



From Policy to Practice

Webinar | 25 June 2025



Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

This event qualifies
for 1 CPD point. Add
it to your log.





Please ask
questions in the
chat

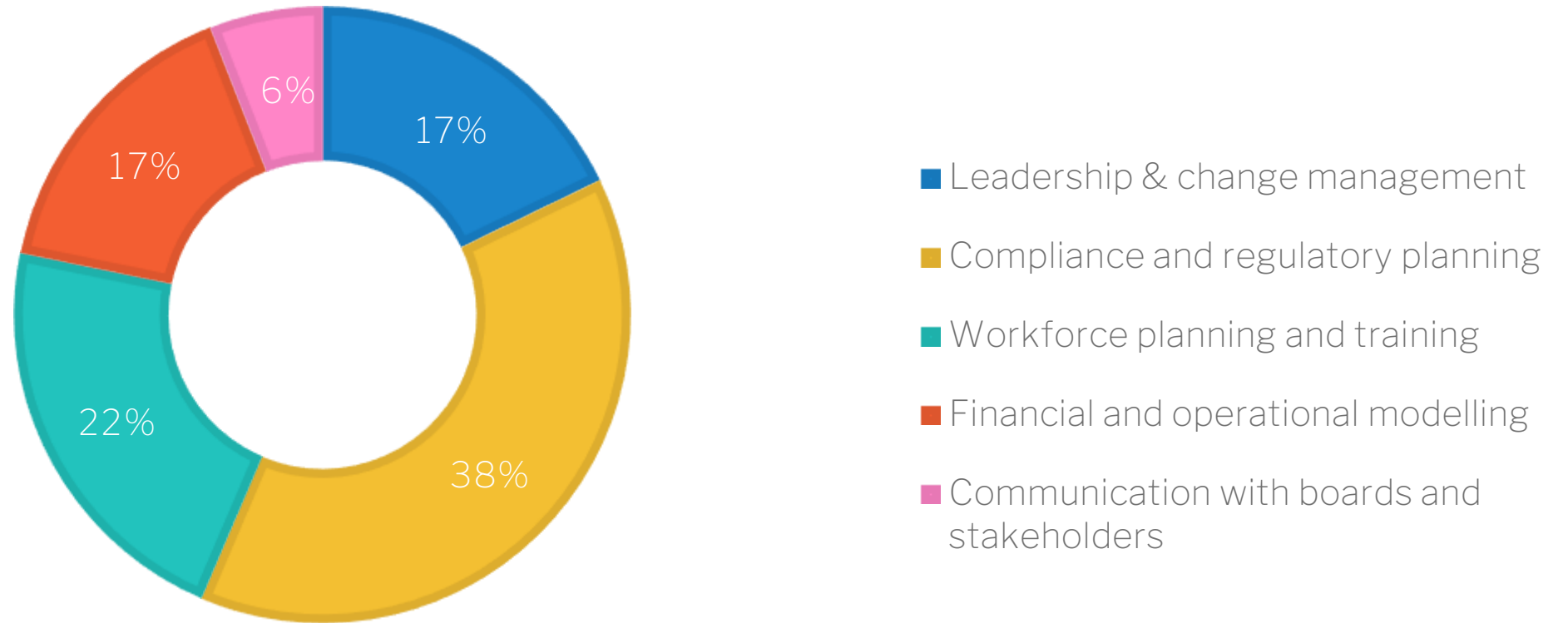


Agenda

1. Welcome
2. Survey findings
3. Understanding policy to embedding practice
4. Let's hear from the panel
5. Change leadership
6. More from the panel
7. Q&A
8. Close

