

# Guidelines

## LIFT Projects for Retention Program

### 1. Background

ARIIA is an initiative of the Australian Government to transform the future of aged care delivery in Australia. The LIFT Projects for Retention Program is a key part of this change. The program will support the development of a cohort of aged care professionals with the confidence and knowledge to develop a clear, actionable project plan to address current workforce challenges and implement workforce retention initiatives.

Any member of the aged care workforce can apply to participate in the LIFT Projects for Retention Program with the support of their organisation. The program will provide participants with tools and skills to use the best available knowledge and evidence to support ongoing or planned projects aimed at retaining skilled workforce in their workplace. The outcome of the program is a project plan that can be implemented in your workplace to support the workforce retention strategies. Participants will also develop a pitch for their project and gain transferable skills that can be applied beyond the program.

### 2. LIFT Projects for Retention Program Context

The LIFT Projects for Retention Program is a series of self-directed education modules and facilitated peer workshops resulting in a learning experience for the aged care workforce across Australia. At the conclusion of the program, participants will have developed skills in knowledge translation, change management, and implementation into practice and will have identified and developed a project to benefit their workplace as they implement workforce retention strategies and beyond.

### 3. Program Delivery

The LIFT Projects for Retention Program will be delivered online and can be accessed from any location in Australia with internet access. Hard copies of the program content will be made available ONLY where internet connectivity is unreliable or unavailable.

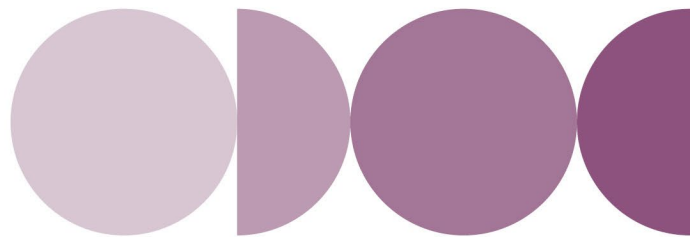
Participants may be required to install a third-party app onto their device for the purpose of securely accessing the program content.

### 4. Program Duration

The LIFT Projects for Retention Program includes regularly scheduled compulsory online workshops and project discussions.

The Program requires a total commitment of approximately 70 hours, delivered over a period of 6 weeks, through online self-directed learning modules and compulsory peer workshops.

It is anticipated that applicants will be advised of the outcome of their application within 2 weeks of the close of applications.



# Guidelines

## LIFT Projects for Retention Program

### 5. Eligibility criteria

To be eligible the applicant must comply with the following:

- Be employed to provide care or services by an organisation approved by the Aged Care Quality and Safety Commission to deliver Australian Government subsidised home, residential, or flexible care services. Alternatively, the applicant might be employed by an organisation which ARIIA's Research Director, at their discretion, deems to add value to the aged care sector.

- Are currently working on a project or plan to implement workforce retention initiatives.

Or

- Have identified a problem or challenge related to retaining workforce in aged care organisations.
- Be the participant and undertake the program.
- Nominate an appropriate 'Sponsor' either from within the applicant's employing organisation or an external mentor (for self-employed applicants) who can provide guidance, sense-checking, and support. The Sponsor should be able to influence changes in workplace practice, whether from within the organisation or in the broader sector context.
- Have a problem, challenge, or opportunity that relates to retaining aged care workforce or aligns with one or more of ARIIA's priority areas, being one or a combination of:
  - Dementia Care
  - Restorative care, reablement, & rehabilitation
  - Social isolation
  - Mental health & wellbeing
  - Palliative care and end of life
  - Meaningful lifestyle activities
  - Staff burnout
  - Technology in aged care
  - Clinical governance
  - Urgent & critical need\*

\*Applicants will be asked to provide a rationale as to why the problem, challenge, or opportunity is urgent and critical. (i.e. This may be in response to an organisation's specific issue, such as non-compliant accreditation standard or may be a nationally significant issue related to workforce capacity and capability).

An organisation may nominate and support applications for the LIFT Projects for Retention Program from multiple potential participants.

Only applications complying with the outlined eligibility criteria and submitted via the correct application form with acknowledgment of the terms and conditions will be deemed eligible for consideration for participation in the LIFT Projects for Retention Program.

Please note that the Sponsor cannot provide acknowledgment on behalf of the participant.

### 6. Pricing

The LIFT Projects for Retention Program is offered at a subsidised rate of \$1,900 per person (+GST), thanks to support from the Australian Government Department of Health, Disability and Ageing through ARIIA.

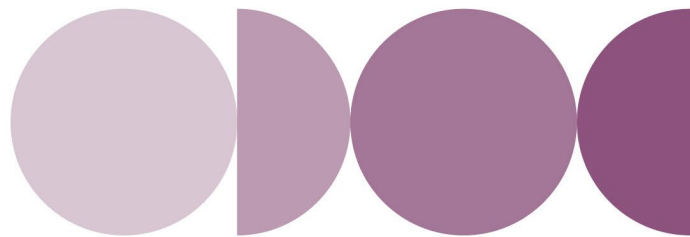
Discounts are available for group enrollments:

- 10% discount for groups of 3–4 participants.
- 15% discount for groups of 5–12 participants.

