



# INVESTING IN THE HEALTHCARE WORKFORCE

ALIGNING STRATEGY, LEADERSHIP AND THE TEAM

**PRELIMINARY PROGRAM**

4-6 November 2009  
Amora Jamison Hotel Sydney  
Jamison St  
Sydney NSW Australia

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

## Seminar Aims

- Highlight innovations that address globalism and generational change in the emergent healthcare workforce as they relate to organisational strategy, structure, culture, leadership, people and performance inc:
  - Building organisational capability for change, developing leadership capability and the talent base in a digital age
  - Social networking in 21st century organisation
  - Embracing generational workforce change inc globalism, attraction, retention, developing, supporting and managing emerging workforce etc
  - initiatives to harness the collective knowledge of individuals to enhance organisational processes, systems and performance
- Showcase innovative leadership approaches that have been implemented and have resulted in:
  - tangible transformation of organisational strategy into everyday healthcare practice
  - successful service redesign/service delivery
  - improved capability to manage staff
  - team based models of efficient and effective redesigned work practices
- Share redesign strategies/approaches that have been implemented to attract, retain, develop and support the health workforce of the future
- Share effective approaches to education and training that meet organisational and health professional needs including e-learning.

## Seminar Committee Members

**Susan Austin**, Node Manager, University of Queensland, QLD

**Jenny Carter**, Service Manager, Hunter New England Patient Flow Unit, NSW

**Chris Kewley**, Director, Nursing & Midwifery Services, Hunter New England Health, NSW

**Maree Stafford**, Community Rehabilitation Manager, Peter James Centre, Wantirna Health, Eastern Health, VIC

**Char Weeks**, Chief Executive, Change Champions P/L, Director, Passion for Health P/L

**Carmen Yiu**, Senior Project Officer, Surgical Services Program, Department of Human Services, VIC

## Further information:

Change Champions P/L

PO Box 668

The Junction NSW

Phone: 02 4963 5150

Fax: 02 4963 6656

Email: [changechampions@bigpond.com](mailto:changechampions@bigpond.com)

Web: [www.changechampions.com.au](http://www.changechampions.com.au)

## Wednesday 4 November 2009

14.30-16.30

**(Workshop venue to be advised)**  
**Creating High Performance Through Bioteaming Breakthrough Techniques**

**Presenters:**

**Chris Kewley**

Area Executive Director of Nursing and Midwifery  
Hunter New England Area Health Service, NSW  
Associate Conjoint Professor of Nursing, University of Newcastle, NSW

**Jenny Carter**

Service Manager, Patient Flow and Access  
Hunter New England Area Health Service, NSW

**Abstract**

*'After 3.8 billion years of research and development, failures are fossils and what surrounds us is the secret to survival'*  
*Ken Thompson 2008.*

Healthcare organisations like nature are complex adaptive systems whose key to 'survival' and sustainability is reliant on the ability to predict and agility to adjust within a constantly evolving global environment.

The workshop encompasses exciting Bioteaming breakthrough techniques required to develop, drive and sustain high performance teams in response to a rapidly changing and increasingly virtual world.

**Key focus areas will be:**

- Biomimicry – adopting 'Learnings' from nature
  - Collective Leadership
  - Swarm responses
  - Pheromone style communication
- The Virtual Evolution
  - Virtual networks and structures
  - Virtual teams

## Thursday 5 November 2009

### Session 1 **Investing in the Healthcare Workforce. Is Reform and Innovation Enough?**

- 8.50-9.00 **Welcome and Housekeeping**  
*Char Weeks*  
Chief Executive  
Change Champions P/L
- 9.00-9.40 **Opening Address**  
**Progressing the National Health Workforce Reform Agenda**  
*Peter Carver*  
Executive Director  
National Health Workforce Taskforce
- 9.40-10.10 **Aligning Workforce with the SA Health Model of Care**  
*Etienne Scheepers*  
Executive Director, Workforce Development  
SA Department of Health
- 10.10-10.40 **Aged care workforce – a national challenge – more than just great projects!**  
**A story of change, capacity building and partnerships**  
*Debbie Law*  
Program Manager, Workforce Redesign (Aged Care), Innovation & Reform  
National Health Workforce Taskforce
- 10.40-11.00 **Questions to Speakers**
- 11.00-11.30 **Morning Tea**

### Session 2 **Innovation, Leadership and Performance**

- 11.30-12.05 **The Heart of Health Care: Developing effective strategies for  
advancing engagement and performance in Hospitals through  
teamwork and change initiatives**  
*Dr Anya Johnson*  
Senior Research Fellow, School of Organisation and Management  
Australian School of Business, UNSW
- 12.05-12.25 **A “Boot Camp” Approach to Energizing Staff**  
*Robynne Cooke*  
Director of Nursing  
Northern Health, Bundoora Extended Care Centre, VIC  
  
