



7 December, 2018

Letter recipients

- ❖ Department of Health, Nick Morgan, Assistant Secretary, Canberra Office
- ❖ Department of Health, Genevieve Herbert, Director, Canberra Office
- ❖ Department of Health, Annabel Thorpe, Director, National Health Engagement and Representative Network
- ❖ Department of Health and Human Services, Central Coordination Unit, Victoria

Response to the 'Victorian Community Care Sector Change Management Overview – June 2018'

The Commonwealth Department of Health (DoH) and the Victoria Department of Health and Human Services (DHHS) have identified a number of factors that have been and will continue to be required to enable the sector to embrace change and deliver outcomes aligned with the intent of legislation, policies and new funding mechanisms. These are outlined in '[Victorian Community Care Sector Change Management Overview: June 2018](#)'.

Since its establishment in 2010 as a local partnership to support the Eastern Metropolitan Region (EMR) Home and Community Care (HACC) providers, the EMR Alliance has provided an excellent example of how a well-structured Alliance can enable providers to deliver services that align with the intent of Government Policy and demonstrate agreed outcomes in a timely, co-ordinated and efficient manner. The Alliance has built the capacity of the local sector to respond to changing policy and support quality and coordinated service delivery. Over the years this evidence based approach has also supported other regions and sectors to learn from our experience and consider opportunities to adopt a similar approach.

In addition, the Alliance has also strengthened the working relationship between Commonwealth and State departments and providers, facilitating a more collaborative approach to change management, particularly during recent transition activities. The Alliance is well known as providing strong leadership in taking a strength based approach to service delivery and diversity implementation, having been involved in the creation a range of resources that are highly valued and applauded across Victoria and further afield.

Currently the Alliance has demonstrated the ability to meet the proposed outcomes of regional Alliances outlined in the Departments 2018 Change Management overview, namely:

Phase 2: Enabling the sector to be the leaders of change (June 2018-May 2019)

- The change strategy objectives vision and roles are understood by the change enablers and the sector.
- Change enablers and the sector are engaged and equipped with the knowledge required to drive change and support implementation of the change strategy.
- Clear and timely communication mechanisms are in place to support the sector to adapt to change.

and, importantly, post June 2019:

Future State: The sector leading and implementing change (From June 2019)

- Community care providers know how to access information to make decision in response to change and the changing community care landscape.
- Sector provides leadership in supporting each other and ongoing sector development through alliances and communities of practice.

Underpinning the ability of the Alliance to deliver on all of the above is the Alliance's coordination function, currently funded jointly by both DHHS and DoH. We are concerned that whilst the '2018 Victorian Community Care Sector Change Management Overview' acknowledges all the benefits of Alliances, such as ours, and specifically outlines the need for ongoing alliances, it fails to address how structure, administration or funding should be addressed from 1st July 2019, when the current funding arrangements cease. As such, we are strongly advocating for regional Alliance funding to be extended:

- Until the completion of the current aged care and disability reforms; and
- Until the current aged care and disability reforms are more clearly defined and fully transitioned.

On behalf of the EMR Alliance, the Transition Workgroup would be keen to meet with both Victorian and National Department of Health representatives to discuss these matters further. We would also welcome input from the other Alliances in this forum.

Kind regards,



Debra Benger

Chairman EMR Alliance Transition Workgroup

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References:

https://www.emralliance.org/uploads/9/7/7/9/97794766/emr_alliance_discussion_paper.pdf