

Appendix C

DRAFT SUMMARY COMMUNICATION & ENGAGEMENT PLAN: REVIEW TO CREATE AN AGE FRIENDLY DAREBIN

Department	Aged and Disability
Key dates	Review proposed from May 2018 – March 2019
Target audiences & stakeholders	<p>Older people in Darebin</p> <p>Clients of Darebin’s services for older people</p> <p>Other Darebin community members</p> <p>Active & Healthy Ageing Advisory Board</p> <p>Council staff</p> <p>Other key stakeholder groups eg Senior Citizens Clubs, Council of the Ageing, U3A</p> <p>Service providers, peak bodies, regulatory bodies and relevant unions.</p>
Relevant Council Plan goals this project supports	<p>Goal 2: We will improve the wellbeing of people in our community by providing opportunities for them to live their lives well”</p> <p>Goal 5: We will lead on equity and recognise our diverse community as our greatest asset for solving future challenges</p> <p>Goal 6: We will be a leading, modern, and open council to meet our challenges, now and in the future.”</p>
Context	<ul style="list-style-type: none"> • Council has not yet made any decisions on its future involvement in the provision of aged care services. • Darebin Council believes in creating an age-friendly city where older people are valued, supported and empowered to live well in our community. • Darebin’s services for older people are majority funded by other levels of government. • For some years the federal government has been changing how it funds and supplies services to older people. The federal government changes have complex consequences for how Council’s services are funded and delivered, and for how the services are experienced by the community. • The federal government will move away from block funding of aged care service providers such as Darebin Council, probably from mid-2020. Instead, eligible clients will individually choose their own service provider and funding will be allocated accordingly. Other service providers could be from the local government sector, the not-for-profit sector or the private sector. These changes will create a market for eligible clients to choose from. • Many clients and community members do not welcome these changes by the federal government. However for any service provider to stay in the aged care service system, they must comply with federal government changes.

	<ul style="list-style-type: none"> • Some of these federal government changes have already occurred (e.g. the requirement to visit My Aged Care website/call centre to access services). Some of the changes are yet to come. • There are many details of the federal government's reforms which are still unknown or emerging .
<p>Key messages</p>	<ul style="list-style-type: none"> • Darebin Council is committed to an age-friendly city which values, supports and empowers older people – so that older people can live well, be healthy, be socially connected, and live independently within their community. • Darebin Council has a proud history of providing services to older people. • Older people in Darebin must be able to access quality services when they need them. • The federal government is continuing to fund aged care services. But the way that they provide funding is changing, especially from mid-2020. • Council is commissioning a review and consultation process to hear from the community and collect evidence about how to best create an age-friendly city. • Darebin Council will always have a role advocating for the wellbeing of older people. • We plan to maintain our investment in the health and wellbeing of older people. We also need to make sure we're using Darebin Council resources in the best way possible to benefit older people. • No decision has been made yet by Darebin Council on how services will be delivered in future. • We want to hear your feedback. • Council will communicate regularly to clients and the community about this process, including regular mailouts to clients.
<p>Timeline</p>	<ul style="list-style-type: none"> • Review panel commences late May/early June 2018 • Public discussion paper issued July/August 2018 • Consultation and engagement meetings and activities take place July/August – September 2018 • First round submissions close September 2018 • Hearing of submissions at meeting/s held September 2018 • Preliminary report and recommendations issued November 2018 • Second round submissions close mid-December 2018 • Finalisation of report and recommendations to Council – February 2019. • Council meeting to consider panel's recommendations – March 2019.

<p>Key engagement activities</p>	<ul style="list-style-type: none"> • Two consultation phases are proposed (see timeline above). The first phase will involve a discussion and options paper. The second phase will be inviting comment on draft recommendations. • Group engagement sessions to be targeted at: <ul style="list-style-type: none"> ○ Clients, including sessions in community languages ○ Community ○ Council's aged care staff • One-on-one interviews or focus groups with clients or community • Meetings with advisory and stakeholder groups such as: <ul style="list-style-type: none"> ○ Active and Healthy Ageing Advisory Board ○ Senior citizens clubs ○ U3A ○ Council of the Ageing ○ Australian Services Union • Opportunity for all members of the public and staff to make written or emailed submissions to the review. • Opportunity for those who have made submissions to formally address the review panel. • Other activities to be determined, eg consideration of engagement activities at residential aged care facilities.
<p>Key communication activities</p>	<ul style="list-style-type: none"> • Council distribution methods such as Community News, website, e-newsletters, social media • Regular direct mailout to clients of Council's aged care services • Ensuring staff can answer or refer questions from clients • Regular newsletters and communications to staff • Emails and mailouts to key stakeholder groups including senior citizens groups.

**Key
engagement
challenges**

- Ensuring that the review hears the views of vulnerable and disadvantaged members of the community.
- Ensuring that clients and community who cannot easily travel to consultation events are still able to participate in the review
- Ensuring that those who speak a different language or have communication challenges can participate in the review
- Providing support to clients experiencing concern or fear about future service provision.
- Caring for staff who are dealing with uncertainty.
- Engaging with the community about aged care reforms when the changes have complex and uncertain impacts, which can be difficult to explain and predict.
- Trying to gather feedback about both the big picture of creating an age friendly Darebin, and feedback about options for future provision of Darebin's existing services.