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# Surfing the Waves of Change

How to keep your sanity through  
the Royal Commission turmoil

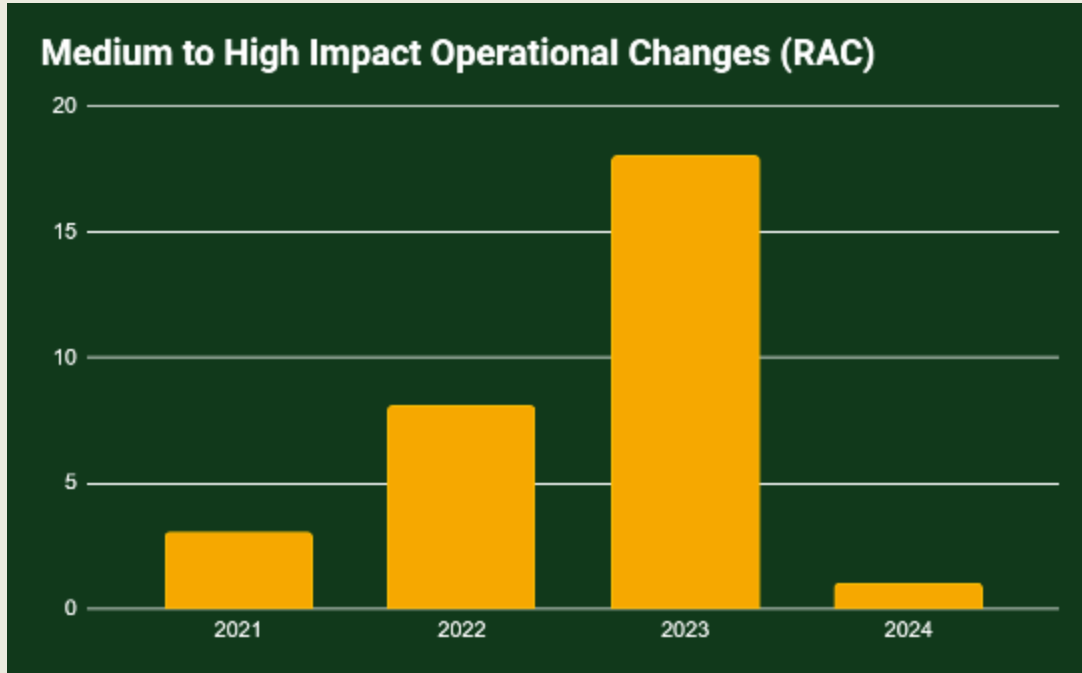
14 . 10 . 2022



# Medium to high impact changes

#	Recommendation	Response	Implementation Date	Operational Impact
17	Regulation of restraints	Accepted	2021	Medium
100	Serious incident reporting	Accepted	2021	Medium
130	Responsibility for prudential regulation	Accepted-in-principle	2021	Medium
22	Quality indicators	Accepted-in-principle	2022	Medium
23	Using quality indicators for continuous improvement	Accepted	2022	High
89	Leadership responsibilities and accountabilities (Commissioner Briggs)	Accepted	2022	High
90	New governance standard	Accepted	2022	High
116	Requirement to participate in Pricing Authority activities	Accepted	2022	Medium
120	Casemix-adjusted activity based funding in residential aged care	Accepted	2022	High
122	Reporting of staffing hours	Accepted	2022	Medium
131	Establishment of prudential standards	Accepted	2022	Medium
1	A new Act	Accepted	2023	High
2	Rights of older people receiving aged care	Accepted	2023	High
3	Key principles	Accepted	2023	High
13	Embedding high quality aged care	Accepted	2023	High
14	A general duty to provide high quality and safe care	Accepted	2023	High
19	Urgent review of the Aged Care Quality Standards	Accepted	2023	High
20	Periodic review of the Aged Care Quality Standards	Accepted	2023	High
21	Priority issues for periodic review of the Aged Care Quality Standards	Accepted	2023	High
37	Residential care category	Accepted	2023	High
86	Minimum staff time standard for residential care	Accepted	2023	High
88	Legislative amendments to improve provider governance	Accepted	2023	High
96	Responding to Coroner's reports	Accepted	2023	Medium
97	Strengthened monitoring powers for the Quality Regulator	Accepted	2023	High
101	Civil penalty for certain contraventions of the general duty	Considering	2023	High
102	Compensation for breach of certain civil penalty provisions	Considering	2023	High
103	A wider range of enforcement powers	Accepted	2023	High
108	Data governance and a National Aged Care Data Asset	Accepted	2023	Medium
132	Liquidity and capital adequacy requirements	Accepted	2023	Medium
133	More stringent financial reporting requirements	Accepted	2023	Medium
25	A new aged care program	Accepted-in-principle	2024	High

# Medium to high impact changes



# How will leaders go?



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# What's the solution?



