

CHANGE CHAMPIONS NEWSLETTER

for Innovators in Healthcare



February



CONTENTS

- 2 **How You Can Contribute to the Clinical Engagement Compendium**
- 3 **Upcoming Seminars & Master Classes**
- 4 **Transition Beds for Homeless People Presenting to the RAH ED**
[Meg Lewis](#)
- 6 **CHW School Link: A collaboration to change the mental health of children with a disability**
[Jodie Caruana, Hebah Saleh & Alison Fettell](#)
- 8 **International Highlights**
- 10 **Australian News**
- 11 **Change Champions & Facebook**
- 12 **Win a \$100 Westfield Shopping Card**
- 13 **Calls for Abstracts**
- 14 **Handy Hints for the Novice Conference Presenter**
- 15 **Contact Details**

Change Champions to kick off CHAIN with Clinical Engagement Compendium

Many of you will already be aware that on 11 January 2011, Change Champions became the new stakeholder for CHAIN Australasia and the Asian Pacific Rim. This offers an exciting opportunity for our region to have a greater profile on the international stage of health innovators, reformers and change agents.

As facilitators, Change Champions are keen to actively establish new resources which could be of considerable value, both to CHAIN members and the wider health care community– namely four compendia of experience in key topic areas, the first to be on the subject of Clinical Engagement.

CHAIN members will be encouraged to contribute their own stories, providing real-life examples of the strengths, weaknesses, costs and rewards of different approaches to issues and challenges many of us face in the health systems across the world. The compendia will be available to all CHAIN members free of charge, and to non-members at a small fee to cover production costs.

For anyone potentially interested in contributing their own experience to this exciting new resource, you are invited to email Change Champions at info@changechampions.com.au for more details on how your experience can be incorporated. Our colleagues in the northern hemisphere have already received 45 expressions of interest!

How You Can Contribute to the **CLINICAL ENGAGEMENT COMPENDIUM**

In the spirit of global information sharing, networking and supporting each other, Change Champions will be compiling and developing the Clinical Engagement Compendium. This will be a free service for CHAIN members, and a short cut to finding information about developing, implementing and sustaining Clinical Engagement.

Clinical Engagement is a positive “can do” hand in glove approach to connecting clinicians into the planning and delivery of health care services to improve performance and achieve better outcomes for patients. Clinical Engagement is about balancing managers’ and funders’ needs to understand the context of healthcare service delivery at the coal face and from the perspective of clinicians, frontline and support teams from across the spectrum of facilities and professionals; and healthcare clients and consumers. It’s also about healthcare professionals and service users being actively engaged in management processes and enhancing their understanding around the business end of healthcare service planning, financing, delivery and evaluation.

Already, health organisations worldwide have commenced developing a plethora of strategies, models, resources and mechanisms for implementing, evaluating and sustaining Clinical Engagement.

To get the compendium off the ground we need YOUR help to build a repository of information that we can compile into an iterative document that will be circulated to CHAIN members as new content is added. You might be willing to contribute your strategy, policy, model, information about a program/project, course, network, knowledge resources etc.

If Clinical Engagement is your passion and you are willing to share your experiences, please email to info@changechampions.com.au a one page only summary of your project or innovation that addresses the following criteria:



- **Type of contribution**
i.e. policy, procedure, tool, resource
 - **Contact**
Name, position, institution, email, phone
 - **Originality**
Statement of the work’s originality or from where it was adapted
 - **Confirmation**
Confirmation that the summary can be published with the contact details supplied
-
- ⇒ **Title**
 - ⇒ **Date commenced/developed or Finalised**
 - ⇒ **Aim**
 - ⇒ **Implementation**
 - ⇒ **Results/Outcomes**
 - ⇒ **Statement of impact**
(how did it make a difference, if known)
 - ⇒ **Sustainability considerations**
 - ⇒ **Transferability considerations**
 - ⇒ **Potential Changes**
(Statement of what, if anything you would do differently next time)

Why not join CHAIN and be part of the most effective health care network?