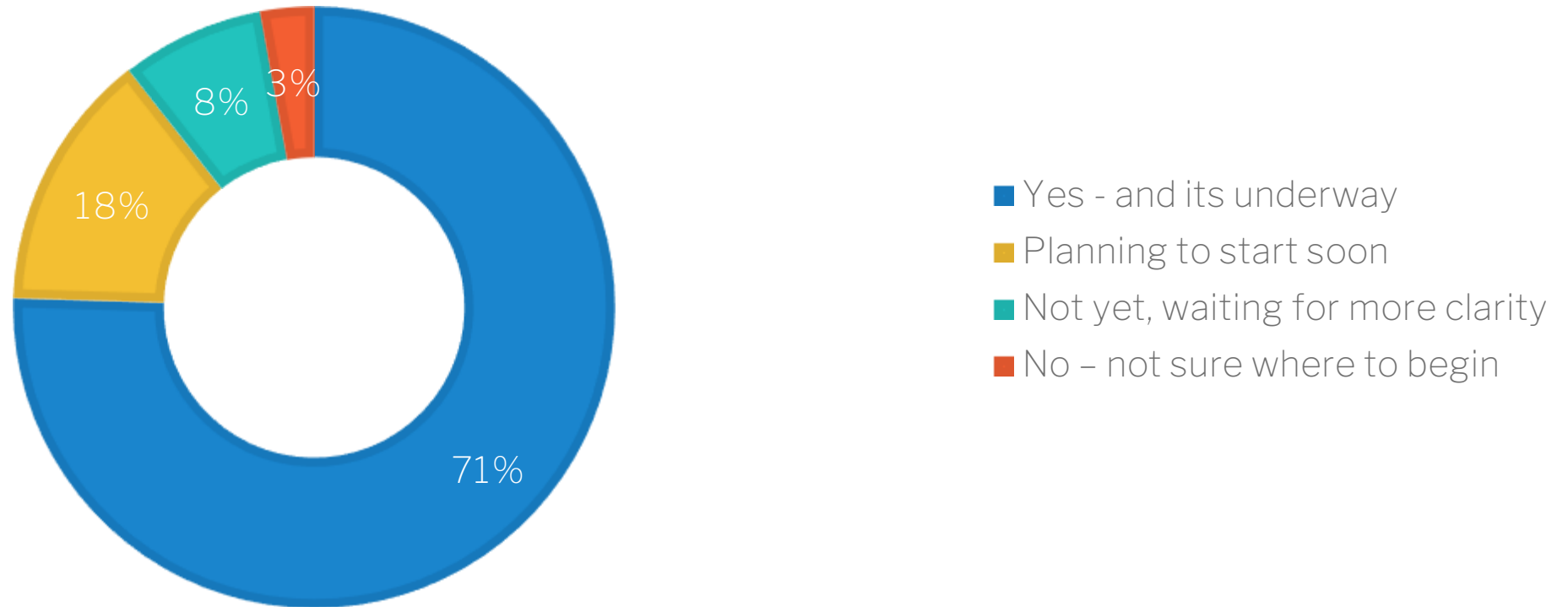


Where do you feel your organisation needs the most support to prepare for the 2025 reforms?



