

# NATIONAL *Workforce* SUMMIT

MARCH 21 & 22 2023 BRISBANE



**NACCHO**  
National Aboriginal Community  
Controlled Health Organisation



Hosted by NACCHO in conjunction with the  
Human Services Skills Organisation (HSSO).



*The Event:*

# NATIONAL WORKFORCE SUMMIT

HOSTED BY NACCHO AND HSSO

The National Workforce Summit was a two-day event designed to help ACCHOs identify care workforce challenges, and opportunities to increase their workforce capacity.

The focus of the Summit was the multidisciplinary ACCHO workforce across primary healthcare, disability, aged care, allied health and SEWB.

The Summit was organised by the NACCHO and HSSO teams and facilitated by Katrina Fanning.



NATIONAL  
Workforce  
SUMMIT



Attendance:

## Who was there?

The Summit brought together ACCHO and ACCO representatives, stakeholder representatives, and Aboriginal and Torres Strait Islander workforce peak representatives to work towards a national solution for a sustainable Aboriginal and Torres Strait Islander health workforce.

111	12	12	17
ACCHO	Gov	Sector	Affiliate
Reps	Reps	Peak	Reps
		Reps	



Tuesday 21 March

# Welcome to Day One

Traditional Owner, Aunty Deborah Sandy, began the event with a Welcome to Country and welcomed all to the lands of the Turrbal and Jagera people.

Pat Turner, NACCHO CEO, opened the Summit with her keynote address. Following Pat's address, a Q&A session was held.

“Your communities, our people,  
are counting on us.”

- PAT TURNER, NACCHO CEO



Presentation:  
**KEYNOTE PRESENTATION**  
WITH PAT TURNER

**CLOSING THE GAP**  
**PRIORITY REFORMS**

- FORMAL PARTNERSHIPS + SHARED DECISION MAKING
- BUILDING THE COMMUNITY CONTROLLED SECTOR
- TRANSFORMING GOVERNMENT ORGANISATIONS
- SHARED ACCESS TO DATA + INFORMATION AT A REGIONAL LEVEL



*Activity:*

## Present State

During table discussions attendees shared their organisation's main workforce challenges, as well as their success factors and what's currently working on the ground in their region and organisation.

The feedback from around the room helped everyone get on the same page, identify prevailing and common issues, as well as amplify solutions developed by the community-controlled sector.



Table Discussions:

# IDENTIFYING ISSUES AND SUCCESS FACTORS

WITH KATRINA FANNING

## CHALLENGES



## WHAT WORKS



*Presentations:*

## ACCHO Showcase

The ACCHO showcase session included presentations from three ACCHOs and one Affiliate sharing their unique workforce journeys, highlighting both the innovative solutions that are generating positive results and the challenges they are currently facing.

Following the presentations, attendees engaged in an interactive panel discussion led by Katrina Fanning and Jodi Schmidt to further explore key topics.





*Presentations:*

## ACCHO Showcase

An additional four ACCHOs put together an informative poster for the event that highlighted the innovative and ground breaking work their organisations are doing to tackle challenges.

“ It was great connecting with others in the same role and learning how they do business.”

- ACCHO REPRESENTATIVE



Showcase Presentation:

# ORANGE ABORIGINAL MEDICAL SERVICES

WITH MICHAEL NEWMAN



Showcase Presentation:

# KIMBERLEY ABORIGINAL MEDICAL SERVICES

WITH JENNY BEDFORD



Showcase Presentation:

# DERBARL YERRIGAN

WITH TRACEY BRAND



Showcase Presentation:

# ABORIGINAL MEDICAL SERVICES ALLIANCE NORTHERN TERRITORY

WITH DONNA AH CHEE



Table Discussions:

# COMMON ISSUES AND PRIORITIES



*Activity:*

## Common issues and priorities

For the last session of day one, attendees worked on their tables to reflect on the main themes and topics from across the day and prioritise them to decide where action is needed now.



“ Really appreciated being allocated a table on day one, made connections that I would not have otherwise.”

- ACCHO REPRESENTATIVE



Wednesday 22 March

## Welcome to Day Two

Day two began with a keynote address from HSSO CEO Jodi Schmidt, followed by an address by the NACCHO Chair Donnella Mills.

Both Jodi and Donnella highlighted the importance of our community controlled RTOs and how critical they are to upskilling the existing workforce and bringing new people to the sector.

“ We can't rely on others to fix this – we need to lead, as we always have in this sector.”

