

**FUTURE PROOFING
THE AGED & COMMUNITY
CARE WORKFORCE**

PRELIMINARY PROGRAM



**TUESDAY 25 AND
WEDNESDAY 26 MAY 2010**

**FOUR SEASONS HOTEL SYDNEY, 199 GEORGE ST,
SYDNEY, NSW AUSTRALIA**

PRELIMINARY PROGRAM*

*Please note that this program is subject to change.
Please check <http://www.changechampions.com.au> for updates.

SEMINAR AIMS:

- To highlight practical strategies to ensure the viability and sustainability of the aged and community care workforce into the future
 - Workforce planning
- To showcase innovations projects in aged, community care and educational settings that have demonstrated successes in:
 - Improving attraction, recruitment and retention
 - Education, training and continuing professional development
 - Improving staff satisfaction
- To showcase successful quality improvement and patient safety initiatives that focus on:
 - Management and leadership development
 - Clinical governance
 - Best practice/evidence based practice
 - Models of care and models of service delivery inc a focus on skill mix

AUDIENCE

Any health or related field professional:

- with an interest in the viability and sustainability of the aged and community care workforce
- who is involved in aged and community care workforce recruitment and retention
- manages staff employed in an aged/community care facility.

CHANGE CHAMPIONS P/L

Change Champions delivers practical, high quality toolkit seminars that showcase solutions for healthcare service delivery challenges. Our commitment is to support leadership, innovative thinking, creativity and the sharing of great ideas in healthcare delivery. Our registration fees are calculated on cost recovery only.

FURTHER INFORMATION:

Change Champions P/L

PO Box 668

The Junction NSW

Phone: 02 9692 0533

Fax: 02 9518 6898

Email: info@changechampions.com.au

Web: www.changechampions.com.au

12.30-17.00 **Master Class**

The Key Principles of Leading and Managing Aged and Community Care Services for the 21st Century

Angie Nesbit

Care by Design, uk

Biography: Angie Nesbit is a clinician turned organisational development specialist skilled in developing NHS leaders to enable them to lead successful change and service redesign. Angie is passionate about helping teams, organisations and health and social care communities understand the patient journey and experience and supporting them to make dramatic service improvements quickly and efficiently. Angie has recently co-ordinated an innovative strategy for community nursing in Leicester England which engaged all 730 nurses in the process. Angie also recently completed a piece of work at Halton & St Helens PCT England reviewing the Continuing Healthcare arrangements and piloting a scheme to improve older peoples wellbeing after an acute episode of care to reduce the need for continuing healthcare and improve quality of life. Angie is particularly skilled in engaging with key stakeholders; the latter skill saw Angie employed by the Department of Health England in 2005 engaging senior clinicians and professional bodies in the NHS System Reform agenda.

Master Class Outline:

The following topics will be covered in this Master Class:

- **Productive Leadership** - understanding the difference between leadership and management and the need for both. Leadership as a choice through the system not a position
- **The Compass for Transformation** - the interdependent elements that need to be in play to enable excellent patient/ client experience and value for money
- **Designing for Safe Care** - adopting the principles of reliable systems and enhanced recovery
- **Establishing the Culture for Improvement** - how culture is created for success or failure.

The Master Class will include references to recent work with Leicester City PCT community nursing team and Halton and St Helen's Continuing Care Team. Also current work looking at the implementation of the Mental Capacity Act and Deprivation of Liberties in the East Midlands and creating a managed end of life care pathway in Birmingham.

Each delegate will receive an electronic version workbook prior to the Master Class. Please download and bring your workbook to the Master Class as no printed copies will be available.

TUESDAY 25 MAY 2010

Session 1 **A Secure and Safe Aged and Community Care Workforce**

- 9.00-9.10 **Welcome and Housekeeping**
Change Champions P/L
- 9.10-9.20 **Welcome Message (video message)**
The Hon Justine Elliot MP
Minister for Ageing
- 9.20-10.00 **Opening Address**
Predicting the future: who is gazing into a crystal ball and who is navel gazing? An academic's approach to reading tea leaves and chicken entrails
Prof Joseph E Ibrahim
Associate Director, NHMRC CRE-Patient Safety
Department of Epidemiology & Preventive Medicine
School Public Health & Preventive Medicine
Monash University, VIC
- 10.00-10.40 **Designing for Safe Care**
Angie Nesbit
Director
Care by Design, uk
- 10.45-11.00 **Questions to Speakers**
- 11.00-11.30 **Morning Tea**

Session 2 **Recruitment and Careers in Aged and Community Care –
More than just a job**

- 11.30-12.00 **Professional Development in Aged Care**
June Heinrich
Chief Executive
Baptist Community Services
- 12.00-12.30 **Your Career in Aged Care**
Jill Pretty
Chief Executive Officer
Aged & Community Services Association of NSW & ACT
- 12.30-12.50 **How community expectations and strategy drives workforce and
capability development in aged and community care**
Gillian McFee
Director
Uniting Care Ageing, NSW & ACT
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.00 **Lunch**