Participants may request additional ad-hoc support beyond the core program delivery at a rate of \$175 per hour. Alternatively, a tailored consultancy package can be negotiated to meet specific organisational needs.

### 7. LIFT Projects for Retention Program Full Scholarships

ARIIA invites eligible applicants to apply for a 100% scholarship. To be eligible to apply, you must meet one of the following criteria:



# Guidelines

## LIFT Projects for Retention Program

- Applicant provides aged care services located in Rural and Remote zones (MMM classification 3 to 7)
- Applicant provides aged care services, specifically to vulnerable populations
- Applicant provides aged care services specifically for Aboriginal and Torres Strait Islander care recipients (ACCO)
- Small and medium-sized organisations with fewer than 250 beds, packages, or clients.

These scholarships are intended for organisations that serve communities facing unique challenges in delivering aged care and are approved by the Aged Care Quality and Safety Commission to deliver Australian Government-subsidised home, residential, or flexible care services. In some cases, applicants employed by other organisations may also be eligible, at the discretion of ARIIA's Research Director.

If you or your organisation meets one of these criteria, we encourage you to apply for a 100% scholarship and take advantage of this opportunity to build your, or your staff's capacity through the LIFT Projects for Retention Program.

### 8. Application Selection

Eligibility and suitability for the LIFT Projects for Retention Program will be assessed based on the information provided in the application form. The ARIIA Research Director will review and select applications for participation in the program.

### 9. Application Submission Process

Applications for the LIFT Projects for Retention Program must be made in reference to the terms and conditions outlined in these guidelines and confirmed by the applicant's acknowledgment on the application form, indicating their understanding and agreement to the conditions.

The outcome of the LIFT Projects for Retention Program is a project with a well-defined plan, addressing identified challenges/problems, that can be implemented in your workplace to improve workforce retention. Although unpacking the problem, challenge, or opportunity is part of the program, it is helpful if this has also been considered thoroughly in the application process.

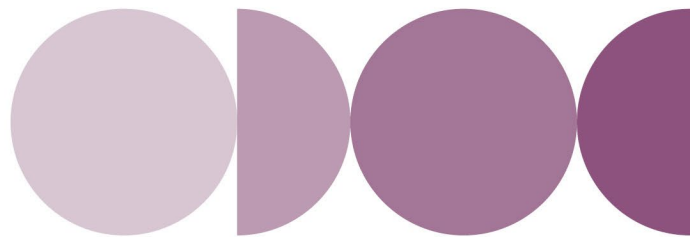
In preparing your application, it is suggested you consider using the '5 Whys' technique to assist you with framing your workplace problem or challenge to be solved, or opportunity to be implemented. This does not need to be included in the application document but will help to define the problem more precisely.

The strategy is to ask the 'right' questions as you complete your application form. It is not compulsory to do this next part as part of your application, but it is recommended so the problem is well enough described to allow us to support your project planning.

Write down the problem or challenge to solve.

Then ask yourself the following question: Is the problem identified the real problem? Asking questions and unpacking problems until you get to the 'real problem' is called 'root-cause analysis'.

Often you may find that the original problem identified was in fact just a symptom of the real problem; or that your original problem is in fact comprised of, or impacted by, many separate problems (each of which may possibly need different solutions).



# Guidelines

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Sakichi Toyoda, the Japanese industrialist, inventor, and founder of Toyota Industries, developed the 5 Whys technique in the 1930s. It became popular in the 1970s, and Toyota still uses it to solve problems today.

These two videos about the 5 Whys are helpful resources to help you to consider the process:

<https://youtu.be/SrYkx41wEE> (3 mins)

<https://youtu.be/B-M3YIA2KDg> (2 mins)

### 10. Participation and Completion Requirements

#### 10.1. Participation

The participant will commit to active involvement in the LIFT Projects for Retention Program, including regular attendance at workshops, completion of learning tasks, and engaging with their designated Sponsor. The Sponsor, identified during the application process, will assist by providing feedback, sense-checking ideas, and supporting the participant throughout the program.

#### 10.2. Completion Requirements

Successful completion of the LIFT Projects for Retention Program requires participants to actively participate in at least six facilitated workshops or support meetings, present a practice pitch, and submit a project plan.

### 11. Intellectual Property

By participating in the LIFT Projects for Retention Program, applicants acknowledge that all materials, resources, and content provided by ARIIA and Flinders University remain the intellectual property of ARIIA and Flinders University. Use of these materials is permitted for personal reference and workplace application, including sharing the materials internally for implementation purposes aligned with the project developed in this program or other organisational improvement initiatives. However, reproduction, public or third-party distribution, or use of these materials for commercial purposes is prohibited without ARIIA's and Flinders University's prior written consent. Disclosure of any proprietary information to third parties is not allowed without authorisation.

[ariia.org.au](http://ariia.org.au)

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ARIIA was established as an independent, not-for-profit organisation, set up to lead the advancement of the aged care workforce capability by promoting and facilitating innovation and research to improve the quality of aged care for all Australians.