

A Procurement Guide for Aged Care Facilities



The Three Pressures Every Facility Faces

Australian residential aged care facilities operate under three converging pressures: rising clinical acuity of residents, workforce shortages and injury risk among care staff, and tightening financial and compliance expectations. Continence care sits at the intersection of all three. It drives skin integrity outcomes, is the single largest source of manual handling events, and is one of the largest consumable line items on many facility budgets.

How Automated Hygiene Systems Address Each

Pressure	Traditional Approach	Automated Approach
Clinical quality	Pads and scheduled changes	Real water cleansing, day and night
Skin integrity	Reactive to redness or IAD	Proactive moisture management
Manual handling risk	Repeated log rolls	Log rolls significantly reduced
Workforce sustainability	High physical burden	Lower physical load, staff retention
Consumable spend	High pad and linen use	Substantially reduced consumables
Compliance	Meets minimum	Supports dignity of care KPIs
Sustainability	High landfill volume	Materially lower CO ₂ footprint

Procurement Considerations

- **Pilot before scale:** A single unit or single wing pilot is the most reliable way to validate fit.
- **Clinical evidence base:** Look for published outcomes across skin, workflow and resident experience.
- **Total cost of care:** Model the offset from reduced consumables, laundry, and manual handling incidents.
- **Training and change management:** Successful adoption depends on carer training, not just device delivery.
- **Supplier partnership:** Ongoing support, servicing and clinical governance matter more than headline price.

Alignment with Aged Care Quality Standards

Automated in bed hygiene supports Standard 3 (Personal and Clinical Care) through improved skin integrity and consistent hygiene; Standard 1 (Consumer Dignity) through discreet, respectful care; and Standard 7 (Human Resources) by reducing physical demand on staff. These are all areas of active regulatory focus in Australian aged care.

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