J Motley, M Aitken  
Northern Health, Bundoora Extended Care Centre, VIC
- 12.25-12.45 **Preparing for the future! Hunter New England Health  
“Advancing Leadership Strategy”.**  
*Nerrida Barton*  
Manager, Organisational Capability  
Hunter New England Health, NSW  
  
*Linda Ritchard*  
Facilitator: Clinical Leadership Programs  
Hunter New England Health, NSW
- 12.45-13.00 **Questions to Speakers**
- 13.00-14.00 **Lunch**

### Session 3

### Practice Development and Clinical Excellence

14.00-14.20

**Australians in the global picture –  
Practice Development – Adaptation or Adoption?**

***Margaret Martin***

Manager, Leadership and Practice Development Initiatives,  
Nursing and Midwifery Unit,  
South East Sydney Illawarra Health Service  
Garrawarra Centre , NSW

14.20-14.40

**Developing Clinical Education Leadership.  
Case study from Toowoomba and Darling Downs Health Service District**

***Rachel Tosh***

A/Senior Speech Pathologist  
Darling Downs – West Moreton Health Service District  
Queensland Health

***Belinda Milne***, Joanne Gilbert & Prue Smeaton

Darling Downs – West Moreton Health Service District  
Queensland Health

14.40-15.00

**Striving for Clinical Excellence through Enhancing the Collaboration  
Between the Nurse Unit Manager and the Nurse Educator**

***Belynda Abbott***

Acting Nurse Educator  
Royal Brisbane & Women's Hospital, Health Service District, QLD  
  
Chris Collins, Acting Nurse Unit Manager Ward 7AN Orthopaedics  
Bette-Anne Hine, Nurse Unit Manager Ward 8AS Neurosurgery  
Tracey Ewald, Nurse Unit Manager Ward 7AS Orthopaedics  
Royal Brisbane & Women's Hospital, Health Service District, QLD

15.00-15.15

**Questions to Speakers**

15.15-15.40

**Afternoon Tea**

### Session 3A

### Recruitment and Retention

- 14.00-14.20 **How do Registered Nurses Aged 45 years and Over Determine their Workforce Participation?**  
**Catriona Booker**  
Assistant Nursing Director Education Coordination,  
Surgery, Perioperative and Cancer Care  
Royal Brisbane and Women's Hospital, QLD
- Dr Karen Flowers, Associate Dean (Teaching, Learning & International Education),  
Australian Catholic University, Banyo
- 14.20-14.40 **The Pipeline to Mental Health Professions: "Growing Our Own"**  
**Sandra Garner**  
Manager, Mental Health Workforce Unit  
Mental Health Plan Implementation Team, Mental Health Branch  
Queensland Health
- Giselle Pitot, Senior Project Officer, Mental Health Workforce Unit  
Mental Health Plan Implementation Team, Mental Health Branch  
Queensland Health
- 14.40-15.00 **Using action learning as one pathway to retention.....  
expect the unexpected**  
**Jason Payne**  
Project Manager  
Health Reform and Innovation  
Victorian Health Service Management Innovation Council  
Department of Health, VIC
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**

### Session 4

### Supporting the Workforce

- 15.40-16.00 **A World of Expertise. Supporting International Medical Graduates in Victoria**  
**Dean Raven**  
Principal Policy Advisor, Medical Workforce  
Service & Workforce Planning  
Department of Human Services, VIC
- 16.00-16.20 **Transitioning Overseas Qualified Nurses and Midwives into the Australian Healthcare Setting**  
**Julie Rogers**  
Nurse Education Facilitator  
Flinders Medical Centre, SA
- 16.20-16.40 **Theatre Foundations Course; Benefits of recruitment for a private hospital facility in NSW**  
**Nerida Russell-Green**  
Nurse Unit Manager, Theatre  
Prince of Wales Private Hospital, NSW
- 16.40-16.55 **Questions to Speakers**
- 16.55 **Close**
- 17.00 **Networking Drinks and Canapes (registered delegates only)**

## Session 4A

## Rural and Remote Recruitment and Retention

- 15.40-16.00 **Contracting primary health care in remote area setting: learning from low and middle income countries**  
**Marlina Uning**  
Researcher Health Care Management  
Flinders University, SA
- 16.00-16.20 **Making a difference to health workforce recruitment and retention in rural and remote settings?**  
**Catherine Deverell**  
Country Careers Coordinator  
Greater Western Area Health Service, NSW  
  