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# What do I mean by stress?

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# What do I mean by Stress?

- Not eustress (positive stress)

# What do I mean by Stress?

- Not eustress (positive stress)
- Emotional upset



# What do I mean by Stress?

- Not eustress (positive stress)
- Emotional upset
  - Anger
  - Frustration
  - Pressure
  - Despair
  - Shame

# What do I mean by Stress?

- Not eustress (positive stress)
- Emotional upset
  - Anger
  - Frustration
  - Pressure
  - Despair
  - Shame
- Any emotional upset is some kind of stress

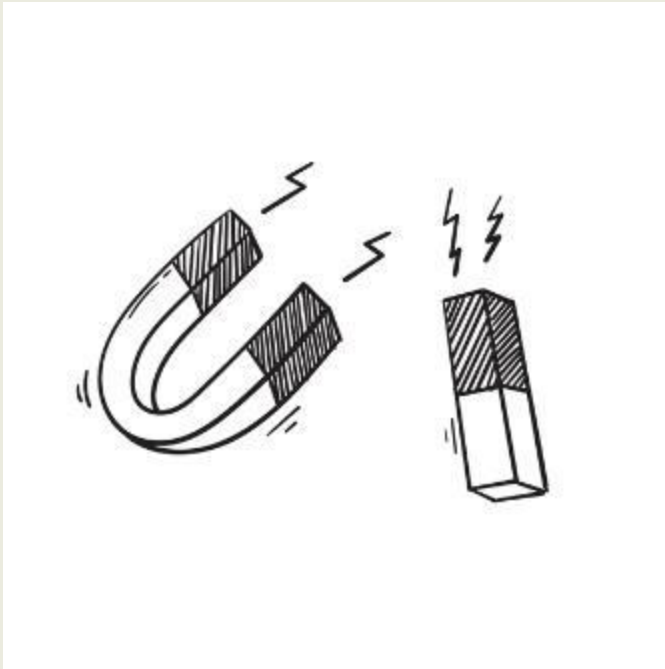
# Stories that cause stress and upset:

1. About future and past	2. About others
3. We have of ourselves	4. Others have of us

# Stories:

1. About future and past	2. About others
3. We have of ourselves	4. Others have of us

# 1. Stories about past and future



Resisting the future and past causes stress.

# 1. Stories about future and past



- Just chilling

# 1. Stories about future and past



- Just chilling
- A lion could be right there

# 1. Stories about future and past



How would it feel, if it was living in its possible futures?



# 1. Stories about future and past

## Story about the future

Ratios (October '23)



# 1. Stories about future and past

## Story about the future



### Ratios (October '23)

- We're not going to find staff

# 1. Stories about future and past



- Not chilling

# 1. Stories about future and past



- Goes back to chilling

# 1. Stories about future and past



**How would it be if it was:**

- Reimagining the chase?

# 1. Stories about future and past



**How would it be if it was:**

- Reimagining the chase?
- Upset the chase didn't go how it wanted?



# 1. Stories about future and past



**How would it be if it was:**

- Reimagining the chase?
- Upset the chase didn't go how it wanted?
- Thinking how wrong the lion was?

# 1. Stories about past and future

## Story about the past



Commission decision



# 1. Stories about past and future

## Story about the past



### Commission decision

- That's rubbish; the decision was wrong.

# 1. Stories about future and past

## **Action Step:**

- Am I living in the future or the past?