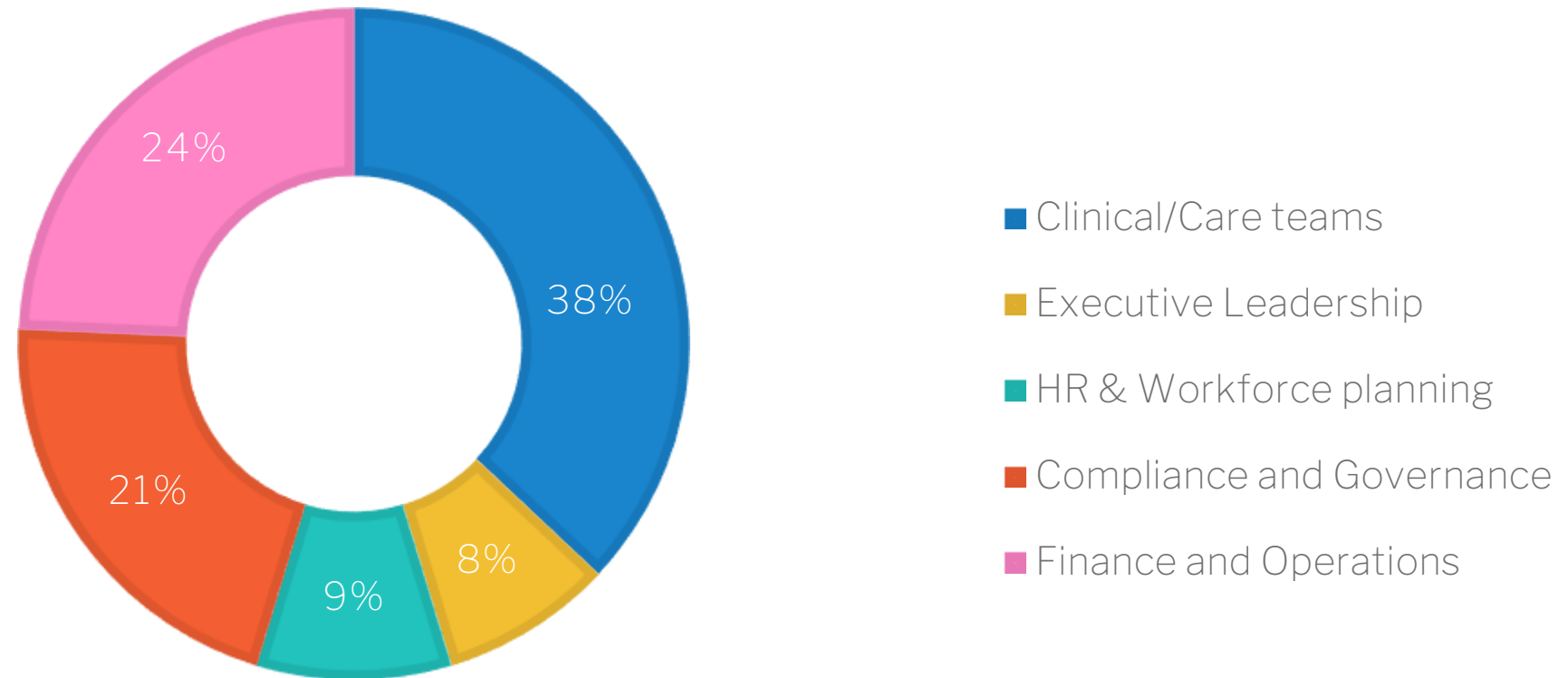
Represents 202 responses across 197 organisations

Have you started a formal transition plan aligned with the new Aged Care Act?



