

DAY ONE

Thursday 12 October

8.45am

Rethinking Aged Care

Conference Opening Address and Acknowledgement of Country

Hon Ken Wyatt AM, MP – Minister for Aged Care and Minister for Indigenous Health

Welcome to Better Practice Perth

Nick Ryan, Chief Executive Officer – Australian Aged Care Quality Agency

Rethinking autonomy, risk, and human rights: A relational approach

Dr Allen Power, Schlegel Chair in Ageing and Dementia Innovation – Schlegel—University of Waterloo Research Institute for Ageing in Ontario, Canada

Sustainable Communities – connecting, engaging and building community capacity

Sheryl Quartermaine, Operations Manager and Karen Jacobs, Operational Coordinator – Ngoonbi Community Services Kuranda, Northern Queensland

10.45am

Morning Tea

11.15am

Delegates must register to attend a concurrent session

1A Wondering 'why?' is the engine that drives discovery

A Single Aged Care Quality Framework

Amy Laffan, Assistant Secretary, Quality Reform Branch – Department of Health

The golden moment...

Viv Daniels, National Operational Manager – Aged Care Complaints Commissioner

Doing a "re-think" about aged care workforce education: Knowledge translation driven by Dementia Training Australia

Dr Andrew Stafford, Director – Dementia Training Australia

1B Design and Diversity: The art of thinking independently together

Redesigning Design

Chris Straw, Managing Director – ThomsonAdsett (NSW)

Creating culturally appropriate care for people with dementia

Colin McDonnell, Dementia Excellence Practice Leader – Scalabrini Village and Honorary Fellow with the Faculty of Science, Medicine and Health – University of Wollongong (NSW)

Caring that enables our culturally diverse elders to lead a meaningful life

Mary Gurgone, National Director – Fortis Consulting Partners in Culturally Appropriate Care (PICAC), Irene Mooney, Chief Executive Officer – My Vista and Therese De Luce, Manager, Strategic Learning and Growth – Brightwater Care Group

12.45pm

Lunch

1.30pm

Delegates must register to attend a workshop or a concurrent session

2A Workshop 1 – Details create big picture

The journey to New Standards in Aged care

Consultation on the Guidance material being developed by the Quality Agency to support the new Aged Care Standards. Facilitated by Andrea Matthews, Principal – mpconsulting

2B The best way to predict the future is to create it

The Engagement Toolkit: Facilitating consumer involvement in service development, delivery, and innovation

Dr Andrea Petriwskij, Program Coordinator, Research and Community Education – COTA Queensland and Honorary Senior Research Fellow – The University of Queensland (QLD)

Consumer Engagement in Residential Aged Care

Katrina Perroud, Quality Manager, Wimmera Health Care Group (Vic.)

The measurement of client experience

Belinda Wood, Customer Experience Partner and Patricia Riley, Quality Manager – Bapcare (Vic.)
Better Practice Award winner 2016 (Vic.)

3pm

Afternoon Tea

3.30pm

Speaking to the Heart of the Matter: Connecting meaning and ageing

Ilsa Hampton, CEO – Meaningful Ageing Australia and Perth Playback Theatre

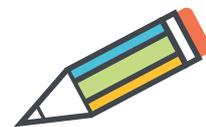
The session aligns with the conference themes around understanding individual needs and enabling, enriching, engaging and empowering our consumers by understanding them at the deepest level. The session will prepare participants to move toward understanding how to build a community of care that values and enables our elders to contribute and continue to find value, purpose and meaning. It relates to the 2017 Better Practice presentation descriptors of ageing – changing mindsets and organisational leadership and quality improvement and/or culture change. The session will engage participants in shifting their mindsets – it will engross them in the necessary work of understanding spirituality for themselves first, and conclude by positioning them to understand the importance of spirituality for the older person's quality of life. The session contributes to creating a culture of support that takes the time to really understand their customer.

4.45pm

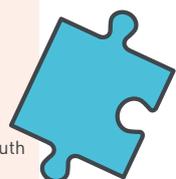
Networking Refreshments

DAY TWO

Friday 13 October



9am	Rethinking Aged Care	<p>Welcome and introduction Tracey Rees, State Director QLD/ WA – Australian Aged Care Quality Agency</p> <p>Re-thinking aged and dementia care through the lens of human rights Kate Swaffer, Chair, CEO and Co-founder of Dementia Alliance International and a member of the World Dementia Council and Inaugural Chair of Alzheimer’s Australia Dementia Advisory Committee and Australian of the Year, South Australia (2017) (SA)</p> <p>International learning of Self Directed Support – Practical lessons to consider as we move forward Kate Fulton, Consultant – WAIS Western Australia Individualised Services, AVIVO: Live Life and Centre for Welfare Reform, UK (WA)</p>
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10.30am Morning Tea

11am Delegates must register to attend a workshop or concurrent session	3A Workshop 2 - Explore. Search. Seek	<p>Kick-starting co-design in aged care Kelly Gray, Consultant – My Care My Choice Pty. Ltd.</p>
	3B Fly the kites of your soul, let your spirit soar	<p>Making Moments Matter - A Dementia Care Model for Australians Peter Bewert, Executive Manager - Care Services –The Salvation Army Aged Care Plus (NSW)</p> <p>Creative Ways to Care Agelink Theatre and Riverslea Residents Michelle Harris-Allsop, Bethanie Dementia Consultant, The Bethanie Group</p> <p>Popular Culture meets aged care- what can onscreen characters teach aged care staff about the lived experience of dementia? Rose Capp, Research Associate, Tutor and Registered Nurse – Flinders University and Vasey RSL Care (Vic.)</p>

