

May 2022
Summary Report

*Same Same but
Different*

Regional Reform Forum

Proudly brought to you by

Southern Fleurieu & KI
Positive Ageing
Taskforce


RIVERLAND MALLEE COORONG
TASKFORCE

HPAP
Hills Positive Ageing Project
Adelaide Hills Council


SOUTHERN SERVICES
REFORM GROUP

Acknowledgement of Country

We acknowledge the Kaurna people as the traditional custodians of the land we are meeting on. We also acknowledge the traditional custodians of all other areas represented by the Forum participants. We appreciate the strong connection and cultural relationship Aboriginal people have with their country. We pay our respects to Elders past, present and emerging.

We acknowledge that the spiritual connection and relationship with this land is as significant today as it has been for generations of Aboriginal people. Let us reflect on the privilege we have of being here in this place at this time; may we seek to understand the truth of the past and desire to promote reconciliation through developing meaningful relationships with First Nations people.

Thank you...

The Southern Services Reform Group, Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce, Hills Positive Ageing Project and Riverland Mallee Coorong Taskforce extend their sincere appreciation to all participants for their valued input and contributions at the Forum.

All photographs included in this report are copyright.

The information collected from the Forum will be presented to the Department of Health for consideration as the new reforms unfold, and shared with relevant stakeholders to support initiatives to build local capacity of our regions.

Supported by the Australian Government Department of Health. Although funding for this project has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

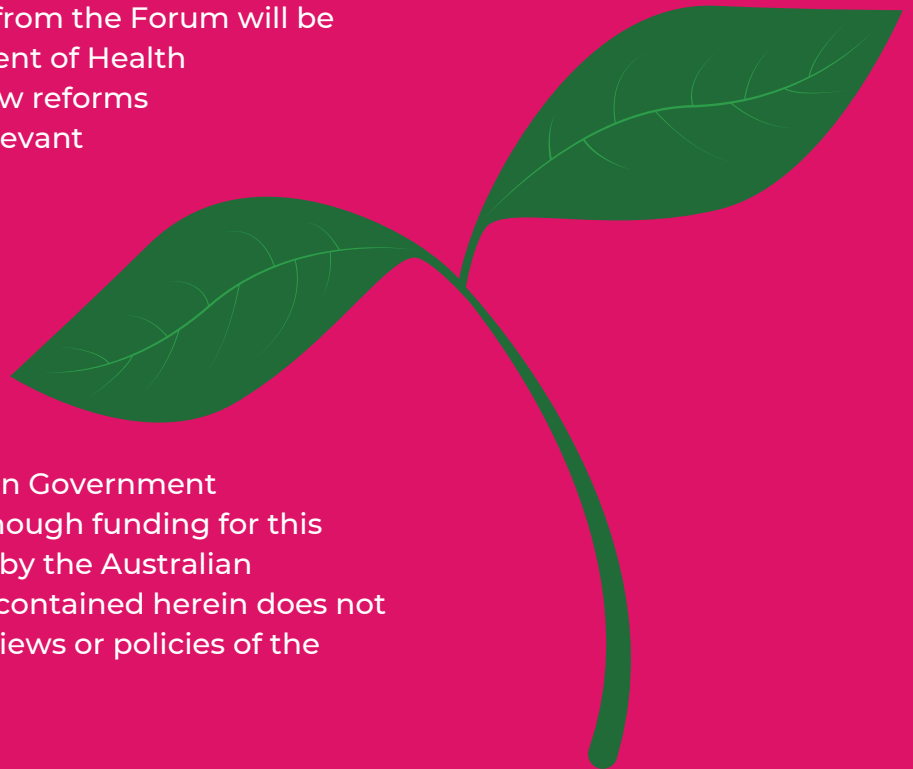


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Concept Statement

The *Same Same but Different* Regional Reform Forum was the third of its kind and co-hosted by four SA Collaborative Project Officers covering the Southern metro, Fleurieu, Hills and Murray Mallee regions. The Forum was held on 20 May 2022 in the Secret Garden at the Marion Hotel, South Australia.