Visit <http://chain.ulcc.ac.uk/chain/index.html>



masterclasses

seminars

Medication Safety For Older People

1– 2 March 2011
Adelaide SA

Early bird rates close 15 Feb 2011

Mental Health and Medication Safety

3– 4 March 2011
Adelaide SA

Early bird rates close 17 Feb 2011

2nd Improving Patient Flows: Diagnostics & Results Reporting

31 March– 1 April 2011
Surfers Paradise, QLD

Early bird rates close 16 March 2011

Are any of these seminars or master classes
of interest to you?

To receive the PDF of the flyer or program,
Contact Diane Vatinel on +61 (2) 9692 0533 or
email: info@changechampions.com.au

Fit to Learn: A new approach to coordination difficulties in an education setting

14 Feb 2011– Sydney, NSW
15 Feb 2011– Newcastle, NSW
17 Feb 2011– Melbourne, VIC
18 Feb 2011– Adelaide, SA
21 Feb 2011– Perth, WA
23 Feb 2011– Alice Springs, NT
25 Feb 2011– Brisbane, QLD
Facilitated by Heather Angilley

The Challenge of Long Term Alcohol Abuse in Older Adults

23 Feb 2011- Hobart, TAS
24 Feb 2011– Launceston, TAS
Early bird rates close 10 Feb 2011
Facilitated by Alice Rota-Bartelink

A New Direction for Change Management

25 Feb 2011– Wellington, NZ
01 Mar 2011– Brisbane, QLD
02 Mar 2011– Sydney, NSW
04 Mar 2011– Melbourne, VIC
08 Mar 2011– Hobart, TAS
10 Mar 2011– Adelaide, SA
11 Mar 2011– Perth, WA

Facilitated by Philippa Robinson & Robin

Responding to the Behavioural Symptoms of Dementia During Personal Care Activities

1 March 2011
Adelaide SA

Early bird rates close 18 Feb 2011
Facilitated by Philippa Robinson & Robin

Improving Adherence with Medication in Psychiatric Practice

1 March 2011
Sydney, NSW

Early bird rates close 15 Feb 2011
Facilitated by Carol Paton

Transitionbeds

For homeless people presenting to RAH

By Meg Lewis

Nursing Director

Orthopaedic & Trauma Service and
Transitional & Community Service

Since 2003 the SA Government has focussed on initiatives providing health care for homeless people including a range of services across public and non government sectors. A key focus has been on providing health care services for homeless people at key access points within the inner city such the Emergency Department, Street to Home (S2H) and the City Watch House. The Royal Adelaide Hospital (RAH) is a 650 bed teaching hospital within the Central Business District of the City of Adelaide. In 2009/2010 there were 66,000 presentations to the busy Emergency Department (ED) with between 160-200 presentations on any given day including homeless people from within the inner city.

Work undertaken by the RAH Safety & Quality Unit in 2006 identified that 44 of the top 100 "frequent presenters" to the ED were homeless. The homeless frequent presenters attended the ED an average of 16 times over the course of the year, presenting a pattern of a series of ED presentations followed by an, often extended, inpatient admission. One homeless man presented 21 times over the 3 months.

Recognising the importance of responding to homeless people attending the ED, the Community Liaison (Homeless) Team (CLT) is based in the ED so that, where possible, homeless people are not discharged back on to the streets. Together with appropriate referral to community health service providers the aim of the team is to support homeless people into safe, appropriate accommodation.



In 2008/2009 Out Of Hospital Strategy (OOHS) funds provided 4 transition or respite beds to provide:

- short term specialized program focused on homeless persons who have a medical injury/illness and may also have mental illness or substance abuse issues
- A bridge that closed the gap between acute medical services currently provided in hospitals/emergency rooms, homeless shelters that do not have the capacity to provide the needed recuperative care and more permanent housing options.