Adjunct Professor Jenny McParlane, Director Workforce Development  
Greater Western Area Health Service, NSW
- 16.20-16.40 **Finding and keeping our rural mental health/drug & alcohol workforce**  
**Julie Mooney**  
Senior Mental Health/Drug & Alcohol Nurse  
Greater Southern Area Health Service, NSW  
  
**Alison Thorne**  
Western Sector Mental Health/Drug & Alcohol Community Manager  
Greater Southern Area Health Service, NSW  
  
Robyn Manzie, Manager Service Development Mental Health/Drug & Alcohol  
Jodie Quinnell, South East Child & Adolescent Mental Health Services  
Pam Brinsmead, Professional Development Coordinator –  
Mental Health/Drug & Alcohol  
Deborah Gibbons, Executive Assistant to Manager Service  
Development & Performance  
Glen Reeks, Mental Health/Drug & Alcohol Business Manager  
Stephen Crook, Manager, Human Resource Management  
Jennifer Gordon, Manager Workforce Planning  
Greater Southern Area Health Service, NSW
- 16.40-16.55 **Questions to Speakers**
- 16.55 **Close**
- 17.00 **Networking Drinks and Canapes (registered delegates only)**

## Friday 6 November 2009

### Session 5 **Strategy, Leadership and Communication. Aligning Boomers, X's and Y's?**

8.50-9.35

#### **Opening Presentation Leading an Engaged Workforce**

**Avril Henry**

Avril Henry P/L

Avril Henry Pty Ltd is a management consulting business established in July 2003, focusing on leadership, change management, talent management, diversity, recruitment and retention strategies. During 2006, Avril completed a Ministerial Review for the Minister of Defence, into Recruitment and Retention in the Army, Air Force and Navy. Following the review, Avril was appointed as a Strategic Advisor to the Chief of Navy, and has joined the Navy's Workforce Planning Committee, being the only female and civilian on the committee. In 2006, Avril won the prestigious Lifetime Achievement in HR Award at the Australian Human Resources Awards. Avril is the author of "Leadership Revelations: An Australian Perspective", "The Who What When and Y of Generation Why?", and is featured in the book "Secrets Exposed of Inspiring Leaders", as one of Australia's most inspiring female leaders. Her latest book released in 2007, entitled "Inspiring Tomorrow's Leaders Today: Breaking Down Generational Barriers At Work".

9.35-10.15

#### **From Machiavelli to the Netizens The Odyssey Continues: Fire Wall or Generational Wall?**

**Jenny Carter**

Service Manager, Patient Flow and Access  
Hunter New England Area Health Service, NSW

**Chris Kewley**

Area Executive Director of Nursing and Midwifery  
Hunter New England Area Health Service, NSW  
Associate Conjoint Professor of Nursing, University of Newcastle, NSW

10.15-10.45

#### **Working beyond boundaries, through turning listening into action**

**Adel Jones**

Head of Workforce and Organisational Development  
South Devon Healthcare NHS Foundation Trust, UK

10.45-11.00

#### **Questions to Speakers**

11.00-11.30

#### **Morning Tea**

## Session 6

## Empowering and Energising the Workforce

- 11.30-11.50 **A Social Change Epidemic: Building capability from the ground up**  
**Leonie Sanders**  
Principal Advisor; Learning and Development Unit  
Queensland Health
- Jane Stanfield**  
Team Leader – Transforming Care Support  
Queensland Health
- 11.50-12.10 **“Better Workplaces” – Continuous improvement to workplace culture within Queensland Health**  
**Katie Tully**  
Principal Project Officer, Workplace Culture and Leadership Centre  
Centre for Healthcare Improvement  
Queensland Health.
- 12.10-12.30 **Investing in Time. Leading with Purpose**  
**Karen Patterson**  
Area Manager Leadership, Practice Development and Education, Nursing and Midwifery Service  
South East Sydney Illawarra Area Health, NSW
- 12.30-12.50 **Enabling Communication Reform**  
**Sheree Patterson**  
CEC Clinical Leadership Program Facilitator  
South East Sydney Illawarra Area Health, NSW
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.00 **Lunch**

## Session 7

## Models, Workloads and Tools

- 14.00-14.20 **Physician's Assistant Pilot lessons in change management for workforce redesign.**  
**Naomi Hebson**  
A/Project Manager, Workforce Design and Liaison Unit  
Queensland Health
- 14.20-14.40 **Managing Allied Health Workloads – Development of Workload Allocation Tool**  
**Cherie Hearn**  
Deputy Director Physiotherapy Services  
Princess Alexandra Hospital, QLD  
  
