

FORUM SUMMARY REPORT

Through the Kaleidoscope
Sharing Perspectives on
the New Aged Care

HAHNDORF
4 JUNE 2021

Julie Wilhelm, Kay Stillwell,
Michelle Fuller

*Potential impacts of proposed new
reforms for the home and community
sector in the Hills Mallee Southern
aged care planning region*

A COLLABORATIVE INITIATIVE OF

Hills Positive
Ageing Taskforce



Southern Fleurieu & Kangaroo Island
Positive Ageing Taskforce

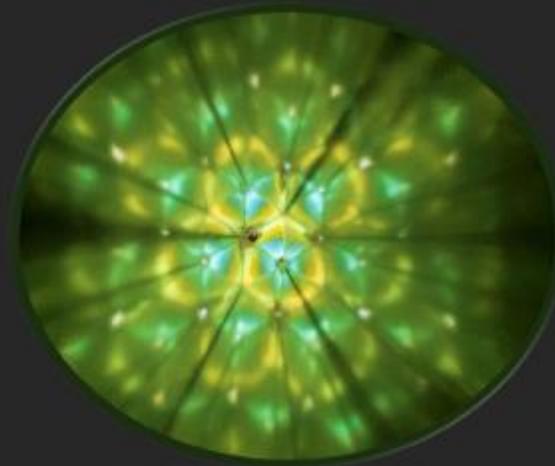
The Collaborative Projects are funded by the Australian Government Department of Health. Visit www.health.gov.au for more information.

Acknowledgements

The Hills Positive Ageing Taskforce, the Riverland Mallee Coorong Taskforce, and the Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce extend their sincere appreciation to all participants for their valued input and contributions at the Forum. The feedback collected will be presented to the Department of Health for consideration as the proposed new reforms unfold.

Through the Kaleidoscope...

An exclusive invitation to
Sharing Perspectives
on the
New Aged Care



This event is hosted by:

Hills Positive Ageing Taskforce

Riverland Mallee Coorong Taskforce

Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce

You are invited to join us as we take a closer look at the recommendations from the Royal Commission into Aged Care Quality and Safety through the lens of the Federal Budget. This Forum will focus on the Government's response and potential impacts for the home and community care sector.

Featuring presentations by:

- Derek Dittrich, ACSA Senior Manager Strategic Policy, will outline recommendations from the Royal Commission.
- Rebekha Sharkie, Federal MP, will reflect on the Government's Budget response and what this may mean.

Q&A panel – opportunity to ask questions with Derek, Rebekha & Sue Rudall (Legislation & Policy Advisor)

World Café - Participate in networking and small group discussions to explore what this may mean for the home and community sector and your organisation, clients, staff and others.

Adelaide Hills
Convention Centre

145A Mount Barker Rd,
Hahndorf SA 5245

Friday 4 June 2021

9.30am to 4.00pm

Complimentary lunch and refreshments

Places are strictly limited. This is an invitation only event, if you are not able to attend you may nominate another representative from your organisation to attend.

Please RSVP to Julie jwilhelm@ahc.sa.gov.au
ASAP before 14 May 2021.

Hills Positive
Ageing Taskforce



Southern Fleurieu & Kangaroo Island
Positive Ageing Taskforce

PURPOSE

Sharing Perspectives

The three Collaborative Project Officers in the Hills Mallee Southern Aged Care Planning Region identified a need to offer an opportunity for regional home and community aged care providers and stakeholders to hear updated information about the recommendations from the Royal Commission into Aged Care Quality and Safety and the Government's response following the Federal Budget.

Collaborative Project Officers, Julie Wilhelm (Hills Positive Ageing Project), Kay Stillwell (Riverland Mallee Coorong Taskforce), Michelle Fuller (Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce), combined resources to host a regional forum *'Through the Kaleidoscope – Sharing Perspectives on the New Aged Care'* on Friday 4 June 2021, at the Adelaide Hills Convention Centre in Hahndorf, with capacity for 50 people to participate.

Guest presenters were Derek Dittrich, ACSA Senior Manager Strategic Policy, who outlined recommendations from the Royal Commission; and Rebekha Sharkie, Federal MP for Mayo, who reflected on the Government's Budget response and potential implications for the region.

