

Aged and Community Care Network Forum May 2018: *Mission and the Margin*

This year nearly 40 people from nine organisations attended the Aged and Community Care Network forum in Brisbane on 29-30 May. The forum was an opportunity to engage in an expert conversation on how we can meet our mission and make the margin in responding to the challenges of increasing expectations of quality and efficiency in aged care service delivery.

Karen Crouch, ED Anglicare Southern Queensland, welcomed us to sunny Brisbane and emphasised the importance of knowing our value individually and together as mission-based agencies, as we compete “shoulder to shoulder” with for-profit providers and look to advocate effectively to improve policy.

Day 1: Setting our advocacy priorities

This afternoon began with a brief overview of the advocacy landscape, with Roland laying the groundwork of who the other key aged care peak bodies and advocates are, and where the Anglicare Australia Network can contribute to and lead policy change.

Attendees then worked in table groups to identify three main priorities for change in the aged care policy, and after big group discussion, rated the relative urgency and method of engagement for these issues. Across all of the groups, key priority areas were identified across five main themes: workforce; choice and control (or quality, wellness and re-ablement); the residential care system and profile; care at home; and broader social responsibility. Further detail is outlined at **Attachment A**.

The themes and actions identified through this process will form the basis of Anglicare Australia’s aged care advocacy agenda, which will be continually developed in discussion with this network and CEOs.

Dinner: Ethics, social licence and the bottom line

In an engaging dinner talk, Mr Rob Ryan, CEO Key Assets, encouraged attendees to reflect on our agencies as “for-purpose” rather than “not-for-profit”, and the need for accurate costing of services and potential for surplus generation to support innovation in social services.

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Rob's emphasis on the need for leaders to retain fire and passion for their work resonated with attendees, and we were encouraged that "even a small number of like-minded people **can** make change". Many thanks to Anglicare Southern Queensland for hosting a wonderful evening.

Day 2: Living up to higher expectations

Six presenters from across the network shared about their experiences of striving to meet the mission amongst the increasing pressures of quality expectations, a competitive marketplace and workforce sustainability.

Pam Charnock, Anglicare Willochra spoke about transforming a small rural aged care facility to through increasing connection with the wider community and communication across staff.

Sue Cooke, AnglicareSQ shared the journey of communicating nine unmet standards of care, and building faith with the local community that the organisation was responding right.

Jacinta Robertson, AnglicareSA provided lessons from recent ACCQA visits and the opportunity these have provided for reflective practice. Jacinta spoke about the importance of supporting and up-skilling staff and making time for our people, which produces better outcomes overall.

Renee Chad, AnglicareSQ inspired us with an outline of how AnglicareSQ is embedding a shared core practice philosophy Rel **8** (relationship-based ways of working) to become a provider and employer of choice.

Zenith Zeeman, Amana Living gave insights into a change process undertaken by Amana in recalibrating business models to enable doing more with less, while maintaining high standards. Zenith spoke about successes in training up young leaders, and supporting a smaller service provider.

Jeremy McAuliffe, Benetas discussed finding an operational position between welfare and profit, and the significant changes Benetas has made to its home care business model to adapt to the new competitive market place, building on long-standing organisational values.

The network thanked Roland Manderson for his dedicated support. As Roland has moved to part-time hours, Ingrid Hatfield (Policy and Research Officer) and Imogen Ebsworth (Director of Policy and Research) will now be the contacts for this group.

Next meeting: Mon 17 Sept, 3:30pm at Anglicare Australia Conference, Adelaide

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ATTACHMENT A: Summary of advocacy priorities

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	Area	Urgency	Pathway/Action
1	Workforce	Very urgent	Through AA, NACA & other partnerships <ul style="list-style-type: none"> • Network response to Pollaers report • Advocacy on vulnerability of staff (eg. no super)
2	Choice and Control or Quality, Wellness and Re-ablement	Urgent (12mth-2yr)	Challenge extreme vision of choice and control, promote dialogue on choice within range of possibilities. Via AA & partnerships, NACA/Govt <ul style="list-style-type: none"> • Reflect in AA language • Incorporate in issues paper
3	Residential Care -system -profile	Urgent Very urgent (3mth)	AA and NACA working groups <ul style="list-style-type: none"> • Confirm our position and advocate through NACA (eg. ACFI disincentive for re-ablement, concerns re report card) Network to explore sharing stories nationally/locally to convey complexity and value of aged care service delivery
4	Care at Home	Extremely urgent (3mth)	Develop position and increase lobbying <ul style="list-style-type: none"> • AA develop issues paper, outlining need for greater alignment of assessment of client need to service delivery and promoting dialogue on choice within range of options
5	Broader Social Responsibility	Important (2 yr)	Includes safe and affordable housing, social inclusion, elder abuse. <ul style="list-style-type: none"> • Ensure aging perspective included in other advocacy