The Transition Beds provided a temporary respite for homeless patients seen in the Emergency Department, and assessed as not requiring inpatient admission, with a pathway to safe accommodation with Street to Home Team providing ongoing assessment, case management, and referral to mental health.

Would you like to contribute an article to this newsletter?

Contact Diane Vatinel on +62 (2) 9692 0533 or email diane.beyrouthi@changechampions.com.au

We are interested in projects, programs, resources or anything contributing to innovations in healthcare and beyond

Transitionbeds continued

Clients seen by the CLT are in the main primarily homeless (sleeping rough) with significant health issues including psychotic illnesses, problematic drug and alcohol use and challenging behaviours. Many of these people are vulnerable due to medical and mental health issues, histories of sexual and/or physical abuse, have been in State care, or have recently left a domestic violence situation. Due to these risk factors, the CLT often has difficulty placing people in 'emergency' accommodation resulting in them sometimes returning to the streets without opportunity for alternate, short term accommodation. This perpetuates the cycle of decreasing health status and increased use of emergency health resources.

The Transition Beds strategy sought to provide alternate opportunities for some of Adelaide's most vulnerable populations.

Criteria for admission to the Transition Beds included:

- Homeless male or female > 18 years
- Accommodation to avoid hospital admission
- Medically and psychiatrically stable
- Independent with ADLs (activities of daily living)
- Signed Client Consent Release & Access Information
- Client agreed to case management by S2H
- Up to 2 week stay in Transition Bed

Exclusion criteria included clients presenting with:

- Requiring medical or psychiatric admission
- Unresolved issues with transition bed provider
- Inability to abstain from alcohol or illicit drugs
- Non compliance with care instructions

Between March 2008 to June 2009, a total of 31 clients were placed in Transition Beds including 10 placements during a Pilot Project in March to June 2008. The major reasons for presentation to ED included urinary tract infection, head injury, depression and skin ulcers.

Twelve months after the trial a review of patient data demonstrated that 16 people (51%) had not re-presented to ED (including other major hospitals) since exiting a Transition Bed. Seven clients were attending outpatient (OPD) appointments for chronic health issues but not attending ED's. Three clients had presented to ED but on only one occasion and four had been admitted to hospital.

Two years later 6 people (19%) had never presented again but those that did have had less presentations than before and any presentations were considered appropriate.

Twenty re-presented to ED between July 2009- June 2010. Of these:

- 6 people had 1 presentation
- 6 people had 2 presentations
- 3 people had 3 presentations
- 2 people had 4 presentations
- and one person each for 7, 8 & 9 presentations.

Four people were attending OPD appointments for chronic health problems – two had never re-presented to ED in this time. Seven people had a total of 10 hospital admissions - 7 for mental health condition and 3 due to chronic health condition. Fourteen people had less presentations to ED than before the project. Twenty three had poor mental health (some undiagnosed) and one person suicided following 15 presentations to ED the first year & 8 the following year). Sixteen people had drug or other substance misuse issues.

The cost of the pilot project was \$35,797 inclusive of the Project Officer and the project July 2008 to June 2009 was \$28,204.60 which equals approximately \$1,200.00 per client. The cost of an ED presentation (Outpatient Casemix price for an ED presentation excluding complexity) is \$191.37. this means that the "frequent presenters", with an average of 16 presentations to ED per year, equated to \$3,056.00 - demonstrating that the Transition Beds model is a significant saving to the health system.

The results of this program are an extraordinary achievement when one considers that this group of homeless clients, having frequently been banned from other homeless services and programs, are amongst the most vulnerable and challenging of clients presenting to the RAH ED. Future enhancements to the Transition Beds model could include a comprehensive health assessment to identify and manage chronic health conditions rather than waiting for acute illness and presentation to ED. Whilst the program has not received ongoing funding there may be capacity to continue a similar program through the use of brokerage money via the newly established Adelaide Health Service Metro Referral unit. ■

CHW School-Link:

A collaboration to change the mental health of children with an intellectual disability

By Jodie Caruana, Hebah Saleh and Alison Fettell

The Children's Hospital at Westmead School-Link Team

The mental health of our children and young people is of great importance. Programs have been implemented to improve mental health since the late 1990's when suicide rates were at an all-time high. Suicide rates may have declined but mental health programs still remain high on any health agenda as mental illness may be a lifetime burden for the child/young person and their carers if left untreated.