The Forum also provided an opportunity to gather feedback from regional stakeholders in the home and community aged care sector in relation to support required, concerns, and readiness for change; as well as suggested solutions and opportunities. Attendees actively engaged in two World Café sessions during the day, exploring six strategic questions.

“Explore what the proposed new reforms may mean for the home and community care sector – organisations, clients, staff and others.”

PROGRAM

9.30	Registrations	
9.50	Welcome & intro hosts Acknowledgement of Country Brief overview of day	Julie, Kay & Michelle Michelle Julie
10.00	Royal Commission Recommendations – overview	Derek Dittrich, ACSA Senior Manager Strategic Policy
10.45	Morning Tea	
11.15	Reflecting on Budget outcomes for Aged Care & what this may mean	Rebekha Sharkie, Federal MP for Mayo
11.45	Q&A Panel	Derek & Rebekha
12.30	LUNCH	
1.30	World Café – part 1 Impacts of new reforms: support required, concerns, readiness for change	Kay (instructions) Kay & Michelle
2.30	Afternoon Tea	
3.00	World Café – part 2 Solutions – workforce & regional resourcing	Kay & Michelle
3.45	Evaluation & Summary	Julie
4.00	CLOSE	

PARTICIPANTS

- 50 participants registered
- 47 people attended
- 30 organisations represented

Hills Positive Ageing Project

Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce

Riverland Mallee Coorong Taskforce

Mayo Office

Country SA Primary Health Network

ACSA

Adelaide Hills Council

Barossa Hills Fleurieu Local Health Network

BLCW Program

Carers SA

City of Victor Harbor

Miller's Corner

COTA SA

Country Health Connect Renmark

Dementia Australia

District Council of Mount Barker

Goolwa Medical Centre

Kalyra Communities

Murray Mallee Aged Care Group

My Care Solution

Palliative Care specialist

RAS Aged Care Alternatives

Rural City of Murray Bridge Community Care

Southern Services Reform Group

Summit Health

TAFE SA Education - Individual Support (Ageing/HAC/Disability)

Tailem Bend Community Centre

Unity Communities Home Support Services

Volunteering SA & NT

Your Nursing Agency

PRESENTATIONS

Two guest presenters were invited to share their knowledge and expertise:

- **Derek Dittrich**, ACSA Senior Manager Strategic Policy, to outline the Recommendations from the Royal Commission into Aged Care Quality and Safety in relation to the home and community care sector.



- **Rebekha Sharkie**, Federal MP for Mayo, to reflect on the Government's Budget response to the Royal Commission Recommendations within our regional context.



A copy of the presentation slides from both presentations accompany this report, kindly shared by the presenters.

Q&A

with Rebekha Sharkie (Federal MP) & Derek Dittrich (ACSA)

1. What do you think the communities' expectations might be in relation to the proposed new reforms?

- A system that works!
- Quality care that is accessible when they need it
- Appropriate support to access and navigate the system, accessible face to face support including in regional and remote areas

2. What are the potential risks for organisations that they should be awareness of?

- Staffing
- Resources
- Increased regulatory processes, reporting on client satisfaction
- Quality of care Vs Quality of life, quality care does not necessarily mean quality of life, need to prioritise quality of life
- Need to avoid following the NDIS system, and inheriting similar issues

3. What considerations do you think need to be made regarding workforce demands?

- Ageing sits within Department of Health
- Workforce demand is a fundamental issue – current workforce crisis
- Advocacy for regional and remote areas
- Make aged care attractive – long term strategy, career structure for support workers (not necessarily progressing to nursing pathway), introduce specialty streams (eg: palliative care, dementia care, mental health specialists) who are respectively acknowledged and remunerated for their expertise
- Community perspectives – address ageism
- Wage equity

4. What proactive measures can organisations take to help prepare for implementation of the proposed new reforms?

- Work with advocacy and/or peak agencies
- Ensure transparency re: funding
- Person-centred model
- Co-design with clients
- Value capture, capturing feedback from clients (experiences, preferences, etc)

5. What do you think the home and community care sector will look like in 2023? And, in your opinion is this achievable? YES!

