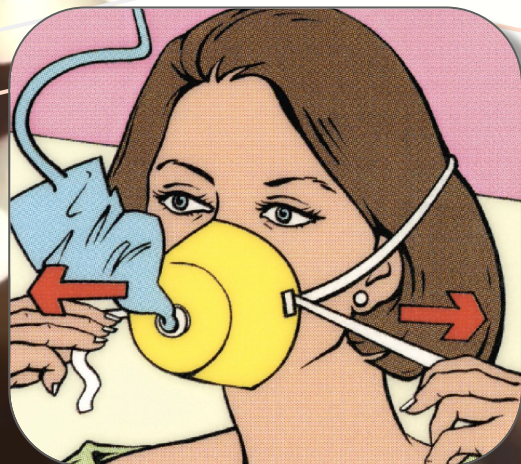


# ACCPA 2024

National Conference

## Secure Your Own Oxygen Mask First!

Transforming without breaking yourself, your people, or your organisation



# Your Biggest Challenge

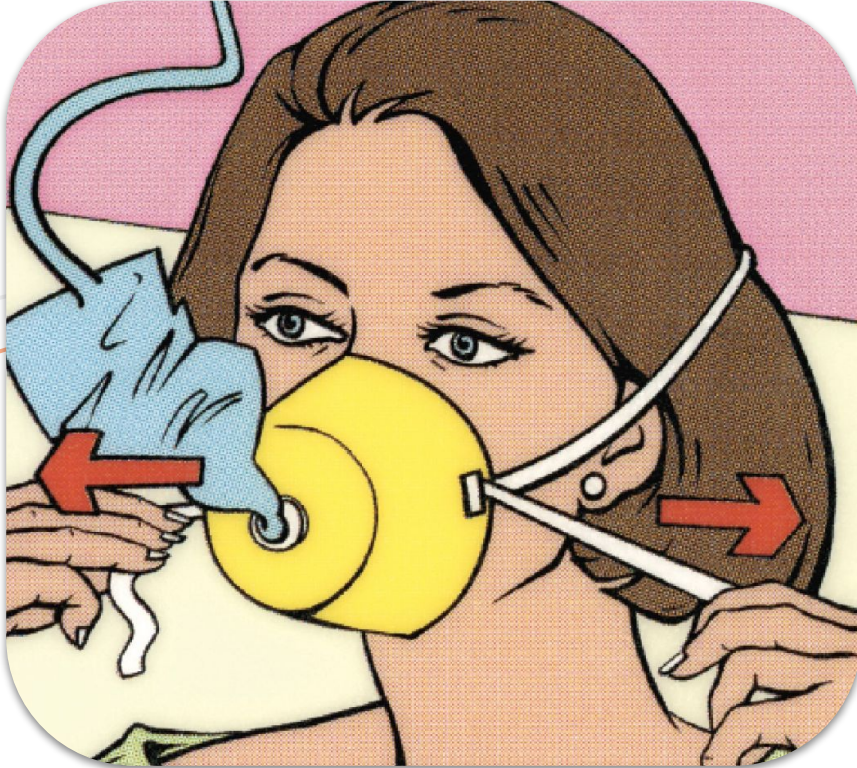
**Massive Change /  
Reform**