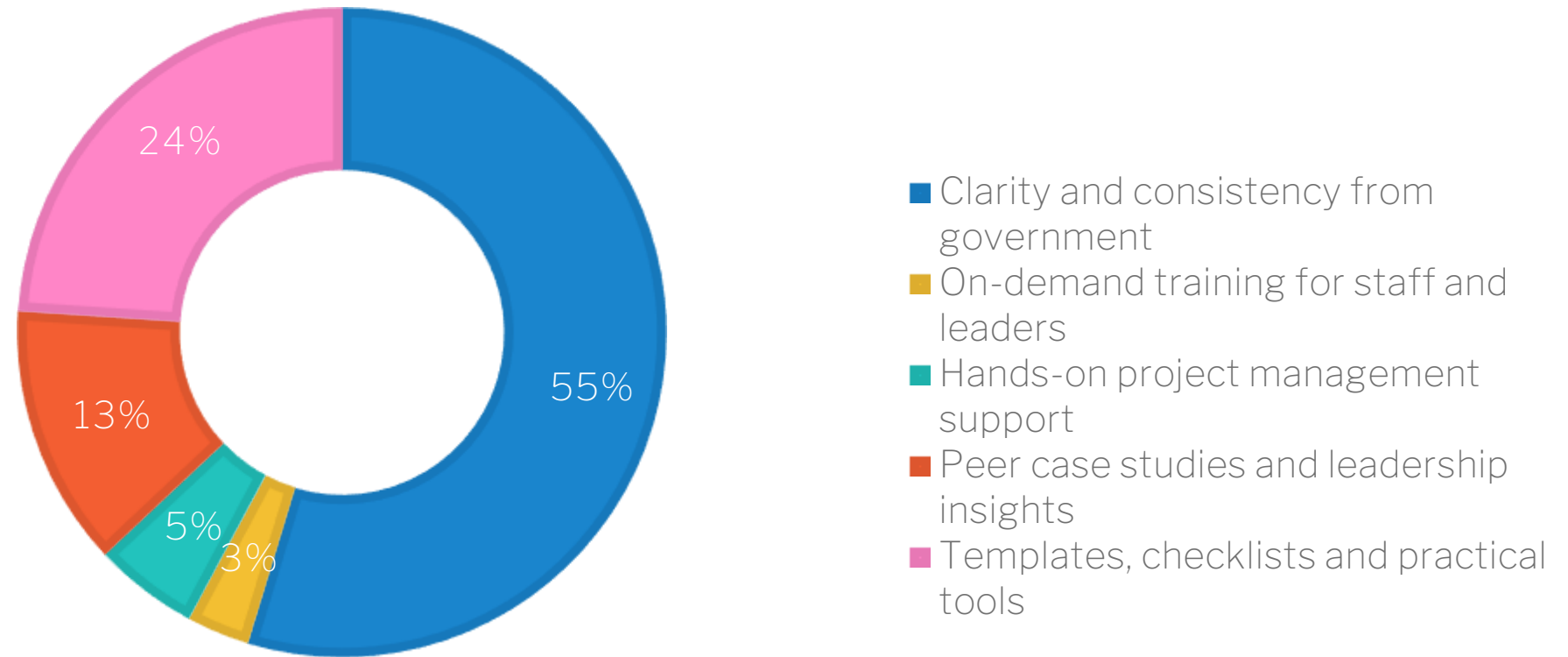
Represents 202 responses across 197 organisations

Which team in your organisation feels least prepared for the 2025 changes?



Represents 202 responses across 197 organisations

What format of support would be most valuable to your organisation in the next 6–12 months?



Represents 202 responses across 197 organisations

Understanding Policy to Embedding Practice

Governance is not background noise anymore – it's very much centre stage.

Policy says: *'You must...'*

Practice asks: *'Who's responsible? How often? With what evidence?'*

Industry panel and guest speaker



Nicola Burton
Executive Manager - Quality
and Organisational
Development at Peninsula
Villages



Angelika Koplin
Chief Executive Officer at
Australian Aged Care Group
Pty Ltd



Victoria Mills
Founder and CEO at
Hello Coach



Change Leadership



CASE STUDY: How Hello Coach supports this sector

CURRENT CASE STUDY

- **Beds: 600 +beds**
- **Multiple sites**
- **Regional/Metro**
- **Employs over 2,500 people**
- **Engages with 10,000+ people every week through its sectors and across all ages.**
- **Focus in aged and disability care, child development and protection, community development, education, and Christian ministry.**

Their Challenge

The originating problem was a lack of leadership capability to effectively manage change—resulting in siloed teams, inconsistent communication, and limited alignment across departments.

This was impacting the organisation's ability to adapt, collaborate, and lead with clarity during periods of transformation.

Solution

- Delivered a structured 6-month leadership program tailored to drive transformation
- 1:1 coaching supported leaders in building self-awareness and critical leadership capabilities
- Team coaching sessions strengthened communication, collaboration, and alignment across departments

Impact Summary

- ✓ 85% of participants completed coaching
- ✓ 85% completed goal-setting sessions
- ✓ 92 % set clear goals on their dashboard building accountability from commencement.
- ✓ , 4.9/5 coaching ratings

