

BETTER PRACTICE 2017

RETHINKING AGED CARE

DISCOVER CONNECT CREATE



We want to explore opportunities and challenge ourselves to consider what is needed to deliver on expectations about the quality of care and services in aged care.



Australian Government
Australian Aged Care Quality Agency

DAY ONE

Thursday 20 July

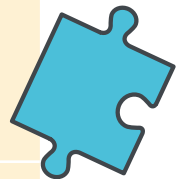
8.45am	Rethinking Aged Care	<p>Welcome to Country</p> <p>Welcome to Better Practice Adelaide Nick Ryan, Chief Executive Officer – Australian Aged Care Quality Agency</p> <p>Rethinking autonomy, risk, and human rights: A relational approach Dr Allen Power, Schlegel Chair in Ageing and Dementia Innovation – Schlegel—University of Waterloo Research Institute for Ageing in Ontario, Canada (via Skype)</p> <p>Rethinking Ageing: Transforming culture and services to be responsive - Are we there yet? Glenys Webby, Director Service Reform Program – Uniting Care Queensland Blue Care (QLD)</p>
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10.30am Morning Tea

11am Delegates must register to attend a workshop or a concurrent session	1A Workshop 1	<p>The journey to a customer-driven, competitive marketplace Michael Goldsworthy, Principal Consultant and Chairman – Australian Strategic Services Pty Ltd and Better Boards Australasia Pty Ltd</p>
	1B Rethinking personal and clinical care	<p>Time to connect oral health and aged care to achieve shared goals Dr Archana Pradhan PhD, Fellow (CSD), Senior Lecturer – School of Dentistry, The University of Queensland (QLD)</p> <p>Better Hearing – Better Life Emma Scanlan, Principal Audiologist, Australian Hearing, Advisor to deafness forum Australia – Deafness Forum of Australia</p> <p>“Re-thinking your medicines” – The development of deprescribing guidelines for medications in aged care Dr Shane Jackson, Director – Consultant Pharmacy Services (Tas)</p>
	1C Wisdom raises the quality of governance	<p>A Single Aged Care Quality Framework Amy Laffan, Assistant Secretary, Quality Reform – Department of Health</p> <p>The golden moment... Claire Witham, Director Complaints Operations SA/WA/NT – Aged Care Complaints Commissioner</p> <p>COTA an independent voice for and with consumers. Resources and lessons to shape Home Care Judy Gregurke, National Manager Aged Care Reform – COTA Australia and Director, Aged Care Reform Secretariat – National Aged Care Alliance</p>
	1D They may forget your name but they will never forget how you made them feel	<p>“Doing a rethink” about aged care workforce education: Knowledge translation driven by Dementia Training Australia Professor Richard Fleming PhD, Executive Director – Dementia Training Australia, University of Wollongong (NSW)</p> <p>Dementia Support Australia – Supporting carers of people with BPSDs Janine McDonald, Head of Operations - Dementia Centre, HammondCare (NSW)</p> <p>A dementia specific service – Home grown and developed together Deb Temple, Dementia Project Manager – ECH</p>

12.30pm Lunch

1.30pm Delegates must register to attend a workshop or a concurrent session	2A Workshop 2	<p>The Journey to New Standards in Aged Care Facilitated by Andrea Matthews, Principal – mpconsulting</p>
	2B Reimagining service provision	<p>Restorative care in any setting Graham Harding, Northern Region Residential Services Manager – ACH Group</p> <p>Enabling Better Quality of Life Jo Boylan, Director, Operations – Southern Cross Care SA & NT <i>Better Practice Award winner 2016</i></p> <p>A piece of the PIE! Jacinta Robertson, Senior Manager, Residential Aged Care – AnglicareSA <i>Better Practice Award winner 2016</i></p>



1.30pm

2C Excellence in care – You can make it happen

Delegates must register to attend a workshop or a concurrent session

Supporting self-management of medicines (Community Services)

Lynn Openshaw, Manager Services Development – Resthaven Inc.
Better Practice Award winner 2016

Integrated living Australia Memory Wellness program: Rural, regional and remote home care customers ageing well

Helga Merl, Nurse Practitioner Clinical Services Manager – Integrated Living Australia (NSW)

The Community Care Direct model: The journey and lessons learnt

Susan Brownlowe, Head of Home and Community Care Services Development – Uniting NSW/ACT

2D Diversity: The art of thinking independently together

Overcoming barriers for people of culturally diverse backgrounds

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

Quality service delivery and inclusive responses to diversity

Ljubica Petrov, Manager – Centre for Cultural Diversity in CALD Barriers and Engagement Strategies Ageing (Vic.)