- Cautiously optimistic for real change
- Change will be underway by 2023

World Café

Session 1 Feedback

1. What support do you need to implement the proposed new reforms?

- **WORKFORCE – Appropriate skill mix. Conditions and pay. Value and recognition. Suitability for roles. Explore benefits of other models: extended leave options, psych support.**
 - **SUPPORTED WORKFORCE**
 - **More hands-on practical included in Aged Care Training**
 - **Funding that recognises additional skill sets and time required**
 - **LESS COMPLICATED for clients and organisations – simplification**
 - **LESS BEAURACRACY and red tape in assessments**
 - **POLICY GAPS in system. For example: Level 5 HCP – e.g: Palliative care, complexity of cases**
 - **FUNDING FOR ADMINISTRATION of reforms and service delivery and recognition of administrative component. Block funding for program requirements e.g: First aid.**
 - **Clear and tested guidelines (make the hard decisions)**
 - **Transparent advice about the changes expected and to be included in designing the Road Map.**
 - **VOICE for CHSP Providers**
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- Clear information around what reforms mean
 - Government should be specific about what it needs
 - As matters/reforms are implemented, more collaborative efforts
 - Clear points in time to know where we are going with reforms – process of evaluation – staged approach
 - Training and minimum standards
 - Links between companies providing services and RTOs – address competitive market
 - Partnerships e.g: Training organisations and job active, providers, local Government, other government departments
 - Course fit with jobs available
 - Industry peaks come together to co-design training for workers coming into Aged Care
 - Career progression for extra courses/qualifications
 - Registration of workers - under AHPRA is better placed – something similar
 - Poaching staff is a risk

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- User-friendly system for all stakeholders that supports ease of entry to services
 - Care and care finders/navigators – face-to-face and mix with online
 - Better, integrated data systems
 - Supported IT infrastructure that helps the system work together
 - IT Client Management and Finance linked
 - Clear parameters around assessment for levels of packages
 - More flexibility in assessment process
 - Appropriate knowledge base for assessors
 - ‘second opinion’ on assessment process/raise complaints/advocacy process
 - Flexibility for providers to navigate a consumer facing model
 - Clients have complexity – can be a clinical element
 - Funding that follows the client
 - More direction on eligible expenditure eg: stricter guidelines for spending
 - Standardised fees for packages – with recognition of extra costs for regional/rural/remote, kms/distance-based/geographic
 - Remove Level 1 -> to CHSP
 - Greater support to understand and meet Governance
 - What does transparency look like – will there be a guideline – hours, enforced
 - Gather evidence of benefit of what we do – how to do that? Provide tools
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2. What are your concerns about the proposed new reforms?

- ***Complexities increase for regional / remote provision***
- ***Regional equity with metro for re-cost of service provision***
- ***Councils leaving sector***
- ***Managing client and community expectations, client expectation on funding***
- ***Workforce – training, wages, pool of staff/workforce, career structure, casualization/hours***
- ***How workforce upskills to cope with and deliver under new system – approvals, regulation, reporting***
- ***Upskilling and better wages and conditions has not been the #1 priority for decades – concern that this could continue. Needs focus. If we value the elderly we need to value workers.***

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- ***Measuring success and KPIs***
 - ***Follow through with the new reforms being implemented***
 - ***Government accepted approximately 85% of recommendations but what if doesn't happen. Needs to be IMPLEMENTED!***

- Concern that it will be rushed – bring people, workforce etc along and don't rush prep. Do it right.
- Uncertainty
- Job security
- Movement to medical model – from holistic
- Losing the human 'caring' approach
- Mass exodus from sector of smaller organisations due to regulatory processes, due to affordability
- Consultation with staff, stakeholders (from a regional area)
- East Coast (metro/city) focussed funding and service model that won't meet local regional needs
- Continuation of unrealistic 'peri-urban' category and price structure (our areas include Kangaroo Island, Lameroo) and no extra funding
- Governance and legislative requirements start before Index Pricing Authority adjusts pricing and funding
- Increasingly adversarial approach of commission
- Payment in arrears could be too delayed 4-5 months
- Concern from Councils: re lack of block-funding OR tendering it out – lowest common denominator (who won't always travel to regional clients)
- Concern re block-funding being ceased for some service types eg: transport
- Reduction in CHSP – which is a 'gentle' entrance to aged care, will more people wait without service and move to residential?
- Exhausting process for clients to receive services
- How assessments will work – single assessment, flexibility to go between higher and lower needs of service
- Additional costs to service providers
- Increased risk aversion
- Reablement gap
- Ensuring the consumer and all other stakeholders shared responsibility re: feedback, concerns
- Consumer directed care and delivery of services
- Funding and sustainability