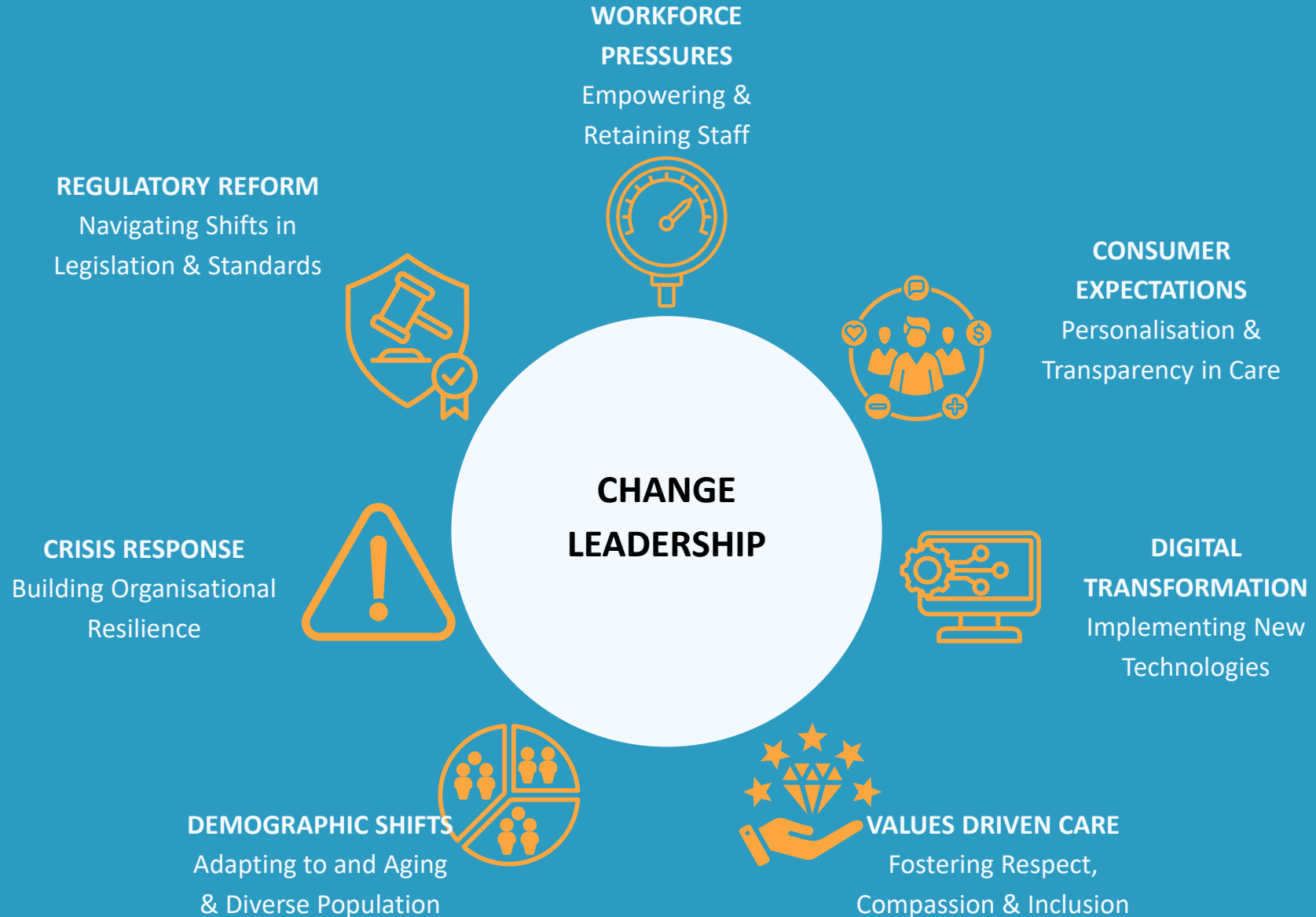
Focus areas:

Leadership Development, Accountability & Wellbeing, Communication, decision-making, and leading through change.

Benefit & Feedback

“Communication and preparation are critical. Coaching helped us step out of business-as-usual mode and into a more strategic mindset—pausing to reflect, involve the right people, and move with purpose instead of reactivity.” Executive Director People & Culture

VALUE OF CHANGE LEADERSHIP



Change leadership bridges the gap between aged care reform and frontline impact.