As the social determinants of mental health are so intricately linked with areas outside the health sector it is paramount that health works in partnership with other government and non-government sectors to improve the mental health of our children. NSW School-Link is one such initiative. Funded by the Mental Health, Drug and Alcohol Office (MHDAO), NSW School-Link was formed in 1999 in acknowledgement of the need to develop a strong health and education partnership to address the mental health needs of children and young people in schools and TAFE.

In 2009, the Children's Hospital at Westmead (CHW) sought funding to research and implement School-Link activities across the state for an identified high risk group: children with an intellectual disability. Children with disabilities are often omitted from population health research but targeted studies by Einfeld and Tonge (1996) and Einfeld et al (2006) indicate that rates of mental illness or disorder are 40.7 per cent in children and young people with an intellectual disability, three to four times higher than those without an intellectual disability. Diagnosing people with an intellectual disability is problematic as often the behaviour is attributed to the presenting phenotype and not the mental illness or disorder. Communication limitations may also hinder an accurate diagnosis and subsequent treatment. (Continued page 3)





CHW received funding for an initial year to conduct a needs analysis via a literature review and consultations with stakeholders, including a survey of school counsellors of Schools for Specific Purposes (SSPs) that cater for intellectual disability across NSW. An executive summary of the needs analysis is available on our program website at www.schoolink.chw.edu.au.

The CHW School-Link Initiative was then established and funding for a further three years secured. The initiative has strengthened state-wide partnerships by working with the NSW Department of Education and Training (DET), their schools, Aging Disability and Health Care and NSW Health Mental Health Drug and Alcohol Office via MH-Kids. This was facilitated by the establishment of a steering committee and project development team with members from each discipline. The steering committee has remained the backbone of the project from research to implementation stage, resulting in collaborative projects across all sectors.

As a result of the initial needs analysis activities on professional development, prevention and promotion have been established. Communication was a key element in

educating staff about the issue and so a regular newsletter and website have been created. An interagency supervision group was trialled for school counsellors of SSPs in the Sydney West region to consult experts and peers about difficult cases. In 2011, the Triple P Stepping Stones group parenting program to reduce behaviour problems in children with an intellectual disability will be trialled for delivery in a school setting by an interdisciplinary team, again involving education, disability and health staff, showcasing how different agencies can work together to address the mental health needs of this group of children and their carers.

Thus far the CHW School-Link activities have generated a lot of positive support from various sectors of the community. We are constantly evaluating our activities and strive to be a *change champion* for the mental health of children with an intellectual disability. For further information and resources and to subscribe to our free quarterly newsletter please visit our website at www.schoolink.chw.edu.au.

[Photo below] Supervision project with Sydney West School Counsellors from Schools for Specific Purposes (SSPs)



References

Einfeld, S.L., Piccinin, A.M., Mackinnon, A., Hofer, S.M., Taffe, J., Gray, K.M., Bontempo, D.E., Hoffman, L.R., Parmenter, T. and Tonge, B.J. (2006). Psychopathology in Young People with Intellectual Disability. *Journal of the American Medical Association JAMA*. Vol 296, Iss. 16, Pp. 1981-1989.

Einfeld, S.L. and Tonge, D.J. (1996). Population prevalence of psychopathology in children and adolescents with intellectual disability: II epidemiological findings. *Journal of Intellectual Disability Research*. Vol 40, Iss 2, Pp. 99-109.