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- Greater funding for carers and individuals needed in particular for cottage respite service and flexible respite
 - Is funding going to be prescriptive?
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3. Are you ready for change in relation to the proposed new reforms?

- ***We will be better placed to manage it when we have details***
 - ***How do we have a collaborative input into the end result of the New Aged Care Act?***
 - ***Adequate notice of what the changes will be to allow for budget adjustments – ahead of time***
 - ***Depends on the strategic support provided eg: IT system to meet governance and reporting requirements***
 - ***We need ongoing sector support and opportunities for collaboration and networking to share strategies and ideas – including Department of Health***
 - ***Transparency in reporting and all processes***
 - ***Keeping up to date – staff meetings, industry briefings, workshops, Peak Body, Newsletters, M Fuller (CPO) emails***
 - ***Communication to all levels of organisation – needs time allocated, paid for time***
 - ***No for many reasons – no funding, training packages in review, don't have workforce***
 - ***Yes – Reform is welcomed, have their attention: need to act now but also keep them accountable***
 - ***Making sure Reform is based on community outcomes not profit***
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- Do we have a choice?
 - Are we going to have a period of consultation?
 - Lucky/good to be supported by those who have influence locally like: Rebekha Sharkie and ACSA
 - Could have big implications on our organisation ie: Carers SA. We need to be prepared!
 - Can ACSA or CPOs provide/assist with resources to guide our preparedness (practical help)
 - Do organisations have adequate/robust governance to manage new reforms – audit, clinical governance etc

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- The sector is based on continuous quality improvement
 - We are agile, flexible and ready for anything! COVID gave us the opportunity to demonstrate this.
 - Aware of Reforms – starting conversations, have some concerns, \$ where will this go?, no workforce
 - Have pre-empted reforms
 - Governance – committees/cabinet (new), data collection, planning opportunities, surveys and consumer feedback being ramped up
 - Standards – relating to consumers eg: Self-assessment tools – pre-empting use
 - How to get consult with the people working on the ground
 - Information fatigue – risk
 - Potentially COVID has built some resilience for change – technology and new ways to deliver service
 - Quality of training of life over business – filters down to workforce etc
 - Acknowledge good work of existing organisations – don't lose

World Café

Session 2 Feedback

4. Solutions to workforce concerns

- ***Appropriate remuneration for aged care sector workers***
 - ***Education into primary schools on aged care opportunities – attitudes and perception***
 - ***Targeted program for development of existing staff***
 - ***Increased pay – conditions eg increased leave***
 - ***Workforce has a values-based recruitment***
 - ***Training/education for workforce – client understand packages also***
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- Potential workers gain access to Govt support to complete studies/placement
 - Appropriate language skills/training and literacy
 - Clearer career pathways
 - Review current education programs/requirements for the role
 - Educational campaign for general public on aged care roles/careers
 - Better screening tools/information sessions for potential new workers
 - Culturally-specific information
 - Better recognition of aged care workers/volunteers
 - Upskilling workforce ie. Dementia – mental health – elder abuse
 - Transparency of worker availability
 - Flexibility of roles and appropriate levels of training/skills to match
 - Inter-generational social connections – very important
 - Valuing and recognition
 - Pre-vocational screening
 - Marketing for 'right fit' and 'job readiness'
 - Skills – literacy screening / numeracy / work autonomously / be accountable / good decision-makers
 - Time cycle – eg: block time (3 hr) for multiple tasks
 - Apply skill specialities to tasks – tools for that – register to match client to worker
 - Work out of hours / on weekends in the future
 - 7-day cycle for contracts?
 - Managing client expectations eg: gender/ethnicity
 - Negotiations with client and worker (flexibility)