# Stories:

1. About future and past	2. About others
3. We have of ourselves	4. Others have of us

## 2. Stories about “others”



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## 2. Stories about “others”



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## 2. Stories about “others”



Other = Danger

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## 2. Stories about “others”



“Others” are everywhere

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## 2. Stories about “others”



The way “they”  
are is “wrong”



## 2. Stories about “others”



0.000000000001%

## 2. Stories about “others”



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## 2. Stories about “others”



Providers

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## 2. Stories about “others”

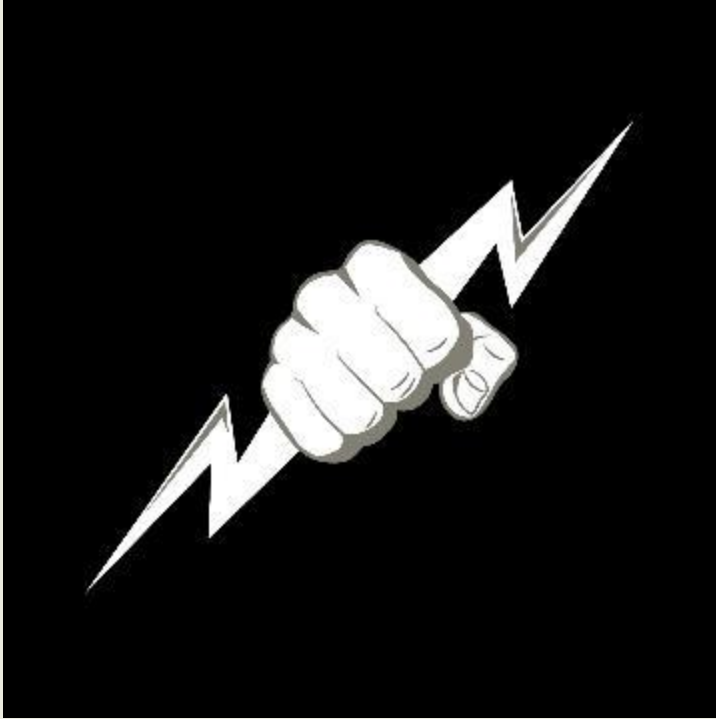
### **Action Step:**

“Am I making them an ‘other’?”

# Stories:

1. About future and past	2. About others
3. We have of ourselves	4. Others have of us

# 3. Stories we have about ourselves



# 3. Stories we have about ourselves



Stories we  
have about  
ourselves are  
the lens we  
live through

# 3. Stories we have about ourselves



“I’m bad”

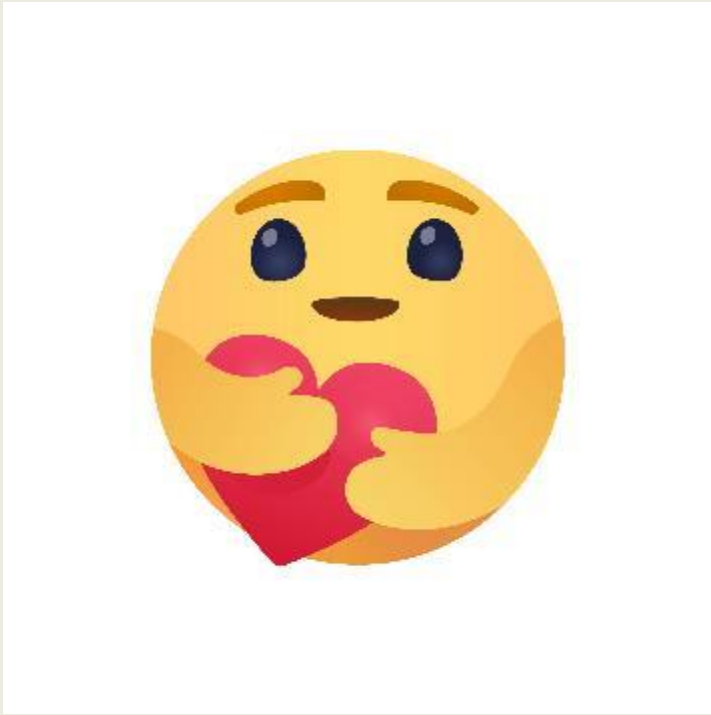


# 3. Stories we have about ourselves



You can live out the story, or compensate for it.

### 3. Stories we have about ourselves



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# 3. Stories we have about ourselves



We are often  
unaware of them

# 3. Stories we have about ourselves



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# 3. Stories we have about ourselves



Am I:

- Getting upset about the same things?

