



Southern
Services
Reform
Group



Priority Areas 2015

Workforce Issues

Outcomes:

- Addressing workforce stress and anxiety and helping them to deal with change
- Sector Development and support around funding/reforms gateway etc.
- Sustain connectedness within the sector
- Interface with health sector?
- Effects of uncertainty on workforce (existing potential)

Actions:

Outcome:

- Confident, informed, positive workforce to manage change and transition to new model effectively

Action:

- Manage the change
- Keep staff informed every step of the way
- Keep positive – celebrate success, check in with each other
- Take time out – have fun

Outcome:

- Highly skilled staff with appropriate training/resources to deliver best practice service products including complex care responses

Action:

- Skills gap analysis existing source appropriate training
- Effective recruitment
- look for BP models
- take calculated risks for creative outcomes – thinking more broadly

Outcome:

- An appreciation of the value of collaboration that results in tangible service products – a charter is one way of protecting the sector

Action:

- respect other people's expertise and don't try to duplicate what already works well – partner instead

- look for win-win solutions
- learn to sell ourselves better

Risk of Gaps

Issues:

- NDIS under 65's
- What happens to the people that fall through the gaps?
- Where is the safety net?
 - under 65's who don't qualify/fit in the NDIS
 - older people that the new system is too hard to navigate - isolation, crisis before we know about them
- community informed and empowered to navigate the new system

Outcome:

- to know what the gaps are

Action:

- consumer consultation e.g. focus groups
- census data – look at
- analyse own data
- be politically aware
- feed back to the government
- lobby government

Outcome:

- no gaps

Action:

- encourage government to pay more to address gaps by levies or taxes with a guarantee of the funding going to service provision
- both party support
- equity of distribution of funds

Outcome:

- government has understanding of what the scale of the need is re. NDIS and older people who don't go looking for services

Action:

- services feeding in correct, up to date information to government (advocacy)

Viability / CDC

Outcomes:

- provider/organisations to identify their strengths and uniqueness to remain viable and competitive
- potential loss of services

- inter relationship between HCP (home care packages) CDC and CHSP (commonwealth home support program) and DVA
 - who does what? What are the rules? E.g. gardening, one off, is this outside the scope of packaged care and should it be inclusive?
 - What if they are a gold card holder, where does the responsibility sit?
- Understanding the rules and being able to collaborate
- Remaining competitive (business model)
 - fiscal responsibility
 - create income stream
- maintain service integrity with customers and other providers
- decide what makes you viable – strengths matched to opportunities
- referrals based system that we are reliant on – yet no control over it
- CDC – business model that attracts customers – marketing
- Quality and sustainability of service providers in a 'competitive/business model environment'
- Increasing means testing and private services impacting on asset rich/cash poor – creating fear or asset/income testing revealing additional income

Actions:

- SSRG – facilitate and provide opportunities for organisations to access a 'tool kit' to take back to their organisation to discuss and apply/change their model relevant to their situation
- Identify small providers and programs that are vulnerable and work with them (above tool kit)
 - New model?
 - Collaborative model?
 - Support/inform/educate

Connectiveness / Connectedness / Dementia / Where carers fit

Outcome:

- No loneliness

Action:

- More flexible, creative programs
- Better transport options
- Opportunities for meaningful employment /activities
- Use of technology
- Local activities/consult with community on interests
- People with dementia, carers – additional supports required to achieve this

Outcome:

- Rehabilitation

Action:

- Building confidence
- Buddy system
- Driven by sector

Outcome:

- Education/pre-planning
- Social/transport lifestyle

Action:

- Big day out
- Retirement pack – things to consider
- Scare mongering! (aka speeding/smoking campaigns)
- Importance of activity
 - Employment
 - Socialising
 - Volunteering
 - Keeping active

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Planning how to keep collaboration alive in the South and planning how to 'wrap-up' the SSRG

Group 1

Outcomes:

- Important to keep collaboration alive
- Workgroups to each have a say around the future directions if any – need to be sustainable

Actions:

- Maybe meet once a quarter or twice yearly
- Possibly...LGA's drive ongoing collaboration
- Need to have a purpose...not just networking
- Create interest groups rather than larger 'melting pot'
- Need to go out with a 'bang'

Group 2

Outcome: Keep collaboration going

Actions:

- Keep meeting at planned intervals through this transition
- Access/know the shape of future services
- Set up aims and processes for the future
- Decide level of commitment by agencies
- Topic ideas for workgroups or cancel them??