The focus of the Forum was to explore the proposed *new Support at Home Program*. Key objectives included opportunities for participants to:

- Network and engage with other stakeholders
- Hear guest speakers present on a range of perspectives
- Participate in open and respectful discussions on the new Support at Home Program
- Contribute to the collective response to the Department of Health on identified topic areas
- Be supported to prepare for the transition period
- Enhance and build trust with the Department of Health and other aged care stakeholders

The Department of Health, Support at Home Reform Branch, was engaged to attend, however due to the Federal Election caretaker mode, the Department of Health representative from Canberra was unable to attend. They did however, assist in re-designing a 'different' approach transforming the Forum into a consultation and workshop on key topic areas related to the Support at Home Program.

As with previous Forums, a creative interactive and engaging format was planned for the day. Gardening metaphors were utilised to explore and identify potential gaps, challenges and opportunities related to what is currently known about the proposed Support at Home Program. The program featured engaging guest speakers, interactive activities, 'Garden Bench' discussion, and a world café session to compost ideas and feedback from the broad and diverse sector.



Program

9.30am	Welcome & Acknowledgement of Country
	Planting for Success
	Special Guest: Dorinda Hafner
11.00am	Morning Tea
	Guest Speakers: Jane Mussared, Chief Executive, COTA SA Marni Curtis, Acting Director, OFAW Leanne Davis-King, Chair, LGAWN
	On the garden bench
12.40pm	Lunch
	Composting ideas to fertilise and enrich home care
	Provider Readiness: Craig Frost, Team Leader, ACSA
3.15pm	Forum summary & next steps down the garden path

Participants

Access Care Network Australia
ACH Group
ACSA
Adelaide Hills Council
Aged Rights Advocacy Services
Alwyndor Aged Care
Anglicare SA
Australian Red Cross
Barossa, Hills, Fleurieu Local Health Network
Barossa, Hills, Fleurieu Local Health Network ACAT
Boosting the Local Care Workforce (BLCW) Program
Care and Share at Trinity
Carers SA
Careship Coorong
Catalyst Foundation
City of Charles Sturt
City of Marion
City of Onkaparinga
City of Port Adelaide Enfield
City of Victor Harbor
COTA SA
Department of Health and Wellbeing
Department of Health
ECH
Greek Orthodox Community of SA Inc
iLA LiveUp
Kalyra Communities
Life Care
Local Jobs Program
Lutheran Care
Multicultural Aged Care
Norgrove Training
Resthaven ACA RAS
Riverland Mallee Coorong Local Health Network
Royal Society for the Blind
Rural City of Murray Bridge
TAFE SA
Southern Fleurieu Health Service BHF LHN
Spark Curiosity Consulting
St John SA
St Jude's Community Visiting Service
Tailem Bend Community Centre
Uniting Communities
Uniting SA
Your Nursing Agency



Across the four regions:

78 Registered

71 Attended

45 Agencies represented



Planting for Success

Activity

A facilitated practical gardening activity effectively engaged participants in the theme of the day. *Planting for Success* was designed as a mindful and reflective activity to encourage participants to individually reflect on different elements of their organisation, with consideration of the proposed new Support at Home Program.

An activity pack included a pot, stones, soil, plants, tools, gloves, and label stick was provided. Participants were guided through a planting exercise with each item creatively used as an analogy to represent different elements within their organisation to prompt reflection. See diagram below for correlations.

The outcome was a diverse range of potted creations, with each one representing the participant's organisation.



This activity was specifically designed and developed by the Forum hosts for the *'Same Same but Different'* Regional Reform Forum. The full version of the guided script along with the supporting PowerPoint slides are available on the [SSRG website](#) and may be used within your own organisation ensuring acknowledgement is given to the creators of this resource.

