

How to design a 'Future-Fit' Workforce ready to deliver on your reform



WEBINAR #2



Agenda

Welcome and Introduction

- Symptoms you have a workforce challenge
- Impacts of reform
- Early-wins vs System Issues
- Developing the plan

Q & A / Next steps

Your biggest challenge

**Massive Change
/Reform**



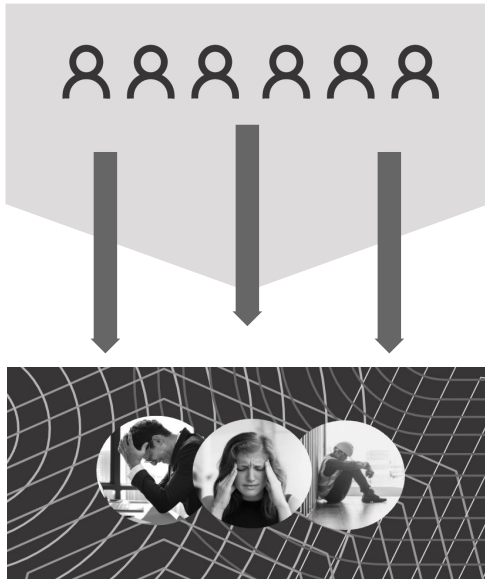
**Overloaded,
Exhausted People**



Mandated change won't work

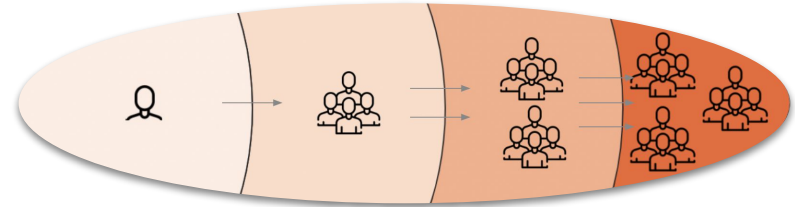
Mandated change

Leaders are 'command & control' pushing out disconnected changes



Leading change through engagement

Leaders guide and engage everyone on a journey to sustain the change, everyone takes collective action



Workforce challenges ...

“

money
less hours valuing
workforce
overloaded
staff
care
admin/paperwork
on
employees
spend
for
proper shifts
travel
fewer
stressed
less money on advertising
shifts and
more money residents and staff
not valuing longer-term employees
many
Too many agency staff hours
contingent workforce
too
leaders stressed
time
residents
rosters

”

Workforce impacts of new reforms

Increasing levels of complexity

Reform	Retain/ Recruit	Rostering	Workforce Mix	Demand Planning	New Models & Capabilities
AN- ACC Funding	M	M	M	L	L-H
Workforce Reforms	H	H	H	L	L
Care quality reforms e.g. care minutes, ratios, star ratings	M - RN	M	H	M	M
Consumer choice: HC Reforms - July 2024	H	H	H	H	H

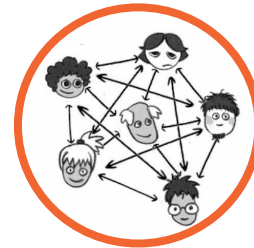
Early-Win vs System Change

Early Win

- **A small workforce improvement** helping to address real issues
- **'A Win' - start to engage your teams** in change and demonstrate success
- **Easy** to implement

More Complex System Change

- A number of **connected elements** - need to engage people to get to the real 'root cause' of a challenge or design the future workforce changes
- Must be **consistent** across the organisation
- Requires a **collective effort** to implement



Becoming a 'Future Fit' Workforce

System Change

EARLY-WINS

Recruitment and Retention
'irritants', adjust rostering,
close skills gaps, EVP

OPTIMISATION

Demand management:
demand modelling linked to
service demand, rostering,
workforce mix

BECOME FUTURE-FIT

**Future service model
changes + new capabilities**
for strategic needs



Steps to build your plan

1

Mine your data to identify early-wins and your longer term system issues

2

Get your leaders aligned on the workforce plan elements

- Early-wins
- Optimisation
- 'Future-fit'

3

Develop the plan to take your people on the journey

Becoming a 'Future Fit' Workforce Template

System Change

EARLY-WINS

OPTIMISATION

BECOME FUTURE-FIT



Q&A





Next Steps



To help plan the steps that will work for you,
Schedule a free 20 minute Discovery call.