- DONNELLA MILLS





Presentation:

# KEYNOTE PRESENTATION

WITH JODI SCHMIDT

**PROUD to SUPPORT**

**LISTENING LEARNING + WORKING TOGETHER**

**RAPID PACE of CHANGE + STRAINED WORKFORCE**

**GO-DESIGN**

**LARGEST PART of OUR ECONOMY**

**SHARED WORKFORCE CHALLENGES**

**OVER-SPECIFIED COURSES**

**LOCAL SOLUTIONS**

**HEALTH ACADEMY**

- DENTAL, OPTICAL + NURSING

**WHOLISTIC + integrated SERVICES**

- ACED CARE
- DISABILITY
- VETERAN AFFAIRS
- EDUCATION + EARLY YEARS

**REDUCED DUPLICATION IN GOVERNMENT**

**AGING WORK-FORCE**

**DATA ACCESS**

**LACK of MALES in WORKFORCE**

**TRAINEE DEVELOPMENT FRAMEWORK**

**Co-created TOGETHER**

**TOOTH PE**

**Illustrations:** A woman with blonde hair holding a pencil, a group of diverse people, a graduation cap, a laptop, a map of Australia, a person with a stethoscope, a person with a magnifying glass, a person with a book, and various icons representing different services and challenges.

Presentation:

# WELCOME AND CONTEXT

WITH DONNELLA MILLS



Activity:  
**Ideas to Action**

Attendees worked on putting their learnings and new ideas from day one into a practical action plan.

Attendees determined the scope (local, jurisdictional, or national) or the activity or innovation, and timeframe (short, medium, or long term) their ideas would be implemented in.

“ We are all in the same struggle, however, all very determined to contribute to the solutions.”  
- ACCHO REPRESENTATIVE



Table Discussions:

# IDEAS TO ACTION

	SHORT TERM	MEDIUM TERM	LONG TERM
NATIONAL	<p><b>FUNDING</b> SOCIAL ALLOWANCES AND INCENTIVES TRAINING &amp; emotional WELLBEING LACKS HUMANITY NDIS NDS NEED LOCALAM HEALTH ACTION MORE DOCTORS MEDICARE RECOGNISED ABORIGINAL HEALTH WORKERS NATIONAL SHORTAGE</p>	<p>DISABILITY COMMISSION SUSTAINABLE NEEDS BASED AGREEMENT flexible NOT JUST AN ASTERIX FORBIDDEN STUDY ONESTOP FUNDING HOUSING AFFORDABILITY BRING BACK + INDEXATION PAY PARITY = BENCHMARKING PGPPP</p>	<p>NATIONAL SCHOOL BASED TRAINEE PROGRAM NDIA CULTURAL THINNESS UNIFIED DATA SET FOR ENTERPRISE PARITY HECS FREE EDUCATION REMOVE CAPS REDUCTION OF HECS FEE FOR ACCHO PLACEMENT FAST TRACKED CITIZENSHIP NACCHO AS AN EMPLOYMENT AGENCY</p>
JURISDICTIONAL	<p>GET ON THE STATE PRIORITY LOST SALARY TRANSPARENCY REVIEW RTOS PARTNERS INCLUSION SHARE KNOWLEDGE + RESOURCES INDUSTRY ANTI-ABLEISM GRASSROOT + ANTI-RACISM SUCCESSION LIKE PHARMACY EXTENSION</p>	<p>INDIGENOUS ALLIED HEALTH PATHWAY CHOICE TAFE COURSES CAPTURE PEOPLE FROM INCARCERATION COMPETENCY FOR TRAINERS TRAVEL EXPENSES ACCOMMODATION FOR HEALTH PRACTITIONER FOR YOUTH COMMUNITY ENGAGE WITH COMMUNITY CONTROLLED RTOS YOU SERVE</p>	<p>PARTNERSHIP DELIVERY IN CLOSING THE GAP ABORIGINAL + TORRES STRAIT ISLANDER HEALTH WORKFORCE STRATEGIC FRAMEWORK + IMPLEMENTATION PLAN! EMPLOYMENT FRAMEWORK ALLIANCE MODEL MONITOR MEASURE ACTION</p>
LOCAL	<p>CERT 2 QUALIFICATION ENVIRONMENT SKILLED WORKFORCE AVAILABLE RESOURCE DEFINITION PATHWAY TRAINERS GOVERNANCE MENTORING LITERACY + NUMERACY PRE-ENTRY TARGETING YEAR 8 STUDENTS GROW OUR OWN YOUTH ASK THEM</p>	<p>TRAINING CULTURALLY SAFE APPROPRIATE STAFF RETAINING PROGRAM LOCAL SIGN OFF RTOS ACCHOS SECONDMENTS RESIDENCY ROTATION STAFF DEVELOP. DAYS HIGHLIGHT THE VALUE PROPOSITION DEDICATED ENCOURAGED INNOVATION</p>	<p>10 YEAR WORKFORCE STRATEGY FROM PLAN TO ALLIED HEALTH CLOSE THE GAP LOCAL APPROACH VOICE</p>