Special Guest

Dorinda Hafner

Special guest Dorinda Hafner, is most widely known as an international TV celebrity Chef, actor, businesswoman and best-selling author with five TV series and eight books to her credit.

Dorinda captivated participants with fascinating life experiences from her professional journey and her family life. She provided many examples of how 'different' was the catalyst for her personal growth and professional success. Dorinda's inspiring enthusiasm and zest for life prompted entertaining and joyful audience participation. We were delighted to have Dorinda as our special guest with her unique and distinctive passion and gusto of the benefits of being different in a same same world set the tone for the remainder of the Forum.



Guest Speakers



Jane Mussared

Chief Executive, COTA SA

Jane presented an overview of COTA SA policy and advocacy and the many programs they run including the COTA volunteers visitors program.



Marni Curtis

Acting Director, Office for Ageing Well, SA Health

Marni provided an overview of the Aged Care Reforms from a State Government perspective and outlined the Office for Ageing Well roles and responsibilities including support of the Minister for Health and Wellbeing.



Leanne Davis-King

Chair, SA Local Government Ageing Well Network

Leanne represented the Local Government Ageing Well Network and provided a Local Government perspective of the proposed new Support at Home Program.



Craig Frost

Team Leader, Workforce & Industry Development VIC, TAS, SA & NT, ACSA

Craig represented ACSA/(ACCPA) in the Q&A panel discussion on the Garden Bench and facilitated the 'Provider Preparedness' segment.

Visit the [SSRG website](#) for the presenter PowerPoints.

On the Garden Bench

Harvesting Seeds of Thought

Thank you to our 'Garden Bench' Panel members:

- Craig Frost – Team Leader Workforce & Industry Development VIC, TAS, SA & NT, ACSA
- Jane Mussared – Chief Executive, COTA South Australia
- Marni Curtis – Acting Director, Office for Ageing Well SA Health
- Leanne Davis-King – Chair, SA Local Government Ageing Well Network

Each of the panel members were asked to respond to a single word 'harvesting seeds of thought' to help inspire participants as they navigate the proposed reforms and the future of aged care.

- Craig – Pollination
- Jane – Living
- Marni – Engaging
- Leanne – Growth

A Q&A followed where participants were given an opportunity to ask the panel questions or voice comments they had regarding future reforms in aged care.



World Cafe

Composting ideas to fertilise and enrich home care.

Continuing with utilising the metaphor of gardening and growth, the world café session was aptly titled *composting ideas to fertilize and enrich home care* with an objective to respond to identified topic areas relating to the new Support at Home Program. All participants had an opportunity to respond and contribute to the following areas:

- Funding Models
- Person-centered Approach
- Care Management
- Flexibility for providers and consumers
- New Assessment Tool & Classification
- Service List / Service Types
- Care Finders & Care Navigators
- Business Transformation



Visit the [SSRG website](#) for the **World Cafe Summary**.



Provider Preparedness

Are we ready...

Craig Frost prompted participants to consider their preparedness to transitioning to the new Support at Home program. Below is a snapshot of the themes representing participant responses. For full response page please see [SSRG website](#).

What risks do you need to consider?

- Loss of staff & volunteers
- Consumer confusion
- Loss income/funding consideration
- Change management and continuation in industry

What actions have you already taken to prepare for the transition?

- Attend seminars/training/engagement hubs/consultation sessions/workshops/meetings
- Considerations - software, hypotheticals, training options

Where will you go for support, information and help?

- Collaborative Project Officers
- Department of Health - webinars/workshops
- Peers/PEAK bodies

What will you need to consider to transition to the new Support at Home Program?

- Clear, timely and transparent information
- Clear transition process, guidance, details and information
- Business and staff readiness

What resources will you require?

