

AGED CARE WORKFORCE

Making the Most of a Challenging Situation

Thursday 12 November 2009, 12 noon-13.30AESST

Join internationally recognised expert on rostering and workforce management, Roxanne Harms in a 90 minute interactive webinar on Thursday 12 November 2009 from 12.00-13.30 AESST.

Through a 60 minute presentation and 30 minutes audience discussion Roxanne will cover:

- Rostering as a Recruitment & Retention Strategy in Aged Care
- Impact of Global Financial Crisis on Recruitment & Retention
- Improving Roster Quality in Aged Care
- Rostering for Safe Staffing
- Organisational Competencies in Workforce Deployment/Rostering
- Creating Organizational Capacity Through Improved Rostering

Roxanne Harms, Principal and Senior Consultant, Workforce Edge Consulting

Over the last 18 years, Roxanne Harms has become a recognized global expert in the area of Healthcare Workforce Deployment and Utilisation, through her involvement in over 200 engagements worldwide. Her expertise covers all areas from process reengineering and organizational change to the technical tools that support the sophisticated steps involved in planning and deploying a healthcare workforce to effective rostering techniques. In 2001 Roxanne founded Workforce Edge Consulting and has grown a highly specialized healthcare advisory team dedicated to improving healthcare through improving workforce deployment. From the strategic importance of this critical operational activity to the practical application of the changes necessary for better workforce utilization in healthcare organizations, Roxanne and her team have the unique skill set to assist health organisations in achieving improved clinical and financial outcomes.

For more information about Roxanne Harms, visit the Change Champions consultant listings. Click on the link on our home page.

REGISTER ON LINE NOW <http://www.changechampions.com.au>

Register on line with payments only by credit card in advance. Webinar delegates will receive:

- Information on how they can trial the webinar facilities to ensure that they can access the webinar on the day.
- Detailed instructions on how and when to access their session/s on the day
- Prior to the seminar, you will be emailed a copy of the powerpoint slides, a delegate list and an evaluation form
- Information on how to access the powerpoint presentations from the Change Champions website

You must be able to confirm that can meet the system requirements and that you have read the cancellation policy:



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

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SYSTEM COMPONENT	MINIMUM REQUIREMENTS
Display Resolution	<ul style="list-style-type: none"> • Required: Super VGA 800x600 • Recommended: Super VGA 1024x768 or higher <p>NOTE: Microsoft® Windows® XP Tablet PC Edition mode is supported.</p>
Operating System	<ul style="list-style-type: none"> • Windows Vista™ operating system, 32-bit • Windows XP Professional with Service Pack 1 (Service Pack 2 recommended) • Windows XP Professional x64 Edition in 32-bit mode • Windows 2000 Professional with Service Pack 4 • Windows Server 2003 with Service Pack 1
Computer/Processor	<ul style="list-style-type: none"> • Data and Voice: 500-megahertz (MHz) or higher processor, • Intel Pentium-compatible • For Webcam video: 1 GHz or higher • For Microsoft RoundTable™: 1.8 GHz or higher
Memory	<ul style="list-style-type: none"> • 256 megabytes (MB) of RAM • Recommended: 512 MB
Disk Space Needed for Installation	<ul style="list-style-type: none"> • 125 MB
Video Memory	<ul style="list-style-type: none"> • Video card with 64 MB of RAM (video RAM or VRAM) and Microsoft DirectX® application programming interface generation
For Sending Video (only if you are asking questions)	<ul style="list-style-type: none"> • Webcam or Microsoft RoundTable device
Bandwidth Requirements for Data Only	<ul style="list-style-type: none"> • 56 kbps or better (Recommended: DSL or Cable high speed internet access)
Bandwidth Requirements for Video	<ul style="list-style-type: none"> • Voice 50 kbps (minimum) 80 kbps (high-quality) • Webcam 50 kbps (minimum) 350 kbps (high-quality) • Microsoft RoundTable 100 kbps (minimum) 700 kbps (highquality) <p>NOTE: The required and recommended bandwidth speeds are cumulative. For example, if you want to use voice, webcam, and Microsoft RoundTable, the minimum bandwidth would be 50+50+100=200 kbps</p>

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Registrations are charged per site/per session and the number of participants per site is unlimited.

Webinar Trial Friday 30 October 2009 at 13.00AESST...	\$60.00 inc GST
Site Registration Fee from within Australia	\$299.00 inc GST
Site Registration Fee – from outside Australia	\$360.00 inc GST

Watch the Webinar at the new Change Champions office at Valhalla
Suite 309, 166-166D Glebe Pt Rd, Glebe (limited places, includes lunch) \$75.00 inc GST

To facilitate networking, we add each delegate's email address to the delegate list for this seminar.

Webinar Delegates Cancellation Policy

Change Champions P/L will accept cancellations from Webinars with a 90% refund up to 7 days prior to the seminar. From 0-6 days prior the Webinar, no refunds will be given for cancellations.

Change Champions P/L will do its utmost to ensure that its Webinars run smoothly and to our service delivery standards. We will refund your registration fees if you are not able to join a webinar or you exit early due to a technical fault at our end during our service delivery. If you are claiming a refund for not being able to access our service, you must contact our support team immediately (ie during the webinar) you discover the fault and our team must have a reasonable opportunity to rectify the fault.

Change Champions P/L will not refund registration fees for the following:

- If you contact us after the webinar to advise that you were unable to access the service
- If you use faulty/outdated/slow equipment and/or there is a technical failure at your end
- If you have provided us incorrect or inaccurate information
- If you have missed your session ie wrong day, date, time, too busy etc
- If you decide to leave the webinar session early
- Or any other reason that does not specifically relate to a proven technical fault at our end.

Need more info:

Phone: +61(0) 2 4963 5150
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