



# A focus on aged care

The aged care sector plays an important role in the Australia community and economy. As such it has always been a genuine focus of strategic importance to Aon to help protect and support the industry and the communities that it serves. Working alongside our aged care clients, we have developed solutions and consulting services to help aged care providers meet regulatory and operational needs, whilst also meeting approved provider obligations.

Our research has identified the top risks facing the sector:

## Top 10 risks in healthcare



## Top 3 projected risks in 2022



### Spotlight on – Cyber

While no industry is truly immune to cyber risk, the aged care industry is particularly vulnerable due to the extensive amounts of personal and sensitive information collected and stored on aged care provider systems. The 1,800-plus organisations providing aged care services across Australia are often smaller businesses, many operated by charities or as not for profits. Their main focus is necessarily on the people that they care for rather than the computers and communications systems that they operate – but this leaves them increasingly vulnerable to cyber attacks, system failures and data breaches.




### Spotlight on – Talent

People can be your greatest advantage or a significant risk, so attracting and retaining the right talent is critical. Right now there is a shortage of professionals in the aged care industry.

We provide a full complement of strategic human capital consulting expertise to ensure you can attract, retain and then motivate the best talent in aged care. Our tools in recruitment, market remuneration and employee engagement are an invaluable advantage in this competitive field.

# Solutions for aged care

We look to empower our aged care clients through our core capabilities of talent, health, risk, retirement and their underlying solutions.

 <p><b>Talent</b></p> <ul style="list-style-type: none"> <li>● Risk culture</li> <li>● Candidate assessment</li> <li>● Pay structure design</li> <li>● Employee engagement surveys</li> <li>● Remuneration benchmarking</li> </ul>	 <p><b>Health</b></p> <ul style="list-style-type: none"> <li>● Work health and safety</li> <li>● Employee wellness programs</li> <li>● Customised employee benefits</li> <li>● People risk and workers' compensation</li> <li>● Safety audits &amp; due diligence</li> </ul>
 <p><b>Risk</b></p> <ul style="list-style-type: none"> <li>● Risk transfer solutions</li> <li>● Risk assessment &amp; advice</li> <li>● Risk management strategies</li> <li>● Asset valuations</li> <li>● Business continuity and critical incident planning</li> <li>● Cyber risk</li> </ul>	 <p><b>Retirement</b></p> <ul style="list-style-type: none"> <li>● Actuarial consulting</li> <li>● Investment advisory</li> <li>● Bundled retirement programs</li> <li>● Financial advice</li> <li>● Financial wellbeing programs</li> </ul>

To find out more about our aged care services, please contact:

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### General Advice Warning

The information contained in this flyer is general in nature and should not be relied on as advice (personal or otherwise) because your personal needs, objectives and financial situation have not been considered. So before deciding whether a particular product is right for you, please consider the relevant Product Disclosure Statement or contact us to speak to an adviser.

## Empowering clients through data & analytics

### Global Risk Insight Platform: Risk/View

Our award winning Risk/View platform is the largest repository of insurance data globally and delivers powerful insights to our clients through tailored dashboards. Our proven methodology helps clients benchmark against their peers and develop programs to improve coverage while containing costs. Realtime benchmarking provides the most current information on industry rates, prices, coverages, retentions, limits of liability and additional factors, providing us with comprehensive data to help clients make informed decisions.

### Efficient claims management

We have 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.

### 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 innovative insurance programs and efficient placement processes.



Our commitment to the sector extends to supporting industry peak bodies, such as Aon's national membership with Leading Aged Care Australia (LASA).