- The plan; training, better IT; consistent and user friendly toolkit
- Time and flexibility for IT vendors and workforce
- Grant funding to match need
- Department to understand and accommodate service fluctuations

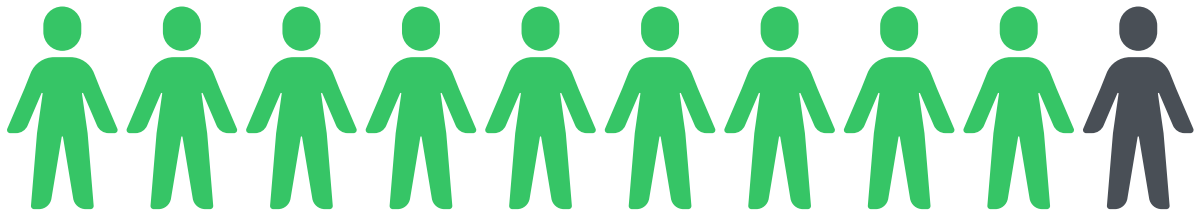
How agile and adaptable is your organisation? Your staff? Your consumers?

- Fairly adaptable, however are change weary and fatigued!
- Consumers are change fatigued (particularly due to COVID)
- Critical to have detailed and valid information and tools to move forward

How will you communicate changes to: staff/volunteers, consumers and carers community?

- Letters; team meetings; information sessions; 1:1; open days; forums
- Reliance on Government media and advertising
- Carers informed – social media, phone contact with CSP, care finders

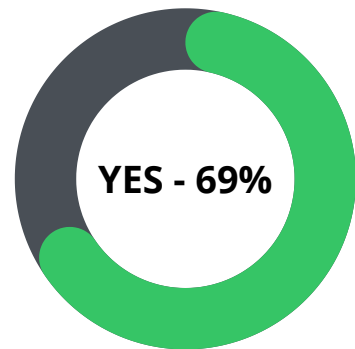
Evaluation



78 registrations, 71 attendees representing 45 agencies

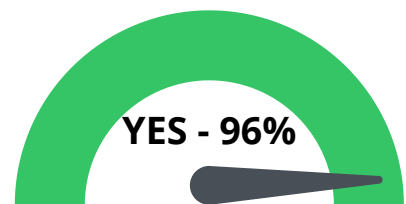
Have you participated in any consultations activities about the new Support at Home program prior today?

31 out of 45 responses



Did you find the Same Same but Different Forum valuable?

43 out of 45 responses



Would you attend another regional reform forum?

44 out of 45 responses



What did you enjoy most about the day?



Evaluation (cont'd)

What is one key consideration for your organisation moving forward?

- Our clients! And change management
- Feeding back knowledge to the broader organisation
- Workforce planning and to meet the needs
 - To be viable moving forward
- Retention of trained and experienced workforce
- Resources; training; transition plan; staffing model
- Pulling together a clear business plan and working out unit costs for providing services
- Keeping everyone informed when information comes forward
- If we still want to continue with the new reforms
- Marketing and education for clients and staff
- Being involved in ongoing consultations
- Agility and support for community
- Access up to date information and dissemination to CALD community and organisations
 - Putting aside resources to prepare
- Keeping the collaborative network groups
- Clarity on the new support at home funding model
 - Navigator transition and care finder
- How the reforms are going to impact organisations and the workforce
- Communicating change to clients and staff when we have details
 - Can we be viable in a fee for service model
 - Collaboration and keeping connected
- Being well informed with accurate and up to date information
 - What does it look like
- New IT and staff to deal with transition to new program
 - More support and information
 - Keep supporting each other
- Keep attending as many opportunities to learn more as I can
 - Growth and security of service delivery
 - The need for more information ASAP
 - Informing staff and training
 - Being more vocal
 - Impact on Carers
 - Communication
 - Networking
 - Planning
 - IT setup
 - Risk

What's Next...

As the reforms progress, we will continue to offer further opportunities for regional networking, sharing of information, and gathering valued regional input from stakeholders to feedback to the Department of Health.

We look forward to welcoming you to the next combined Regional Reform Forum, scheduled for October 2022. Keep a look out for further information as it is released.