How change ready are your operational and front line leaders to bridge the gap?

Tick the areas you don't feel ready?

Change Management Challenges

- **Change fatigue** in frontline staff due to ongoing reforms
- **Limited leadership capability** in managing adaptive change
- **Poor communication and engagement** across dispersed teams
- **Lack of data maturity** for informed decision-making
- **Resistance to change** in traditional care environments

Poll Activity

How change ready are your operational and front line leaders to bridge the gap?

Tick the areas you dont feel ready...

Workforce Pressures

Consumer Expectations

Digital Transformation

Demographic Shifts

Crisis Response

Regulatory Reforms

Values-Driven Care

5 Change Management Strategies do you have these in place?

1

Structured Frameworks

- Embedding Change Impact Assessments and Readiness Reviews early in program design

2

Tailored Engagement and Communication

- Co-design with residents, families, and staff

3

Capability Building

- Leadership coaching for change champions and care leaders

4

Cultural Change and Trust Building

- Promote psychological safety to enable staff to speak up

5

Governance and Sustainability

- Establishing cross-functional change governance groups



Team Leadership Programs

Accessing our coaching platform to support and drive your own internal leadership initiatives.



Focus: Team

Individual Development

Individualised coaching development on our coaching platform to learn, coach and embed change.



Focus: Self

HELLO COACH - WHAT WE DO FOR CAPABILITY DEVELOPMENT

Team Workshop Topics	Purpose
Leading Through Change	Focus: Foundational leadership mindset for navigating and driving change
Communicating Change	Focus: Strategic communication during times of change
From Resistance to Resilience	Focus: Emotional intelligence and stakeholder engagement
Change Leadership in Action	Focus: Translating change strategy into operational outcomes
Influencing Without Authority	Focus: Leading change across boundaries and silos
Embedding a Culture of Continuous Improvement	Focus: Sustaining momentum and avoiding change fatigue



Hello Coach™



Your Path to Growth Simplified.

Hello Coach integrates seamlessly into your organisation, offering a secure, easy-to-use platform that supports your team's growth and wellbeing. Staff can access expert coaches across diverse specialties aligned to your capability frameworks or people strategy to overcome challenges, build capability, and drive lasting change.

Scan the code and Victoria will reach out:



More from the panel



Nicola Burton
Executive Manager - Quality
and Organisational
Development at Peninsula
Villages



Angelika Koplin
Chief Executive Officer at
Australian Aged Care Group
Pty Ltd

A photograph of two women in an office setting. The woman in the foreground is seated, looking towards the camera with a slight smile. She has long, light brown hair and is wearing a white sleeveless top with a black geometric pattern. The woman in the background is also seated, smiling, and wearing a black top. The office environment includes desks, a computer mouse, and a coffee cup in the foreground, and blurred office equipment and windows in the background.

Questions from the chat

Special offers today

20% off Regulatory Reforms training

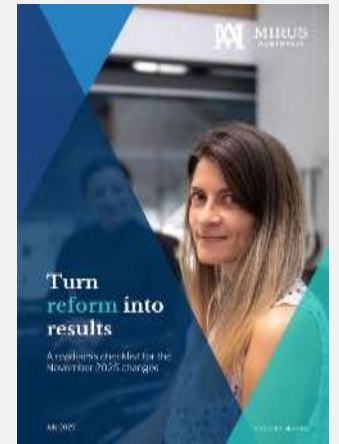
Professional training on the new Aged Care Act, new Regulatory Model, & Strengthened Quality Standards
Customised programs available

Use code [WEBINAR20](#) to get 20% off. Offer ends 30 June.



Free Reform Readiness checklist

We've put together a reform readiness checklist so you don't have to.
Download your copy today!



Our next webinar



Getting care minutes right

We'll cover how to:

- Avoid delivering millions in unfunded care
- Manage your roster spend
- Meet compliance targets with confidence.

Wednesday, 30 July 2025
12pm – 1pm AEST

Register now or check your inbox
for details!



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