

# Victorian Community Care Sector Change Management Strategy

Frequently Asked Questions  
June 2019

**This Frequently Asked Questions document provides further detail to support the Victorian Community Care Sector Change Management Strategy Overview.**

## **Q: What is the Victorian community care sector?**

A: The Victorian community care sector is made up of providers who deliver services to the Victorian community under the Commonwealth Home Support Program (CHSP) and/or the Victorian Home and Community Care Program for Younger People (HACC PYP).

## **Q: Is anything not changing?**

A: While there is a lot of change it is important to remember that there are a number of things that will remain the same:

- Access, funding and reporting arrangements for HACC PYP;
- Access, funding and reporting arrangements for CHSP;
- The need to continue to deliver quality services in a timely manner to meet client needs – increasingly focused on client directed care;
- A focus on wellness promoting, reablement and inclusive service delivery;
- The need to be accountable for government funding;
- Maintaining a stable service delivery platform across Victoria now and into the future; and
- Delivery of high quality services Victorians expect and deserve.

## **Q: How was the strategy developed?**

A: The strategy builds on initial work undertaken by Ernst and Young and contributions provided during consultation with sector representatives. The strategy is a high level document for the Department of Health (DoH) and the Department of Health and Human Services (DHHS) to support and manage change. The strategy sets out a framework to manage change; it does not provide detailed information for the sector.

## **Q: Why implement the change management strategy now?**

A: The Victorian community care sector is experiencing significant change in relation to aged care and disability reforms. This change is overlaid with uncertainty around the details of what the future will look like.

Implementing the change management strategy now will allow providers to access timely and consistent information in relation to future reforms, and support their ability to make decisions in response to them.

## **Q: Why is the strategy only to June 2019?**

A: As part of the Bilateral Agreement between the Commonwealth of Australia and the State of Victoria, both governments have agreed to develop and implement a change management strategy to support the sector in adapting and responding to aged care reforms. This is one of a number of initiatives that are part of the bilateral agreement being undertaken in Victoria over a three year period ending on 30 June 2019.



Australian Government  
Department of Health



Health  
and Human  
Services

## **Q: Why are we in Phase 2: Enabling the sector to be leaders of change?**

A: Phase 1 established a foundation for managing change and was completed in the 12 months before the commencement of phase 2. Phase 1 consisted of the establishment of nine Regional Development Coordinator positions, part of the broader Sector Development Teams, the Victorian Community Care Advisory Committee (VCCAC) a Central Coordination Unit (CCU) in DHHS to support state-wide coordination and the development of the change management strategy.

## **Q: Who are the 'Change Enablers'?**

A: 'Change Enabler' is a term used to describe people who support implementation of the change management strategy and support the sector to become leaders of change. Change enablers are:

- The DHHS Central Coordination Unit (CCU)
- Sector Development Teams (Regional Development Coordinators, Wellness and Reablement Consultants Diversity Advisers, and Aboriginal Development Officers)
- The Victorian Community Care Advisory Committee (VCCAC)
- Regional Alliances and Networks
- The Department of Health (DoH)
- The Department of Health and Human Services (DHHS)

The role of change enablers will alter during implementation of the strategy. For example, the CCU and RDCs will move from working with other change enablers who are implementing the strategy, to focussing on more of a monitoring role.

## **Q: What is the role of the Central Coordination Unit (CCU)**

A: The primary function of the CCU is to coordinate and manage the implementation of change by:

- Empowering RDCs as a lead change enabler.
- Coordinating WRCs and Diversity Advisors to support providers to implement nationally consistent approaches and practices.
- Engage Aboriginal Development Officers to support Aboriginal Community Controlled Organisations to actively participate in change.
- Provide educational opportunities that support the community care workforce to deliver quality services in a changing sector.

## **Q: Who are the Sector Development Teams (SDTs)**

A: A regional Sector Development Team operates in each of the nine Commonwealth Aged Care Planning Regions to build partnerships, share information and support providers to manage change and to improve service access and service delivery. Each team consists of a Wellness and Reablement Consultant (WRC), Diversity Advisor (DA), Aboriginal Development Officer (ADO) and Regional Development Coordinator (RDC).

The Sector Development Teams meet regularly to ensure collaborative responses to realise the broader sector development and change management priorities. The teams have strong relationships with the broader community care sector, and participate in networking activities and partnerships to inform their work and feedback to the departments. State-wide work priorities and direction are jointly developed by the departments to support a coordinated and consistent approach to change management and sector support.

More information on the SDT member roles can be found in the CHSP and HACC PYP Sector Change Management and Support Bulletin which was provided to the sector in October 2017.

## **Q: What support is available for my organisation to manage the change?**

A: Organisations have access to a number of support mechanisms including:

- Use of the Bulk Information Distribution Service (BIDS) that distributes departmental information to aged care stakeholders. Subscription to this service is free and available via the Department of Health website. Alliances and networks, to work collaboratively with other providers in planning for and addressing local issues as well as supporting the sector to lead and adapt to change.

- Working with SDT members to implement nationally consistent arrangements for wellness and reablement, and diversity.
- The establishment and maintenance of internal communication channels, processes and governance arrangements, to share change management and future reform information at the appropriate organisational level.

Use of technology to support access to relevant information, changes to operations that may be required and the delivery of high quality services to clients.