INTERNATIONAL HIGHLIGHTS

NHS– Institute for Innovation and Improvement

Research Report

Young Peoples Emergency and Urgent Care- Health and Social Care Lesson Plan

The NHS now brings you a brand new, innovative educational engagement tool for 11-14 year olds which can be used in partnership with local schools. The NHS's work has identified a positive link between the awareness of the needs of children and young people and their involvement and engagement in planning and design with the quality of services provided.

More info can be found at the following website:

[http://www.institute.nhs.uk/quality_and_value/
high_volume_care/
young_peoples_emergency_and_urgent_care.html](http://www.institute.nhs.uk/quality_and_value/high_volume_care/young_peoples_emergency_and_urgent_care.html)

FoNS– Centre for Nursing Innovation

New Forum Discussion

The Challenges of Chaos in the Workplace

Theresa Shaw and Sally Hardy have opened the floor for discussion about how nurses (as individuals and their teams) manage or cope with working in difficult circumstances whilst still innovating, developing and improving for the benefit of patient care. If you have any positive strategies or are simply willing to share your experiences you can participate by visiting:

<http://www.fons.org/common-room/news.aspx>



CPSI– Canadian Patient Safety Institute

Research Paper

Patient Safety in Primary Care

In 2009, the Canadian Patient Safety Institute (CPSI) partnered with the BC Patient Safety & Quality Council (BCPSQC) to commission a research report on the current state of knowledge of patient safety in primary care with the goal of identifying the key issues, priorities, opportunities and strategies for advancing patient safety in primary care in Canada. Through a competitive process, a research team from the Institute of Health Economics was commissioned to develop the report, "Patient Safety in Primary Care."

For copies of the report visit:

[http://www.bcpsqc.ca/pdf/
Primary_Care_2010_english_FINAL.PDF](http://www.bcpsqc.ca/pdf/Primary_Care_2010_english_FINAL.PDF)

Or contact Diane Vatinel on diane.beyrouthi@changechampions.com.au to be emailed a copy.

Have a suggestion for the International Highlights section?

Contact Diane Vatinel on

+61 (2) 9692 0533 or by email:

Diane.Beyrouthi@changechampions.com.au

Warwick University Business School's
Institute of Governance and Public
Management *with* NHS– Institute for Innovation and
Improvement

Online Toolkit

Tackling Tough Choices: Creating Public Value

Navigate online through the content of this fantastic toolkit by choosing the tools & case studies that are relevant to you. This toolkit introduces Public Value as an approach to help face the challenges that come with making improvements and strategic decisions regarding the lives of the public. This toolkit includes info on Public Value as a concept, handy tools you can use locally, case studies and links to further reading.

The toolkit can be found at:

http://www.institute.nhs.uk/world_class_commissioning/tackling_tough_choices/tackling_tough_choices_creating_public_value_homepage.html

Recommended Books on Dementia Design



INTERNATIONAL HIGHLIGHTS

1. Light and lighting design for people with Dementia

This book is one of the Dementia Design Series, published by the Dementia Services Development Centre (DSDC) to assist providers, architects, commissioners and managers to improve the design of buildings which are used by people with dementia.

To find out more visit:

<http://www.dementiashop.co.uk/products/light-and-lighting-design-people-dementia>

2. Designing balconies, roof terraces and roof gardens for people with dementia

Published by the Dementia Services Development Centre (DSDC) to assist providers, architects, commissioners and managers to improve the design of buildings which are used by people with dementia.

To find out more visit:

<http://www.dementiashop.co.uk/products/designing-balconies-roof-terraces-and-roof-gardens-people-dementia>

3. 10 Helpful Hints for Dementia Design at Home

An easy-to-read guide for carers of people with dementia. It provides simple and practical design solutions to adapt the living environment for people with dementia so that they can live independently for as long as possible

To find out more visit:

<http://www.dementiashop.co.uk/products/10-helpful-hints-dementia-design-home>

Australian News



National Launch of Windows into Safety and Quality in Health Care 2010

Professor Chris Baggoley, Chief Executive of the Australian Commission on Safety and Quality in Health Care, released this week the Commission's 2010 report Windows into Safety and Quality in Health Care 2010.