Outcome: SSRG wrap-up

Actions

- Launch of all final initiatives – showcase
- Celebrate the success of the SSRG
- Create opportunities for aged/disability/mental health services to collaborate

Group 3

Outcome: Keep collaboration alive

Actions:

- Charter – including other key stakeholders (RAS, health, academia, TAFE, Universities, etc)
- Community involvement in development of charter
- Seek sponsorship /membership fees

- Alliances have power to influence – talk to peak bodies/RAS

Outcome: Possibilities for creative local solutions to gaps in services

Actions:

- Recognise 'transition' and future model and remain 'on the pulse' of those developments
- Promote our role as 'conduits' to My aged Care and potentially advocate
- Promote partnerships/sharing of resources

Outcome: Be seen as a consultation point by funders

Actions:

- Identify the 'products' that are required by community and promote our credibility and resources (strengths)

Outcome: Identify possibilities for workforce development (opportunities and raise profile to government/Peaks)

Actions:

- Ensure we can deliver services that meet community expectations

Outcome: Raise profile of sector specific issues

Actions: issues not specific to 'aged' eg squalor...means collaboration outside of sector

Group 4

Outcome: Keep collaboration alive in the south (maintain threads of collaboration through change – collective approach – support & advocate – representative group for RAS to communicate with)

- Maintain website – use as a portal or drop box to share information, concerns, opportunities, seek feedback, advice (membership to pay for licence/maintenance of website)
- **Southern Sector Representative Group (SSRG)** as a vehicle to discuss, share, advocate for all groups as we transition through change and reforms (12months)
- Identify members' roles and share responsibility for sustainability. Document to ensure continuity through change of staff. May need an Exec of 3-4 key people to support funding/roles
- Support at operational level, not just strategic level
- Diverse group representing different expertise, focus, interests/core business to give a broad, interactive, big picture perspective on a broad and diverse subject matter.
- This group will be seen as an avenue for consultation, advocacy – feeding upwards as well as distribution outwards, across the sector.

Outcome: To wrap up the SSRG

- Workgroups to continue to meet for as long as they want, complete project and then form base/foundation for new group as described in previous outcome
 - ❖ Share information
 - ❖ Identify change issues from the groups perspective
 - ❖ Pull together information, issues, concerns – be on the 'front foot' ready to engage, have a solution focused process ready to go for when change happens Utilising the SSRG website – blogs & videos
 - ❖ Combination of approaches to communication
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- As numbers dwindle in the workgroups, join together with other work groups – bring the champions, drivers, expertise and enthusiasm together for sustainability
 - Opportunity to meet the challenge and keep up with the rapidly changing environment

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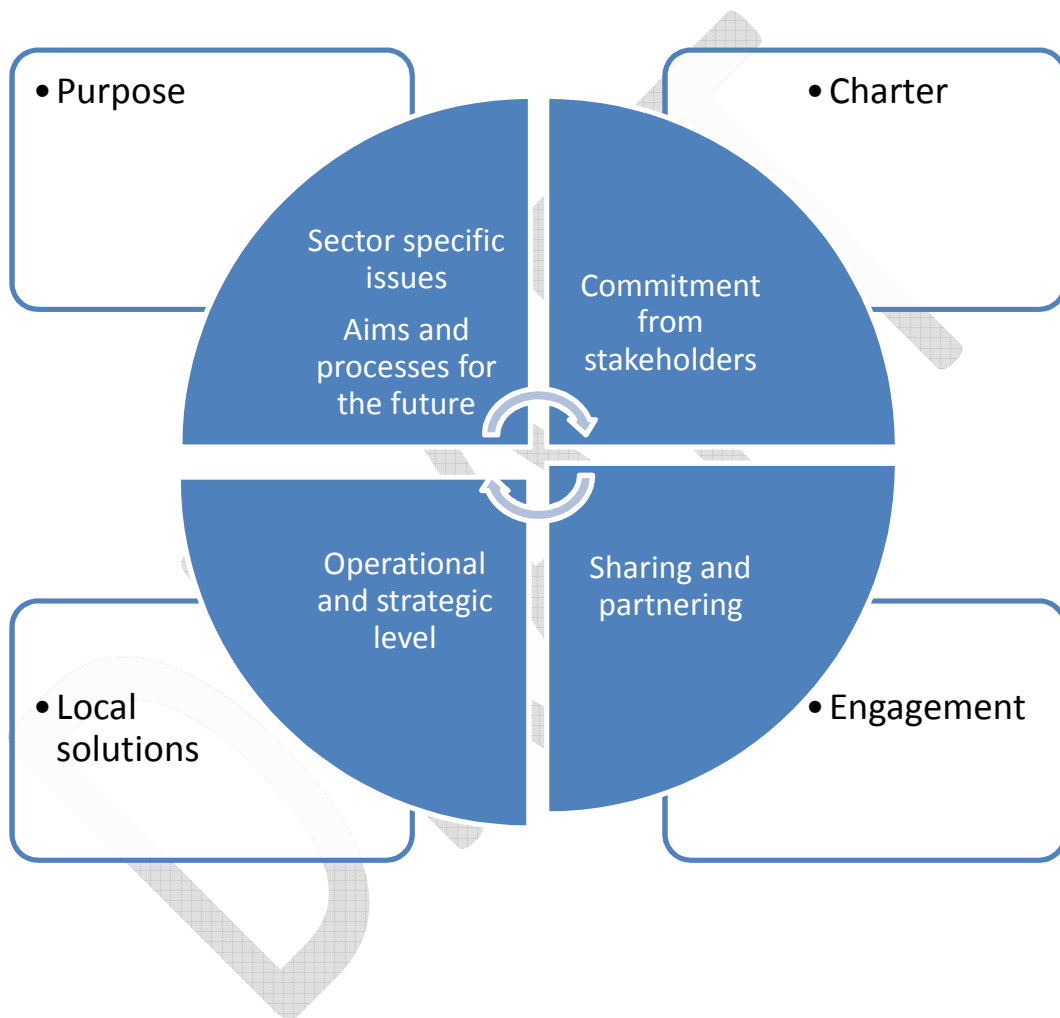