Improving Accessibility Through Cultural Safety

Michael Hercock, Area Manager Sydney – Annecto Inc. (NSW)
Better Practice Award winner 2016 (NSW)

3pm

Afternoon Tea

3.30pm

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

Ilsa Hampton, CEO – Meaningful Ageing Australia and Johanna de Ruyter – 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

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 30 June 2017)	Price per person (after 30 June 2017)	Early bird price per person 5+ (before 30 June 2017)	Price per person, group of 5+ (after 30 June 2017)
2 day	\$790	\$840	\$770	\$820
1 day	\$470	\$510	\$450	\$490

Registration inclusions:

All registrations include 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.

DAY TWO

Friday 21 July

9am	Rethinking Aged Care	<p>Welcome and introduction Catherine Rosenbrock, State Director Vic. and Tas. and SA and NT - 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
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11am Delegates must register to attend a workshop or a concurrent session	3A Workshop 3	<p>Kick-starting co-design in aged care Jane Sterck, Consultant – My Care My Choice Pty. Ltd.</p>
	3B Thrive not just survive	<p>CIMPACT; Supporting People to Thrive Not Just Survive Joyleen Thomas, Senior Manager, Good Lives and Louise Watson, Assistant Manager Perry Park RACF – ACH Group</p> <p>Embedding person first and the effect of this training in the quality of care for people living with dementia Febin John, Director of Nursing/General Manager – BUPA Care Services Woodville <i>Better Practice Award winner 2016</i></p> <p>Food with a bite for Dysphagia Vittish Guddoy, Hospitality Services Manager – Barossa Village Inc. and Dr Annet Hoek, Consultant and Researcher – Annet Hoek Research & Consultancy</p>
	3C Nothing about us without us	<p>The engagement toolkit: Facilitating consumer involvement in service development, delivery and innovation Dr Andrea Petriwskyj, Coordinator Research and Community Education – COTA, QLD</p> <p>The Butterfly Household Model of Care Louise DeWolf, Butterfly Home Care Coordinator and Registered Nurse – Barunga Village Inc. Port Broughton</p> <p>HenPower – Creatively creating community Karn Nelson, Executive General Manager Strategic Policy and Research – The Whiddon Group (NSW) <i>Better Practice Award winner 2016 (NSW)</i></p>
	3D Connect and create	<p>“Companion Animal Project – Connecting community” Deb Whetstone, Team Leader Community Care – City of Charles Sturt</p> <p>Life with meaning – What makes you happy to be alive? Linda Brownfield, Senior Lifestyle Coordinator – Vasey RSL Care (Vic.) <i>Better Practice Award winner 2016 (Vic.)</i></p> <p>Risky business and we don't mean dollars!! Shirley Essex, Care Manager and Corinne Shawcross, Care Manager – Anglicare SA</p>

12.30pm	Lunch
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1.30pm Delegates must register to attend a workshop or a concurrent session	4A Energising and engaging your workforce	<p>Creating an Interprofessional Workforce: The IPEAC Toolkit Elly Williams, Research Officer - Brightwater Care Group (WA) and Helen Loffler, Student Participation Manager – Helping Hand (WA)</p> <p>Medical students learning from us Jo Boylan, Director Operations – Southern Cross Care SA and NT <i>Better Practice Award winner 2016</i></p> <p>Professional Support and Engagement Program - Direct Care Workforce: Dealing with the issues that a mobile workforce presents Sarah Hughes, Manager – Direct Care Workforce – Blue Cross Community and Residential Services, Victoria (Vic.)</p>
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4B Voices in action

Ensure that older people live a life free from elder abuse

Deborah Bolt, Manager – Community Care Advocacy Program - Aged Rights Advocacy Services (ARAS SA)

5 gates to justice in compulsory reporting of elder abuse

Julie Jenkins, Lecturer – Flinders University

Working in partnership with consumers

Dr Catherine Barrett, Director – OPAL Institute (Vic.)

4C Creating environments, transforming lives

Indigenous Aged Care Design – A practical guide

Kirsty Bennett, Manager Environmental Design Education Services – Dementia Training Australia, University of Wollongong (NSW)

Strategic Improvements Program

Nick Seemann, Director – Constructive Dialogue Architects (NSW)

Achieving dementia friendly environments

Deborah Muldoon, General Manager Innovation and Service Development – Life Care

4D Excellence in community care – you can make it possible

Reimagining service provision in Community Care: The value of social connectedness and wellbeing tools

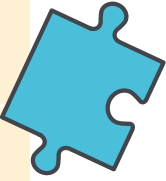
Dr Mikaela Jorgensen, Research Fellow - Macquarie University and Catherine O'Donnell, Service Manager - Uniting (NSW)

Can one system fit all client and staff needs

Anita McStay, Coordinator and Julie Kuhne, System Support Officer – James Brown Memorial Trust

The Carers' Phone

Matthew Purtell, Managing Director - Prompt Care



3pm

Afternoon Tea

3.15pm

CASE in POINT

Daniella Greenwood, Strategy and Innovation Manager – Arcare

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 either home care and/or residential care services).