Session 3 **The Sustainable Workforce – Opportunity or Challenge**

- 14.00-14.30 **Workforce WARfare – Far From Quiet on the Western Front**
Ray Glickman
Chief Executive Officer
Amana Living, WA
Chairman, Aged & Community Services Australia (ACSWA)
- 14.30-14.50 **Raising the Profile and Attractiveness of Aged and Community Care Careers**
Dee-De San Jose
Community Development Officer – Aged and Disability
Bankstown City Council, NSW
On behalf of
SWS Ageing and Disability Community Care Sector Workforce
Issues Working Party, NSW
- 14.40-15.00 **Creating Opportunities – Implementing a Graduate Personal Careworker Program in Aged Care**
Darylin Cowling
General Manager/ Director of Clinical Services Bucklands
Southern Cross Care (SA) Inc

Sue Ostojic, Workforce Development Manager
Southern Cross Care (SA) Inc
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**

Session 4 Models of Well-Being

- 15.40-16.00 **Partners in Positive Ageing – model of wellbeing for older people**
Jo Boylan
ACH Group, SA
- 16.00-16.20 **Partners in Positive Ageing: Living and working the process at Highercombe from a staff perspective**
Pam Castle
Senior HR Consultant
ACH Group, SA
- 16.20-16.40 **Hospital Admission Risk Program- A Rural Experience**
Kendall Thorn
Care Promoter
Goulburn Valley Health, VIC
- 16.40-16.55 **Questions to Speakers**
- 16.55 **Close**
- 17.00 **Networking Canapes and Drinks (registered delegates and invited guests only)**

WEDNESDAY 26 MAY 2010

Session 5 21st Century Aged and Community Care

- 9.05-9.35 **Opening Address**
Inclusion of Family Carers in Aged and Community Care
Joan Hughes
Chief Executive Officer
Carers Australia
- 9.35-10.05 **A Sustainable Aged Care Workforce for the 21st Century: Demography, Migration and Innovation**
Michael Fine
Macquarie University, NSW
- 10.05-10.25 **Optimising Leadership and Management of the Residential Aged Care Workforce: What needs to be done and how can this be**
A/Prof Yun- Hee Jeon
Sydney Nursing School
The University of Sydney, NSW
- N Glasgow, T Merlyn, E Sansoni
The Australian National University, Canberra, ACT
- 10.25-10.45 **Blue Care's Indigenous Recruitment and Retention and Care Strategy, Queensland**
Lyn Cullinane
Manager
Blue Care, QLD
- 10.45-11.00 **Questions to Speakers**
- 11.00-11.30 **Morning Tea**

Session 6 Fresh Approaches to Workforce Modelling

- 11.30-11.50 **Transdisciplinary Workforce Models**
Dawn Skidmore
Principal Consultant Project Officer
SA Health
- 11.50-12.10 **Allied health assistants – a sustainable aged and community care workforce for the future**
Kerry Lyons
A/Principal Project Officer
Allied Health Workforce Advice and Coordination Unit
Queensland Health
- Michelle Stute, A/Principal Project Officer
Allied Health Workforce Advice and Coordination Unit
Queensland Health
- 12.10-12.30 **New Graduates in Community Health: Creating a Sustainable and Resilient Workforce**
Azilda Fernandez
Nursing Unit Manager, Community Acute Post Acute Care
Hoxton Park Community Health Centre
Sydney South West Area Health Service, NSW
- Pauline Murray-Parahi***
Clinical Nurse Educator
Hoxton Park Community Health Centre
Sydney South West Area Health Service, NSW
- 12.30-12.50 **Questions to Speakers**
- 12.50 **Close**

REGISTRATION FORM

Whose Challenging Behaviours: Meeting the Needs of Older People with Dementia

Delegate No.1 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: _____ Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

Delegate No.2 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: _____ Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

Delegate No.3 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: _____ Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

SECTION A – TWO DAY REGISTRATIONS FOR 25-26 MAY 2010

Early Bird: 2 days before 12 May 2010 \$525.00 (inc GST) per person \$ _____
Standard: 2 days after 12 May 2010 \$625.00 (inc GST) per person \$ _____

OR

**DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ON LINE*
at www.changechampions.com.au**

Two days before 12 May 2010 \$495.00 (inc GST) per person \$ _____
Two days after 12 May 2010 \$595.00 (inc GST) per person \$ _____

**CHECK THE WEBSITE FOR DISCOUNTS ON ONE DAY REGISTRATIONS WHEN
YOU PAY ON A CREDIT CARD AT THE TIME YOU REGISTER**

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 25–26 May 2010

Register for one day only – Tuesday 25 May 2010

Early Bird: 1 day only before 12 May 2010 \$295.00 (inc GST) per person \$ _____
Standard: 1 day only after 12 May 2010 \$350.00 (inc GST) per person \$ _____