# 3. Stories we have about ourselves



Am I:

- Getting upset about the same things?
- Repeating a pattern?

# 3. Stories we have about ourselves



Am I:

- Getting upset about the same things?
- Repeating a pattern?
- Trying to make up for a lack of something?

# 3. Stories we have about ourselves



Am I:

- Getting upset about the same things?
- Repeating a pattern?
- Trying to make up for a lack of something?
- Feeling like I'm inadequate if I don't "fill in the blank"



# 3. Stories we have about ourselves



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# 3. Stories we have about ourselves



What's in the way of:

- Living your best life?

# 3. Stories we have about ourselves



What's in the way of:

- Living your best life?
- Doing something you really want to?

# 3. Stories we have about ourselves



What's in the way of:

- Living your best life?
- Doing something you really want to?
- Letting something inside of you out?

# 3. Stories we have about ourselves



What's in the way of:

- Living your best life?
- Doing something you really want to?
- Letting something inside of you out?
- Expressing your full and true self?

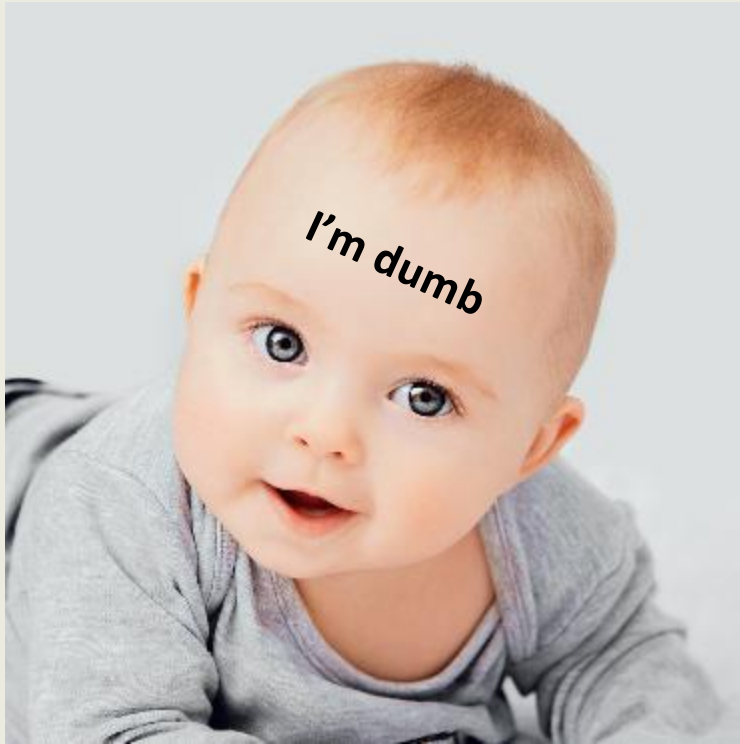
# 3. Stories we have about ourselves



We were all born  
without stories.

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# 3. Stories we have about ourselves



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# 3. Stories we have about ourselves



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# 3. Stories we have about ourselves



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# 3. Stories we have about ourselves



Who is putting the story there?

# 3. Stories we have about ourselves



What you're left with  
when it's gone, is  
more of the true you.

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# 3. Stories we have about ourselves

## **Action Step:**

“What stories are controlling my life?”

# Stories:

1. About future and past	2. About others
3. We have of ourselves	4. Others have of us

# 4. Stories others have of us



Need to prove their stories wrong or live up to them.

# 4. Stories others have of us



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# 4. Stories others have of us



- Name



# 4. Stories others have of us



- Name
- Title

# 4. Stories others have of us



- Name
- Title
- Actions taken

# 4. Stories others have of us



- Name
- Title
- Actions taken
- Public persona

# 4. Stories others have of us



It's a story about him, an imagined caricature.

# 4. Stories others have of us



It's not you, it's their story of you.

## 4. Stories others have of us



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## 4. Stories others have of us



We feel like we need to maintain other people's stories.

# 4. Stories others have of us

**Action Step:**

“I not a story”



## In summary, we've covered stories:

1. About future and past	2. About others
3. We have of ourselves	4. Others have of us

# Final thought



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Thank you.

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