This report provides perspectives on aspects of the safety and quality of health care in 2010 and builds upon, and extends, the coverage of the Commission's previous Windows 2008 and 2009 reports.

Each chapter of Windows into Safety and Quality in Health Care 2010 focuses on a specific area of safety and quality of health care. Topics covered in the report include how patient experience can improve the safety and quality of health care, clinical deterioration, antibiotic resistance, clinical handover, medication safety and accreditation.

Other chapters focus on the Aboriginal and Torres Strait Islander peoples' experience of safe and high quality health care, falls prevention in older people and the use of reporting by hospitals to monitor and improve patient safety.

To read Windows into Safety and Quality in Health Care 2010 please visit the Commission website:

<http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/windows-into-safety-and-quality-in-health-care-2010>

Or email Diane Vatinel on diane.beyrouthi@changechampions.com.au to be emailed a PDF copy

**One day Seminar
Friday 22 July 2011**

Building Leadership to Improve Patient Based Care

The Clinical Excellence Commission and Australian Commission on Safety and Quality in Health Care will jointly host a free, one day seminar focussing on **Building Leadership to Improve Patient Based Care**. The Seminar is aimed at Chief Executives, Senior Executive Managers, Clinical Governance Directors, Quality Managers and Clinical Leaders.

The Seminar will focus on strategies for building leaders in this important area of health care quality and will feature international speakers including Dr Jocelyn Cornwell - Director, The Point of Care Programme, The King's Fund and Susan Frampton, CEO, Planetree, USA.

Further details to follow in the new year.

Contact: Karen.luxford@cec.health.nsw.gov.au

Are you in the loop about any interesting news in healthcare & leadership?
Let us know!

Contact Diane Vatinel
Ph: 02 9692 0533
Fax: (02) 9518 6898
Email: diane.beyrouthi@changechampions.com.au



do you have a facebook?

connect with
Change Champions

and stay updated with
upcoming events and
calls for abstracts

CHANGE CHAMPIONS recently launched a communications page on Facebook. This is a great way for you to stay connected to what is happening with seminars, master classes and calls for abstracts.

On it is a **discussion page** where you can contribute to the sharing of ideas. Our first topic for the year is 'Master Classes vs. Conferences'- we want to know what you think!

The first 10 people to contribute to this discussion will WIN A FREE Change Champions USB stick

We'd love you to support our page, hit LIKE and contribute to discussions.

Do pass the news onto your colleagues.
- The Change Champions Team



**Advanced Notification– International
CALL FOR ABSTRACTS CLOSES 31 MARCH 2011**



INNOVATIVE



STRATEGIES

For Engaging and Supporting NET Generation Students

<http://www.changechampions.com.au/call-for-papers> for more details

Win a \$100 Westfield Shopping Card

...Simply by telling us what you want

In late 2010 Change Champions P/L started to move to providing Master Classes for health professionals. The Australian Master Classes are selected from a call for submissions of innovative work and/or experience that is compatible with Australia's reform agenda. The focus of Master Classes is on practical full day sessions where knowledge and know how are shared and the audience is encouraged to be inquisitive and to challenge their own thinking. Each submission is carefully reviewed by potential delegates and all facilitators are subject to referee checks to ensure the quality of the presentations. Master Classes run all year around in cities chosen by the expert facilitators. They can even be held in Asia and New Zealand.



Why Master Classes?

Master Classes are a cost effective way of enabling health sector and other professionals to more easily access specific expertise. One day Master Classes held in capital cities and regional centres mean that more people can attend events for a lower cost. Travel, accommodation and productivity costs are reduced when relevant knowledge sharing can be delivered closer to home. With a Master Class there may be less disruption to the normal work and family flow for both organisations and delegates respectively, compared with seminars where interstate travel is involved. Master Classes are a small more intimate gathering than larger seminars, opening greater opportunities to deal with important topics in more depth.