Register for one day only – Wednesday 26 May 2010

Early Bird: 1 day only before 12 May 2010 \$260.00 (inc GST) per person \$ _____
Standard: 1 day only after 12 May 2010 \$325.00 (inc GST) per person \$ _____

SECTION C – MASTER CLASSES with Angie Nesbit

**The Key Principles of Leading and Managing Aged and Community Care Services
for the 21st Century**

DISCOUNT IF YOU BOOK AND PAY WITH A CREDIT CARD ON LINE at <http://www.changechampions.com.au> before 12 May 2010 \$275.00 (inc GST per person)

Early bird before 12 May 2010 \$310.00 (inc GST per person) \$ _____
Standard after 12 May 2010 \$335.00 (inc GST per person) \$ _____

SECTION D – NETWORKING CANAPES AND DRINKS

Networking Canapes, Drinks

Get to know our international guests and invited speakers
and discuss what you have learnt during the day with
your colleagues

_____ @ \$60.00 (inc GST) \$ _____

SECTION E – CERTIFICATE OF ATTENDANCE

Printed, signed and available for you to pick up at the seminar \$10.00 (inc GST) \$ _____

TOTAL PAYABLE \$ _____

Payment Methods

Change Champions P/L
ABN: 67 093 954 413

1. PREFERRED Register Online at <http://www.changechampions.com.au>

Simply visit <http://www.changechampions.com.au> and scroll down the home page to the seminar of your choice and click on REGISTER. It's easy.

When you register on line, you can select your preferred payment option of:

- Generate an invoice that will be instantly emailed to the nominated responsible person
- Pay by EFT or cheque
- Pay online with a credit card (ie Mastercard, Visa and AMEX **only** if you are paying on line)

OR Fax or mail the registration form and

2. Pay on your Credit Card

Cardholders Name (PLEASE PRINT)

MasterCard Visa ONLY

Card No.

Expiry Date: __/__/__ Amount to be charged \$ _____

Cardholder's Signature: _____

Date: __/__/__

3. Pay by Cheque/money order

Please make cheques/money orders for your **registration fees only** payable to **Change Champions P/L**

4. Request for an invoice

Name of person responsible for payment of invoice: _____

Email address: _____

Contact phone number: _____

All invoices must be paid prior to the seminar.

5. EFTPOS

Account name: Change Champions P/L

Bank: Westpac

BSB: 033058

Account number: 198 743

Ref no: FACWF (Your surname)

MAIL

Change Champions P/L
PO Box 668, The Junction NSW 2291

FAX

From Australia 02 9518 6898
From overseas +61 2 9518 6898

PH:

From Australia 02 9692 0533
From overseas: +61 2 9692 0533

EMAIL:

info@changechampions.com.au

Your registration will be confirmed by email.

*** CONDITIONS APPLY**

You must pay on a credit card at the time you register if claiming a discount for online registration and payment.

Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 24 April 2010.

As we are contracted for a specific number of delegates, no refunds will be given after this date. However, an alternative delegate name may be submitted. Sorry, there are no refunds on drinks/canape bookings.. so please don't ask. Applications for cancellations and substitutions of delegates are only accepted in writing by email to changechampions@bigpond.com. The cancellation policy also appears at <http://www.changechampions.com.au> on the home page under terms and conditions.

I have read and understand the conditions and delegate cancellation policy.

_____ signed ___/___/___ date.

ACCOMMODATION

Four Seasons Sydney Hotel (Venue)

199 George St
Sydney NSW 2000
P: +61 2 9238 0000
F: +61 2 9247 8713
E: Res.Sydney@fourseasons.com

Doubles or twin share at \$235 pn
Download booking form at
<http://www.changechampions.com.au>

Amora Jamison Sydney Hotel

11 Jamison St
Sydney, NSW 2000
P: + 61 2 9696 2500
F: + 61 2 9696 2600

Doubles or twin share at \$210 pn
Download online booking form at
<http://www.changechampions.com.au>

**Suggestions for accommodation that is close to the venue.
(Note we have no arrangements with these hotels)**

The Menzies Hotel Sydney

14 Carrington Street
Sydney, NSW 2000
P: +61 2 92991000
F: +61 2 9290 3819
E: stay@menzies.com.au

The York by Swiss-Belhotel

5 York Street
Sydney, NSW 2000,
P: +61 2 9210 5000
F: +61 2 9290 1487
E: restysb@swiss-belhotel.com

Holiday Inn Old Sydney

55 George St
Sydney NSW 2000

Rendezvous Stafford at the Rocks

75 Harrington St
Sydney, NSW 2000
Holiday Inn Old Sydney
55 George St
Sydney NSW 2000

For other discounted accommodation options eg hotels and apartments,
we suggest that you visit <http://www.wotif.com.au>

FOR FURTHER INFORMATION:

Telephone Change Champions on 02 9692 0533
fax: 02 9518 6898
email: info@changechampions.com.au

Change Champions –
supporting innovation in healthcare
service delivery