**Overloaded,  
Exhausted People**

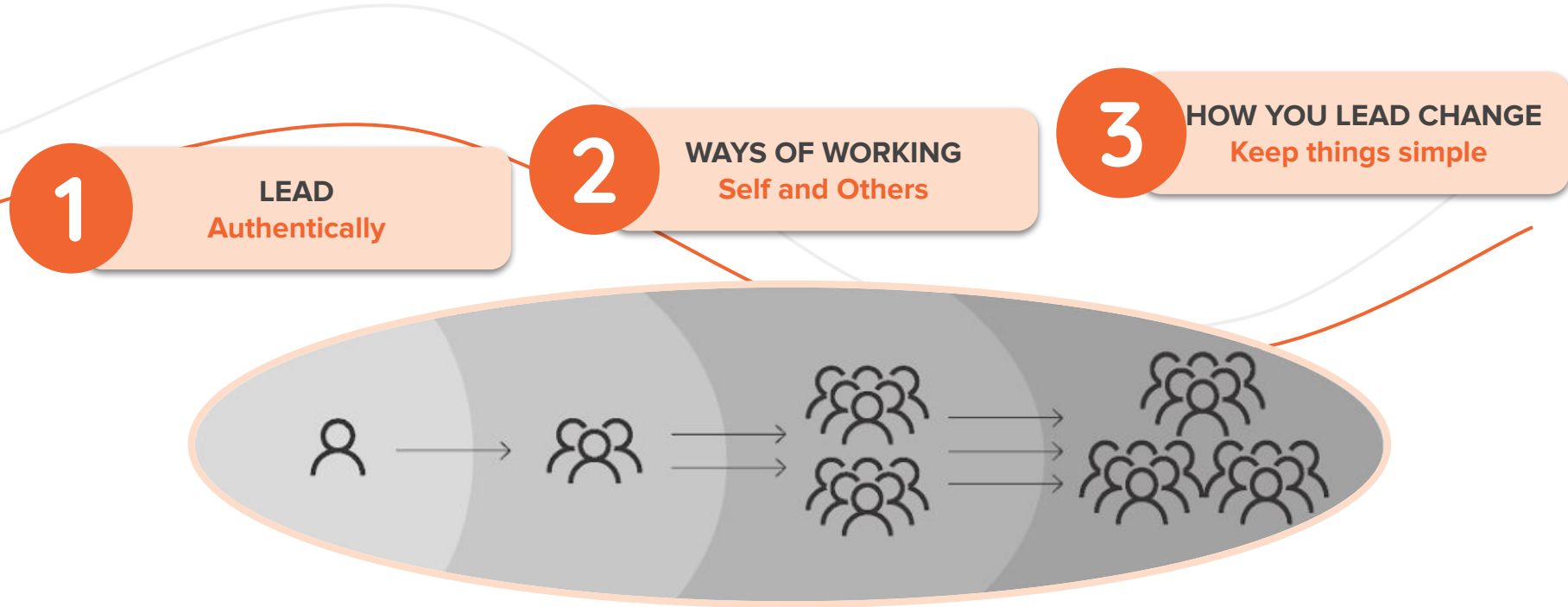


“In the event of an emergency, put on your oxygen mask first before helping others.”



**Self Care, Is Not  
Selfish**

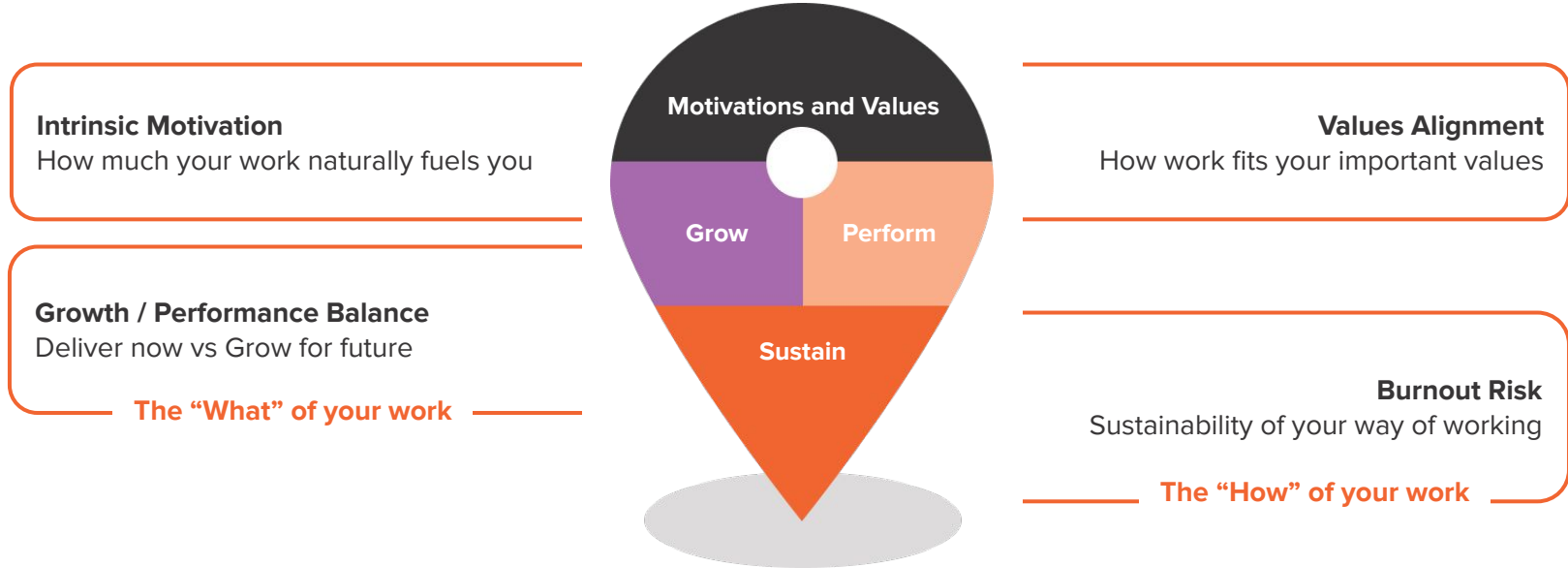
# Embracing resilience in changing times