Your input is vital

It is important that we organise Master Classes that best suit your organisation's needs for knowledge and know how. So your input is vital. Please assist us to provide the best possible service to you by completing the section below. You may include as many or as few topics as you wish. Your name and contact details will remain confidential. However, we may contact you to clarify points or to advise you that your nominated topic will be presented as a Master Class

Please give us an indication of what topic areas are of interest to you. If there is a speaker that you think would have the skills and expertise to provide an exceptional Master Class in this topic area, please list their name.

To go into the draw to win a \$100 Westfield gift card simply complete our short Master Class needs assessment before 1 March 2011 and tell us what topics YOU want to explore.

Here's how you can complete the short survey:

1. Do it online at the following link:

<http://www.surveymonkey.com/s/75DJJWM>

2. Fax or Email the form by downloading the PDF at:

<http://>

callforabstracts



Leadership and Management for Health Professionals– Sharing the Experience

Nominations due by 10 Feb 2011



Today's Hospital– 24/7 Care Every Day of the Year

Abstracts due by 11 Feb 2011



Successful Reform Strategies Across the Public Sector: Sharing the good news about innovation, change and service improvement initiatives

Abstracts due by 11 March 2011



Optimising the Management of Pain

Abstracts due by 11 March 2011



Tired? Demotivated? Fresh Out of Ideas? Building Resilience in an Environment of Constant Change

Abstracts due by 15 April 2011



BILL SHANNON IS COMING TO TOWN THIS JULY !

There is only one person on the planet who has the experience and authority to speak on behalf of Disney, Duke and DaVita, because he's held leadership roles at all three places. Bill Shannon.

Bill will be holding a series of Master Classes around Australia on Patient Centred Care, and a Sydney Master Class on Customer Service Excellence.

For more details on either of these visit www.changechampions.com.au

HANDY HINTS



For the **Novice Conference Presenter**

Full Day Workshops

Workshop Program 09:15– 16:45

- Introduction
- Do you recognise the Rabbit in the Headlights?
- Write a Bio that Promotes your Best Asset– YOU
- Write a Great Abstract
- Learn from the Experts
- Preparing your Presentation
- Managing Yourself, the Venue and the AV
- Presentations before the group, feedback and a prize for the winning presentation
- Close and Distribute Certificates of Attendance

2011 Schedule

09 Feb 2011 Sydney, NSW
29 April 2011 Brisbane, QLD
03 June 2011 Melbourne, VIC

* In-house bookings are also available

Are you doing great work but rarely present in public?

This is a fantastic, *practical* workshop for the novice conference presenter who wants to learn the tools to become a confident speaker.

Workshop Facilitator: **CHAR WEEKS**

Char Weeks is a Certified Executive Master Coach, Change Agent and Chief Executive of the Australian Change Management Company, Change Champions.



A copy of her best selling book '**Handy Hints for the Novice Conference Presenter or How to Avoid Throwing Up, Passing Out or Just Having a Nervous Breakdown in Front of a Live Audience**' is included as part of your workshop registration. This book has found international success across 7 countries in only a matter of weeks.

To buy the book online visit www.changechampions.com.au



More Information:
t: + 61 (2) 9692 0533
e: info@changechampions.com.au
w: www.changechampions.com.au

Image by Idea go from freedigitalphotos.net



Change Champions
t: +61 (0) 2 9692 0533
f: +61 (0) 2 9518 6898
e: info@changechampions.com.au
www.changechampions.com.au

Supporting innovation in healthcare service delivery and beyond

Newsletter Image References

Page 01. image by [Idea go](#) from freedigitalphotos.net
Page 02. image by [renjith krishnan](#) from freedigitalphotos.net
Page 08. image by [renjith krishnan](#) from freedigitalphotos.net
Page 09. image by [jscreationzs](#) from freedigitalphotos.net
Page 10. image by [jscreationzs](#) from freedigitalphotos.net