Forum:

# Research Forum: Disability Workforce

Hosted by University of Sydney

Day two featured a lunchtime session that focused on the critical role of the disability workforce. The panel included John Gilroy (USYD), Scott Avery (WSU) and Michael Newman (OAMS), each of whom brought their unique perspectives to the panel.

NACCHO and HSSO would like to thank the University of Sydney for being part of the Summit and running this important session.



*Activity:*

## Getting SMART on Our Actions

The Summit's activities culminated in attendees setting SMART goals for themselves and/or their organisation based on the 10 strongest themes or challenges from the two days.

When sharing back to the room, many stated they would be able to take immediate actions and deliver on their goal within the next 12 months. Their goals and projects, recorded on the next page, show the clarity ACCHOs have on the change needed most, and illustrate the sector's commitment to striving toward innovative, place-based, fit-for-purpose solutions.



Table Discussions:

# GETTING SMART ON OUR ACTIONS

## PAY PARITY

WAGE ANALYSIS SURVEY  
LEVELS OF WORKFORCE  
PATENT AGREEMENT NATIONAL  
CEILING ON SALARIES  
CONSULTATION QUALITY CHECK  
LOBBY FOR CHANGE  
GET OUT OF THE RACE TO THE BOTTOM

## CAREER PROGRESSION

CAREER JOURNEY  
CHALLENGES  
SUCCESION PLANS ON PATHWAY  
IDENTIFY PEOPLE + UPSKILL

## GP SHORTAGE

RECRUITMENT STATE PLAN  
CULTURAL HOUSING EXPEDITE INTERNATIONAL CITIZENSHIP THROUGH PLACEMENT  
INCREASE  
NOT KPOs

## CULTURAL SAFETY

PRIORITY LIVED REFORM EXPERIENCE  
THREE COMMUNITY  
GUIDE  
EMBED AS PART OF APPRAISAL  
TRANSFORM  
CQI FRAMEWORK

## SUPPORTING EACH OTHER

NACCHO CLEARING HOUSE  
TOOLS GUIDES BEST PRACTICES  
SHARED RESOURCES

## FUNDING

FUNDING 25% MIN BODY ADMIN  
EFFECTIVE NEGOTIATION  
INFRA-STRUCTURE ACCHs WAGE REVIEW  
TRAINING LOCAL DELIVERY  
RTO

## AGREEMENTS + STRATEGIES

2. PRIORITY REFORM  
4. NATIONAL FRAMEWORK MEASUREMENT AT ALL LEVELS  
5. PEAKS CROSS GRANT COMMITMENT  
ACCREDITATION SCHEME AUDIT

## EMPLOYMENT BRAND

PtO SCHOOL BASED SUPPORT TRAINING  
STAFF + SOCIAL WORKER  
STUDENT 24 MONTH YRS = 11+12  
INTER-GENERATIONAL TRAUMA

## FLEXIBLE CONDITIONS

## LEADERSHIP + ACCOUNTABILITY



“ It was great bringing everyone together to address our collective workforce needs.”  
ACCHO REPRESENTATIVE



*A final*

# THANK YOU

FROM NACCHO & HSSO

The NACCHO Summit team and HSSO would thank all ACCHO representatives, sector peak stakeholder and government representatives for coming and generously sharing their knowledge, experience, learnings and innovations for the benefit of the community-controlled sector and our communities.



# Thank you YOUR FEEDBACK

“ Very well delivered summit and workshop. It was useful to meet and engage with like-minded people and manage similar challenges.” - ACCHO REPRESENTATIVE

## FEEDBACK SURVEYS

Did you find the National Workforce Summit useful?

NO, IT WAS NOT USEFUL

NEUTRAL

YES, IT WAS VERY USEFUL



Has the National Workforce Summit helped you better understand how to tackle your workforce attraction and development activities?

NO, IT HAS NOT HELPED

NEUTRAL

YES, IT HAS HELPED A LOT



“ It was an excellent event, it was useful understanding the ACCHO sector at a national level, and networking with other people in the same sector.” - ACCHO REPRESENTATIVE