

Sector Development and Change Management Update

May 2017

Introduction

The transition of Home and Community Care (HACC) services for older people to the Commonwealth Home Support Programme (CHSP), the introduction of My Aged Care, and the implementation of the full scheme of the National Disability Insurance Scheme (NDIS) on 1 July 2016, marked the beginning of a period of significant change in Victoria.

To support the sector, the Commonwealth Department of Health (DoH) and Victorian Department of Health and Human Services (DHHS) are contributing \$1.5 million per annum in Sector Development and Change Management activities until 30 June 2019 to:

- support providers to understand and adapt to changes;
- gather intelligence from the sector on issues and opportunities; and
- enable agreed activities for retaining the benefits of the Victorian system to occur.

In 2017 we have been working to:

- establish nine Regional Development Coordinator positions;
- develop and implement a change management and communication plan to support the sector to manage current and future reform changes; and
- develop a joint process for coordinating information on local service priorities for planning.

Regional Development Coordinators (RDCs)

New Regional Development Coordinators are being recruited in each of the nine Aged Care Planning regions in Victoria. These jointly funded positions are located in host organisations and will be a key communication point and regional resource to support implementation of the Commonwealth Home Support Programme (CHSP), the HACC Program for Younger People (PYP) and its interface with NDIS until 30 June 2019.

The key role of the RDC will be to facilitate and drive sector development and change management, and provide implementation support to agencies, DoH and DHHS. To ensure state-wide consistency and consistency with national aged care directions, the work of the RDCs will be jointly directed by DHHS and DoH through a state-wide workplan of priorities. RDCs will develop more detailed regional workplans in collaboration with DHHS and DoH to identify and address local regional change management issues.

RDCs will form an important part of the regional sector development team and will work with relevant alliances and networks, the Wellness and Reablement Consultants (formerly ASM ICs), Diversity



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Advisors, Aboriginal Development Officers and peak bodies to promote a coordinated approach to sector development and change management.

Change Management and Communication Plan

Ernst and Young have been engaged to develop a Change Management and Communication Plan for DHHS and DoH by July 2017. This will suggest effective change management strategies and establish clear communication lines between the key stakeholders in order to coordinate the change management effort. A number of peak bodies and sector representatives attended a workshop recently to provide input to the development of this plan.

Frequently Asked Questions

What is the role of the RDC?

RDCs will facilitate and drive sector development and change management activities in each region, and provide implementation support to agencies, DoH and DHHS. This includes:

- building rapport with organisations to support them to understand and prepare for future changes and reform in the aged care and disability service sectors.
- working with organisations, alliances and networks to coordinate and provide consolidated information about regional issues, risks and opportunities to DoH and DHHS;
- coordinating the secretariat for the regional Community Care Alliance;
- assisting organisations to transition CHSP services towards national arrangements;
- working with DHHS and DoH to disseminate accurate and timely information about any changes in aged care and in the HACC Program for Younger People (HACC PYP);
- building relationships and work in collaboration with the DoH and DHHS staff in order to coordinate activities and ensure a clear understanding of roles and responsibilities; and,
- working with local councils, funded organisations, Primary Care Partnerships and Primary Health Networks in each region, to gather information about population needs, identify gaps in services and opportunities to feed into agreed DoH and DHHS planning processes.

The RDC role does not include business development or advising on policy and service design.

How will RDCs work with other sector support positions?

RDCs will form part of the regional sector development team and work collaboratively with other sector support positions to promote a coordinated approach to sector development and change management. Each regional sector development team consists of the following roles

- Regional Development Coordinator
- Diversity Adviser
- Wellness and Reablement Consultant
- Aboriginal Development Officer.

How will RDCs manage issues?

RDCs will work with organisations to coordinate the collection, consolidation and escalation of system wide operational issues relating to the CHSP, HACC PYP and other relevant community care changes. They will also collect information on market capacity and risks in their region. These issues will be consolidated and fed back up to DHHS and DoH on a monthly basis. This will complement existing issues management approaches in place for individual provider issues, by identifying systemic issues and providing a mechanism for feedback.

Where are the RDCs located?

RDCs are located in the following host organisations

Region	Host organisations
Grampians	Ballarat Community Health
South Metro Region	Bayside City Council
Loddon Mallee	Bendigo Health
Hume	Gateway Health
Gippsland	Latrobe Community Health Service
Barwon South West	Warrnambool City Council
East Metro Region	EACH
West Metro Region	cohealth
North Metro Region	Sunbury Community Health

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What is the role of Victorian Community Care Advisory Committee (VCCAC)?

VCCAC is a governance committee of peak bodies in Victoria that meets with DHHS and DoH bi-monthly. VCCAC members support and advocate to DHHS and DoH on transition issues impacting their members.

Where can I find further information?

For further information about sector development and change management activities in your region, please contact your RDC or your regional HACC PYP Program Advisor.

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