Nadine Simmons, Kathy Grudzinskas, Angela Wood, Kelly Beak  
Princess Alexandra Hospital, QLD
- 14.40-15.00 **Urology Workforce Review Project**  
**Tracey Gray**  
Principal Project Officer  
Workforce Planning and Coordination  
Queensland Health
- 15.00-15.20 **The development and implementation of a Change Capability Maturity Model and Diagnostic Tool in the Health Sector.**  
**Jodee Allanson**  
Program Manager (Managing Organisational Change)  
Queensland Health  
Joanna Connelly, Queensland Health
- 15.20-15.35 **Questions to speakers**
- 15.35 **Close**

# Registration Form

## Investing in the Healthcare Workforce: Aligning Strategy, Leadership and the Team

### 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 – REGISTER FOR TWO FULL DAYS FOR 5-6 NOVEMBER 2009**

**IF YOU REQUEST AN INVOICE...**

<b>Early Bird:</b> 2 days before 21 October 2009	\$595.00 (inc GST) per person	\$ _____
<b>Standard:</b> 2 days after 21 October 2009	\$710.00 (inc GST) per person	\$ _____

**OR**

**IF YOU REGISTER AND PAY BY CREDIT CARD ON LINE**

**DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ON LINE at [www.changechampions.com.au](http://www.changechampions.com.au) . (You must pay at the time your register)**

<b>before 21 August 2009</b>	\$545.00 (inc GST) per person	\$ _____
<b>before 21 September 2009</b>	\$565.00 (inc GST) per person	\$ _____
<b>before 21 October 2009</b>	\$575.00 (inc GST) per person	\$ _____
<b>after 21 October 2009</b>	\$660.00 (inc GST) per person	\$ _____

---

**SECTION B – ONE DAY REGISTRATIONS FOR EITHER 5 OR 6 NOVEMBER 2009**

**Register for one day only – Thursday 5 November 2009**

<b>Early Bird:</b> 1 day only before 21 October 2009	\$320.00 (inc GST) per person	\$ _____
<b>Standard:</b> 1 day only after 21 October 2009	\$350.00 (inc GST) per person	\$ _____

**Register for one day only – Friday 6 November 2009**

<b>Early Bird:</b> 1 day only before 21 October 2009	\$320.00 (inc GST) per person	\$ _____
<b>Standard:</b> 1 day only after 21 October 2009	\$350.00 (inc GST) per person	\$ _____

---

**SECTION C: WORKSHOP WITH CHRIS KEWLEY AND JENNY CARTER**

Wednesday 4 November 2009 from 14-30-16.30	\$250.00 (inc GST per person)	\$ _____
--	-------------------------------	----------

---

**SECTION D – NETWORKING DRINKS & CANAPES**

	\$60.00 (Inc GST)	\$ _____
Friends, partners, relatives welcome		
Additional tickets	_____ x @ \$60.00 (Inc GST)	\$ _____

---

**TOTAL PAYABLE** \$ \_\_\_\_\_

Tick the box if you do not want your email address on the delegate list which will be circulated to all delegates and any sponsors.

## 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:** WORKFORCE (Your surname)

---

#### MAIL

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

#### FAX

From Australia 02-4963 6656  
From overseas + 61 2 4963 6656

#### PH:

02-4963 5150  
From overseas: +61 2 4963 5150

#### EMAIL:

[changechampions@bigpond.com](mailto:changechampions@bigpond.com)

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. You must be able to provide proof of either membership of WCHA or any registered organization that is recognized as representing midwives. We reserve the right to charge the full standard registration fee if payment if you claim the register and pay by credit card discount and do not pay. No correspondence will be entered into.

Delegates are eligible for one only discount option.

**Delegate Cancellation Policy**

A **50% refund only** will be offered for cancellations received before 4 October 2009. Please do not ask for refunds after this date as refusal often offends. However, an alternative delegate name may be submitted. There are no refunds on networking drinks. Applications for cancellations and substitutions of delegates are **only accepted in writing** by email to [changechampions@bigpond.com](mailto:changechampions@bigpond.com).

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

\_\_\_\_\_ signed \_\_\_/\_\_\_/\_\_\_ date.

**Accommodation**

Download the booking form for Amora Jamison Hotel Sydney at <http://www.changechampions.com.au>

For alternative accommodation at discounted prices, we suggest you try:

<http://www.wotif.com.au>

<http://quickbed.com.au>

<http://www.needitnow.com.au>