# 1 Leading authentically

## My GPS for Work

The “Why” of your Work



## 2 Taking care of yourself

### Sustainable Performance Experiments

Reflection on the best / worst ways to work

Attitude to 'to do list'

Transition to home life

Work/home boundaries

Opposite world and outside interests

Phone strategy

Who am I?

Most people	What will you experiment with?	Most people
Work on auto-pilot	✗	Have done deep reflection and have clear rules
Feel anxious if they can't get through everything	✗	Made peace with not getting everything done
Have no ritual to switch from work to home mode	✗	Have a ritual to switch from work to personal mode
Very blurry boundaries between work and home. Not really thought about topic.	✗	Have thought about and created clear work and home boundaries
No 'opposite world' as work is the focus	✗	Many interests, identities and activities outside of work
No strategy. Click their phone throughout the night. Look at emails.	✗	On arriving home, put phone in different room and don't check it
Identity is closely tied to work and career	✗	Is a multidimensional person. Wears many hats and plays different life roles

# 3 Reduce the complexity: keep things simple

## YOUR CHALLENGE:

### HOW TO IMPLEMENT HOME CARE REFORMS BEFORE JULY 2025

- Support at Home Program
- Financial Contributions
- Consumer Rights and Protections

#### WHAT: IDEAS FROM ACCPA 2024

- **Benchmark service activities & costs**  
Formalise activity based costing and complete time and motion studies e.g. (Care Managers)
- **Test core services & make decisions**
  - What can we do to be viable?
  - Can we cross-subsidise as reform settles?
- **Improve person-centred service**
  - Review Integrated end-to-end experience
  - Workforce change - structure, training & comms
- **Strengthen corporate capability, incl. training, processes, risks, complaints**
  - Improve complaints process
  - IT, risk & procedure changes - consumer rights & protections, workforce training and other compliance
- **Put transition support in place**
  - Guiding the organisation change
  - Program management
  - Risk review

#### HOW: KEY THEMES

**THEME 1: HOW can we be confident that we have viable services?** Test customer value and cost to deliver. Evaluate how to:

- Improve service delivery efficiency (or exit)
- Focus on unique value, e.g. dementia
- Drive volume to improve revenue

**THEME 2: HOW will we get ready for the change?**

- Plan out your next steps incl. who to engage & when
- The WHAT listed to the left
  - The HOW through your people: leader and workforce readiness
  - Identify risks incl. people and capacity challenges

**THEME 3: HOW to make the July 2025 deadline?**

- Plan in stages: consider high risks and priorities first
- Review your change capacity
  - Stage based on highest customer value or volume of services
  - Review plan to ensure managing key risks

#### YOUR PLAN



**Commercially viable services**



**Work to be done and who will do it**



**Realistic transition plan to July 2025**

# About us

**At Fire up™ we believe in harnessing the power of your people to fire up extraordinary outcomes.**

We're experts in putting humans back into the centre of changing human-services organisations. We do our best work in the complex and highly-regulated sectors of aged care, disability care, education, children's services and community.

We partner with executive leaders to rapidly transform organisations. Our suite of packaged services help teams 'connect-the-dots' and get change moving quickly, in small steps, that deliver immediate results.

We blend leading practices in human-centred organisation change, leadership development and workforce planning, with award-winning strategy and innovation tools.

We're committed to creating a better future and are proud to be a certified BCorp corporation. Together, as part of the BCorp movement, we're helping to transform organisations and the global economy for impact that matters—people, communities, and the planet.



+61 2 9061 7076

[www.fireupsolutions.com](http://www.fireupsolutions.com)

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