5 Future Risks by 2026

Risk	Rank
Cyber Attacks/Data Breach	1
Workforce Shortage	2
Failure to Attract or Retain Top Talent	3
Regulatory/Legislative Changes	4
Rising Healthcare Costs	5



# Solutions for Aged Care

## Spotlight on – Talent

An organisation's people can be their greatest advantage or most significant risk, particularly for the aged care sector where the [Committee for Economic Development \(CEDA\)](#) are predicting the [skills shortage observed in the sector today could balloon to more than 400,000 workers by 2050](#).

Attracting and retaining the right talent to your organisation has never been more critical than it is today.

At Aon, we provide Human Capital consulting to help your organisation attract, retain, protect, and engage the best talent Australia's Aged care industry has to offer. We offer analytical tools that can help you better understand and refine your recruitment strategy, benefits package, safety culture, wellbeing initiatives and market remuneration to differentiate your organisation as an 'employer of choice'.

### Aon's Risk and Insurance Solutions for Aged Care

Our goal is to empower our aged care clients through our expertise and solutions within the key areas of talent, risk, health and wealth.

#### Talent

- Risk culture and maturity
- Job architecture
- Pay transparency
- Pay structure design and market data
- Remuneration strategy
- Talent Assessment Solutions



#### Risk

- Risk transfer solutions
- Risk assessment & advice
- Risk management strategies
- Asset valuations
- Business continuity and critical incident planning
- Cyber risk



#### Health

- Work health and safety
- Employee wellness programs
- Customised employee benefits
- People risk and workers' compensation



#### Wealth

- Actuarial consulting
- Investment advisory
- Bundled retirement programs
- Financial advice
- Financial wellbeing programs



## Spotlight on – Psychosocial hazards

Focus on psychosocial safety: With Australian workers reporting a decline in mental wellbeing over the last decade<sup>1</sup>, employers have been experiencing significant increase in costs from Workers' Compensation claims, lost productivity, employee turnover and absenteeism. Regulations have been introduced to protect workers and encourage organisations to address psychosocial risks in the workplace<sup>2</sup> however, there is also need for more education and training on employee self-care.

### Claims Management & Advocacy

Aon has a group of dedicated claims advocacy members who are focused on managing the specific complexities of aged care related claims. Should the worst happen, our claims experts will be your first response, acting on your behalf to ensure an efficient and accurate claims settlement. Aon has developed our Claims Resolution Platform (CRP) which our claims team operate globally and efficiently to benefit our clients. Aon's CRP platform provides a single, dynamic work environment to allow Aon's claims experts to collaborate and connect more easily. The CRP is the integrated digital platform which underpins Aon's delivery of best-in-class claims outcomes for clients.

### Advocacy

Aon has the market leverage to ensure the most effective protection for your business, your assets, and your people. We offer market-leading client advocacy ensuring our aged care clients receive insurance solutions that address relevant, industry-specific risks through efficient placement processes.

### The Aged Care and Community Care Safety Network Forum

The Aged Care and Community Care Safety Network is a national industry group established to provide support, insights, and engagement for workplace risk and safety professionals across the Aged Care and Community Care industries. Aon hosts the quarterly Aged Care WHS Forum which aims to explore approaches to mitigating physical and psychosocial risks for workers within the aged care industry.

Aon is proud to partner with ACCPA



<sup>1</sup> [Has the mental health of working Australians changed? - Black Dog Institute | Better Mental Health. \(2021, October 20\).](#)

<sup>2</sup> [Health at Work. \(2023, November 16\). The new psychosocial risk legislation.](#)



## About

Aon exists to shape decisions for the better – to protect and enrich the lives of people around the world. Through actionable analytic insight, globally integrated Risk Capital and Human Capital expertise, and locally relevant solutions, our colleagues provide clients in over 120 countries and sovereignties with the clarity and confidence to make better risk and people decisions that help protect and grow their businesses.

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