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- Look at transferable skills from other roles eg. Commercial to domestic cleaner
 - Social skills are important
 - Flexible – workforce – prepared
 - Do not discourage multi-site work
 - Awareness of reporting poor practices / breaches, ‘no blame’ culture / cultivate appropriate culture
 - Appreciate and understanding of governance and transparency
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5. Solutions to regional resourcing

- ***Mapping transport options***
- ***Incentivise to providers and workers to service outer regional/remote areas***
- ***A safe environment for providers to learn and improve and network together, not in a competitive way***
- ***Wage increase and improved work conditions – also in relation to RN, staff ratios, hrs per client***
- ***Palliative care services for regional areas – 24/7 from the service for continuity of care***
- ***Compensation for kms/time for workers***
- Equity and equal representation
- Understanding the regions
- Regional Development Australia (RDA) overarching
- Having training providers access more locally to stop need for travel
- Risk adversity
- Alternative ways to connect with services – medical
- Travel reimbursement – staff/carers
- Increase funding for HCP/CHSP that reflects on clients location – now same \$\$ for metro and regional
- Locals provide services to local people as Councils in every area
- Take it away from a market-based system – needs collaboration between regional providers – NOT competition
- Better to have a visual presence in the region you serve ie: Shop promotion/office
- Incentives to work remotely – grants, access to free training, relocation supports, family relocation
- Local co-ordinator role
- More accessible connection points (for info and support)

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- Better access to allied health services in country
 - Transport options that work – flexible, more funding
 - More social groups addressing isolation – more remotely, mens sheds etc
 - Partnership building – shared resources
 - More digital tools – safety for workers, telehealth options, social, safety, health
 - Support for volunteers and recognition – needs innovative model, incentives
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6. What is the ONE thing that you feel would make a real difference

- **\$\$**
 - ***Society valuing and prioritising aged care***
 - ***Profile of ageing ie. Community attitude***
 - ***Clear career pathway and competency and values base and with good supervision/mentorship***
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- Recognition and reward for the good
 - Older people at centre
 - Workforce: pay, conditions, training, security
 - Assessments based on need, not rationed
 - Confidence in the system (clients, workers, providers)
 - Sustainable model of funding (increased certainty)
 - More time = resources – to meet extra requirements for Governance @ mid-management as well as on the floor
 - Open communication – work with not against our clients, other providers, the sector (decreases fear of change)
 - Better help with Aged Care – check-in, complaints, help, beyond ‘finders’ later in process
 - More staff
 - Funding
 - Education – schools, community, staff, all level and ranges of stakeholders
 - Government accountability
 - Positive marketing campaign of Aged Care

EVALUATION

At the end of the Forum participants were asked to respond to the following questions, and also add their comments to sticky notes and attach to the feedback chart on the wall. The feedback has been collated and included below.

From the 47 participants, 23 responded to the first evaluation question – all indicating that their expectations were met. 21 responded to the second question – all stating they would come to another similar event.

WERE YOUR EXPECTATIONS MET?	
	
23	0

WOULD YOU COME TO ANOTHER SIMILAR EVENT?	
	
21	0

Overall, 50 additional comments were recorded on the feedback chart which was extremely positive.

Key elements participants enjoyed were:

- Format of the day
- Facilitation
- Guest presentations
- World Café and sharing experiences
- Networking face-to-face, and collaboration with diverse range of stakeholders
- Regional venue “out of the city”

Suggestions included - further opportunities to network and monitor reform progress, allocated seating to have a mix of representatives at each table, online forum Hot Topics.

ANY COMMENTS WELCOME?