12.30pm Lunch

1.30pm Delegates must register to attend a concurrent session	4A Life does not get better by chance – it gets better by change	<p>Making Medication related falls History. An interdisciplinary approach Carole Balchand, Clinical Nurse, RSL Care WA <i>Better Practice Award winner 2016</i></p> <p>Clinical governance in the bush Helga Merl, Nurse Practitioner Clinical Services Manager – integratedliving Australia (NSW)</p> <p>Pack Me Up well – A way to improve residents’ quality of life and resilience Marg Alexander, Regional Manager – BlueCross Community and Residential Services (Vic.)</p>
	4B You must be the change you want to see in the world	<p>Changing language to achieve person centred care Perri Waddell, Clinical Nurse Consultant and Michelle Harris-Allsop, Dementia Consultant – The Bethanie Group</p> <p>Why do we say dumb things when we’re stressed? Nigel Donovan, Principal – Donovan Ataraxy (NSW)</p> <p>Subversive management: Dr Swan made me do it! Elaine Bray, Care Governance and Quality Manager – Alzheimer’s Queensland (QLD)</p>

3pm Afternoon Tea

3.15pm		<p>CASE in POINT Daniella Greenwood, Strategy and Innovation Manager – Arcare</p> <p>The ‘Case in Point’ panel session will consider hypothetical case studies that briefly reflect an issue, its complexities and the dilemmas faced by aged care providers (in home care and residential care services).</p> <p>The panel aims to seek comment from various panel members and key experts to provide multiple perspectives on the issues behind the case study. In Perth the case studies will explore issues of elder abuse and open disclosure.</p> <p>Delegates are encouraged to participate in this discussion and the responses are designed to reflect the provider’s experience, informed by additional viewpoints including those of the consumer themselves.</p>
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4.15pm Close

BETTER PRACTICE WORKSHOP INFORMATION

Please indicate on the registration form if you wish to participate in the workshops below.

Please note there is no additional cost to attend either workshop 2A or 3A; however, registration is mandatory.

WORKSHOP 2A

THE JOURNEY TO NEW STANDARDS IN AGED CARE

Facilitated by Andrea Matthews, Principal – mpconsulting

Aged care reforms place consumers at the centre of their care, with a significant focus on giving people greater choice and flexibility. As part of this reform agenda, the Department of Health is partnering with consumers, the aged care sector, experts and the community to develop a Single Aged Care Quality Framework that will support a consumer aged care system in which consumer expectations and choice of service drives quality.

A single set of aged care standards for all aged care services is a critical component of the Single Aged Care Quality Framework.

This workshop with the Quality Agency and Department of Health will update participants on the progress towards a single set of aged care quality standards. Participants will also engage in key issues emerging from the consultation process on the draft standards to explore expectations of quality under these standards.

WORKSHOP 3A

KICK-STARTING CO-DESIGN IN AGED CARE

Kelly Gray, Consultant – My Care My Choice Pty. Ltd.

This session is a practical workshop aimed at challenging assumptions and providing experiential learning on co-design fundamentals. This fast-paced interactive workshop is designed to be fun and inspire creative thinking.

This workshop is the first of its kind and an introduction to co-designing aged care services to improve quality by empowering the consumer voice in service design and planning.

The workshop will provide delegates:

- An understanding of co-design definition and principles
- Explore a current challenge around quality of care from a co-design perspective
- Understand the importance of trust and power dynamics
- Identify and test assumptions
- Stakeholder mapping techniques and
- Hear directly from staff and consumers who have undertaken co-production with the Step Forward – Together project.

You will be provided with practical tips for 'kick starting' a co-design project in their organisation and examples of tools, activities and templates to use to support authentic co-design.

REGISTRATION INFORMATION

Register online at: www.aacqa.gov.au.

Registrations can be made by completing the online form available on the conference website or download a PDF form to complete. Registrations will not be confirmed or processed until full payment is received.

Registration fees:

All prices are inclusive of GST.

Registration type	Early bird price per person (before 22 September 2017)	Price per person (after 22 September 2017)	Early bird price per person 5+ (before 22 September 2017)	Price per person, group of 5+ (after 22 September 2017)
2 day	\$790	\$840	\$770	\$820
1 day	\$470	\$510	\$450	\$490

Registration inclusions:

All registrations include at all plenary and selected concurrent and workshop sessions on both days; networking refreshments at the end of day one; morning and afternoon tea and lunch on both days; conference satchel and information; attendance certificate and at the conclusion of the conference, access to speaker presentations*.

Note*: presentations made available are for speakers who have provided us with consent to publish their presentation.

No additional charges apply to attend the workshop; however, as availability is limited you MUST register for a workshop to secure your seat.

For more information on terms and conditions, speakers, the location and to register online, visit www.aacqa.gov.au.



BETTER PRACTICE VENUE INFORMATION

Pan Pacific Perth



207 Adelaide Terrace, Perth WA 6000

For accommodation bookings: (08) 9224 7777 or visit <https://www.panpacific.com/en/hotels-resorts/australia/perth.html>

Take in scenic vistas of Perth's famous Swan River or explore the lush historic gardens of Kings Park when staying at the Pan Pacific Perth hotel in Australia. Whether you are travelling for business or leisure, our luxury 5 star hotel will offer you a refreshing and revitalising experience.

Moments away from the river and a short walk from the city's main retail, dining and entertainment precincts, Pan Pacific Perth provides the perfect location for a relaxing and indulgent stay.