Additional Resources

The below list is a selection of useful links (click on the words to go to the webpage).

[new Support at Home Program Overview](#)

Support at Home Program Overview | Australian Government Department of Health

[new Support at Home Program Overview Summary](#)

Support at Home Program Overview – Summary for senior Australians, their family and carers | Australian Government Department of Health

[Support at Home consultation calendar](#)

Support at Home consultation calendar | Australian Government Department of Health

[Department of Health Ageing and Aged Care Engagement Hub](#)

Ageing and Aged Care Engagement Hub

[Concept Paper for a new Framework for Regulating Aged Care](#)

Concepts for a new framework for regulating aged care

[Department of Health – Design of a new Aged Care Act](#)

Design of a new Aged Care Act | Australian Government Department of Health

[Department of Health – Aligning regulation across the care and support sectors](#)

Aligning regulation across the care and support sectors | Australian Government Department of Health

[Department of Health – Evaluation of the Aged Care System Navigator Measure: Final Report](#)

Evaluation of the Aged Care System Navigator Measure – Final Report | Australian Government Department of Health

[Aged Care Navigators](#)

Aged Care Navigators - COTA Australia

Additional Resources (cont'd)

The Aged & Community Care Providers Association (ACCPA) have provided a resource page including a selection of useful links.

Support at Home Alliance

<https://acsa.asn.au/Policy-Advocacy/Support-At-Home-Alliance>

Support at Home Alliance Position Paper

<https://acsa.asn.au/ACSA/media/General/Support-at-Home-Alliance-Position-Paper.pdf>

Aged & Community Care Providers Association (ACCPA) Board has appointed an interim CEO

<https://acsa.asn.au/Media/2022/ACCPA-Board-appoints-interim-CEO>

Support at Home Program and Regulation update webinar

<https://www.health.gov.au/resources/webinars/support-at-home-program-and-regulation-update-webinar>

Sector Support and Development SSD Providers 2022-23 activities webinar

<https://www.health.gov.au/resources/webinars/webinar-for-sector-support-and-development-ssd-providers-2022-23-activities>

Financial Transparency in Aged Care (media)

<https://agedcare.royalcommission.gov.au/news-and-media/financial-transparency-aged-care-9-september-2020>

Home Care Workforce Support Program

[https://www.health.gov.au/initiatives-and-programs/home-care-workforce-support-](https://www.health.gov.au/initiatives-and-programs/home-care-workforce-support-program#:~:text=The%20Home%20Care%20Workforce%20Support%20Program%20will%20help%20senior%20Australians,and%20when%20they%20need%20them.)

[program#:~:text=The%20Home%20Care%20Workforce%20Support%20Program%20will%20help%20senior%20Australians,and%20when%20they%20need%20them.](https://www.health.gov.au/initiatives-and-programs/home-care-workforce-support-program#:~:text=The%20Home%20Care%20Workforce%20Support%20Program%20will%20help%20senior%20Australians,and%20when%20they%20need%20them.)

SA Health - Minister for Health and Wellbeing

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/about+sa+health/our+minister>

Aged Services Workforce Training Opportunities (PDF)

https://www.agedservicesworkforce.com.au/wp-content/uploads/2022/04/20220427_LPD_PC.pdf

Community Transport Australia

<https://communitytransportaustralia.org.au/>



Collaborative Project Officers Contact Details

Michelle Fuller
Southern Fleurieu and Kangaroo Island
Positive Ageing Taskforce
08 8551 0571
mfuller@victor.sa.gov.au

Maria Shialis
Southern Services Reform Group
(SSRG)
08 8384 0758
maria.shialis@onkaparinga.sa.gov.au

Julie Wilhelm
Hills Positive Ageing Project
08 8408 0515
jwilhelm@ahc.sa.gov.au

Kay Stillwell
Riverland Mallee Coorong Taskforce
08 8539 1156
k.stillwell@murraybridge.sa.gov.au