- Well run and facilitated. Great venue and well catered for. Thanks 😊
- Thank you. Great opportunity to hear and talk 'big picture' and come up with some suggestions and solutions. Great day and nice to network F2F. Very enjoyable, thank you 😊
- Workshop sessions well-organised and facilitated.
- Well done, great event run very well! 😊
- Liked the session. Well structured. Thought provoking.
- Great opportunity to look forward with a positive 'can do' outlook and hope for what can be.
- Presentations very good but did overlap quite a lot.
- Good choice of venue.
- Good opportunity to network and learn about challenges and more.
- Let's have more like this.
- There was enough time allocated where we felt that we had a voice.
- Well done! It was an excellent forum.
- Great speakers who have influence and demonstrated that they understand the issues.
- Thanks for the opportunity to connect with others in the sector including the local Federal member. It was great to brain storm ideas and work together towards a better Aged Care Sector.
- Well done ladies. It was delivered beautifully.
- Regular catch up to monitor reform progress.
- Thank you! A good day to put heads together.
- Good opportunity to unpack the Royal Commission Reforms
- Excellent networking opportunity.
- Particularly enjoyed the guest speakers.
- Thank you, team! Informative and inspiring. Good learning and networking opportunity. Aged Care Reform takes ACTION.
- Fantastic!
- Good networking.
- Great opportunities to network with others in the sector.
- Thank you for putting on such an informative engaging event. Great speakers and activities.
- Nice venue, good speakers and discussions. Good attendees. Good to be able to talk shop and catch up with like-minded people.
- Great sharing of expertise.
- Good cross-section of attendees.
- Ideas for future... online forum, Hot Topics

<ul style="list-style-type: none"> • Would be good to have venue with toilet in the building.
<ul style="list-style-type: none"> • Loved hearing from our brilliant providers in the 'World Café'
<ul style="list-style-type: none"> • Have allocated seating so you have a mix of representatives on each table.
<ul style="list-style-type: none"> • Like getting down to the nitty gritty of the difficulties and problems.
<ul style="list-style-type: none"> • Great catering and set-up.
<ul style="list-style-type: none"> • World café - a nice exercise.
<ul style="list-style-type: none"> • Liked the format of the day. Great speakers to start with and good to finish with interaction.
<ul style="list-style-type: none"> • Good opportunity to network with other providers working across the sector.
<ul style="list-style-type: none"> • Good mix of speakers and interactive activities.
<ul style="list-style-type: none"> • Loved it! Great balance of Peak Body, Government, Service Providers. Very informative. Great networking.
<ul style="list-style-type: none"> • Interesting and supportive session.
<ul style="list-style-type: none"> • Thank you, ladies 😊
<ul style="list-style-type: none"> • Really appreciated the collaborative approach taken to pull the event together. Well done!
<ul style="list-style-type: none"> • Good networking opportunity.
<ul style="list-style-type: none"> • Leant something new. Speakers spoke in simple terms with direct information. Thanks.
<ul style="list-style-type: none"> • I thought the Acknowledgement of Country was wonderful and appreciate the inclusion of this novel and meaningful approach.
<ul style="list-style-type: none"> • Great to have both expert speakers and hearing from sector workers.
<ul style="list-style-type: none"> • Liked the 'World Café' and having table hosts.
<ul style="list-style-type: none"> • I really enjoyed today, thank you for inviting me. Today was very informative and thought provoking. I look forward to sharing today's information with my work colleagues. Food was great too! Thanks.
<ul style="list-style-type: none"> • Enjoyed the venue 'out of city'. Great knowledgeable speakers. Loved the 'World Café'. Opportunities to voice concerns/feedback and network with colleagues. Thank you 😊
<ul style="list-style-type: none"> • Great day. Good networking and understanding of Aged Care Reforms and the challenges faced by the sector. Fantastic opportunity to be able to voice concerns that can be fed back to policy makers. We are all in this together - let's be the change that Aged Care needs.

What's next...

Regional partnerships

Following the success of this Forum, the Collaborative Project Officers have committed to continue to work together for future events to respond to regional needs in the Hills Mallee Southern aged care planning region. As the reforms progress, we will look to offer further opportunities for regional networking, sharing of information, and gathering valued input from stakeholders to feedback to the Department of Health.

Collaborative Project Officers contact details:

Julie Wilhelm

Hills Positive Ageing Project

08 8408 0515

E: jwilhelm@ahc.sa.gov.au

Kay Stillwell

Riverland Mallee Coorong Taskforce

08 8539 1156

E: K.Stillwell@murraybridge.sa.gov.au

Michelle Fuller

Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce

08 8551 0571

E: mfuller@victor.sa.gov.au