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2015 Plan

Key Strategies for Collaboration in the South



The Steps to Continue Collaboration in the South

Winding Down

Workgroups finish as projects end

Launch of all final SSRG initiatives – showcase

Celebration

Re-establishing a model for collaboration to continue

Re-invent as the Southern Sector Representative Group (SSRG)

Identify the champions, those with expertise and those with enthusiasm

Maintain methods of communication

Develop the SSRG Roles

Supporting

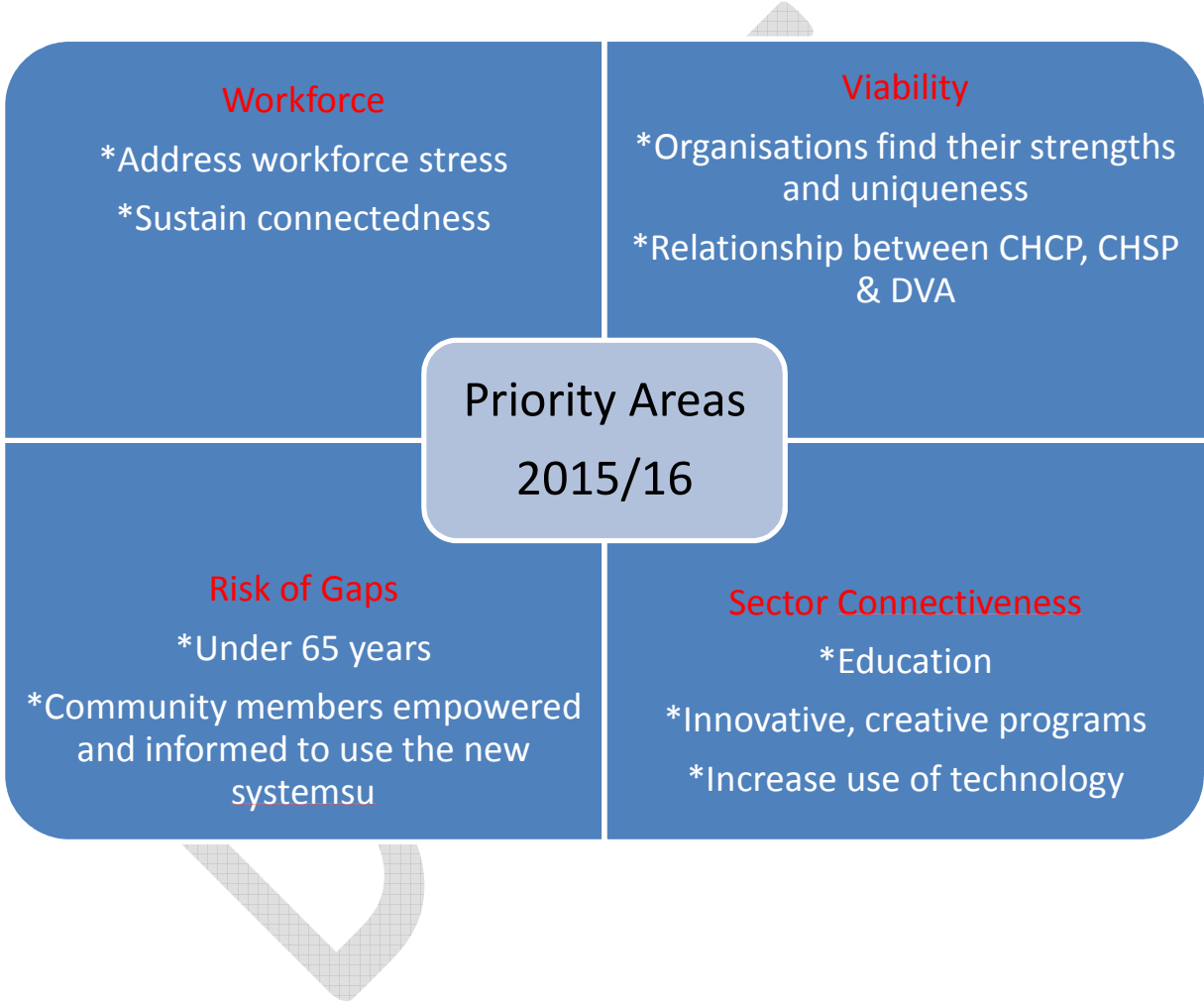
Sharing

Advocacy

Consultation

Broad topics

Diverse membership



**Priority Areas
2015/16**

Workforce

- *Address workforce stress
- *Sustain connectedness

Viability

- *Organisations find their strengths and uniqueness
- *Relationship between CHCP, CHSP & DVA

Risk of Gaps

- *Under 65 years
- *Community members empowered and informed to use the new systemsu

Sector Connectiveness

- *Education
- *Innovative, creative programs
- *Increase use of technology