The panel will include key perspectives from government, providers and consumer voices as well as key experts to provide multiple perspectives on the issues behind each case study. Our facilitator, Daniella Greenwood, will encourage delegates to participate in this discussion and the responses are designed to reflect the provider's experience, informed by additional viewpoints including those of the consumers themselves.

4.15pm

Close

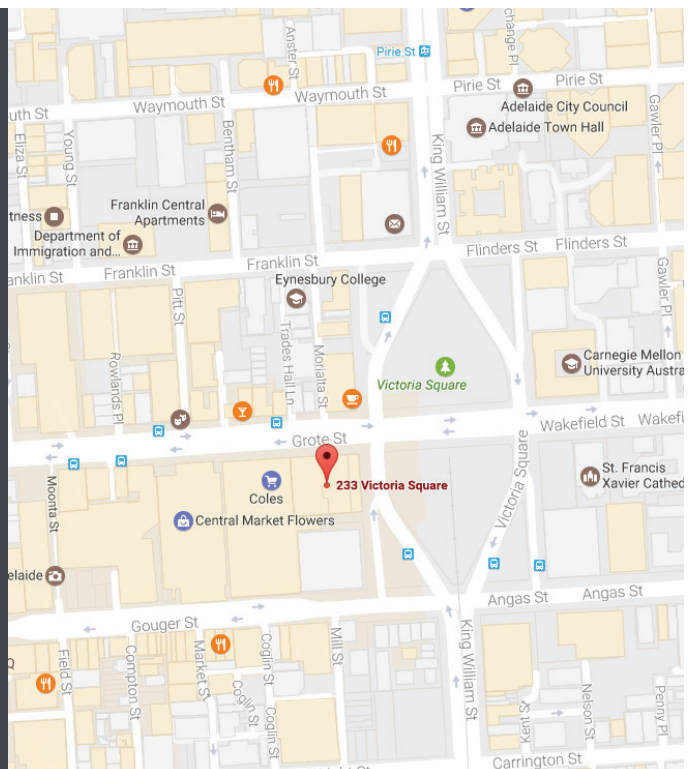
HILTON ADELAIDE

233 Victoria Square Adelaide SA 5000

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Central Adelaide Hotel. Overlooking Victoria Square, Hilton Adelaide is set in the heart of the city's entertainment, shopping and dining precincts. The Central Market, Chinatown and Gouger Street - Adelaide's most vibrant dining destinations - are also minutes away. Host a business or social event in our flexible meeting spaces. After a busy day unwind in the recreational area featuring a gym and a heated outdoor pool. Retreat to a stylish room with all you need for a relaxing stay.



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 1A, 2A or workshop 3A; however, registration is mandatory.

WORKSHOP 1A

THE JOURNEY TO A CUSTOMER-DRIVEN, COMPETITIVE MARKETPLACE

Michael Goldsworthy, Principal Consultant and Chairman - Australian Strategic Services Pty Ltd and Better Boards Australasia Pty Ltd

The strategic and organisational impacts and implications of the new customer-driven, competitive marketplace of aged care and health care services are profound. Never before and probably never again will the boards, chief executive officers and senior managers of Australian aged care organisations face such a cataclysmic shift at strategic, organisational and service levels.

The shift from a government-funded, welfare paradigm to a customer-driven, competitive market paradigm should not be underestimated – there are immense strategic and organisational challenges as well as significant opportunities.

Successfully strategically transforming one's organisation to a new customer-driven, market paradigm will require leaders to align, execute and renew their organisations faster than existing or new competitors. In essence, market forces and competitive advantage will rule the day, not Commonwealth or State government legislation, standards, contracts and funding.

The only way to achieve this position is for boards, chief executive officers and senior managers to become transformational leaders who can practically transform their organisation, re-engineering their business model and reinvent their culture.

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

Jane Sterck, 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.

Keynote speaker information



DR ALLEN POWER

Dr. Allen Power is an internist, geriatrician, and the newly appointed Schlegel Chair for Ageing and Dementia Innovation at the Schlegel—University of Waterloo Research Institute for Ageing in Ontario, Canada. He is also clinical associate professor of medicine at the University of Rochester, NY, and an international educator on transformational models of care for older adults, particularly those living with changing cognitive abilities.

Dr. Power's book, *Dementia Beyond Drugs: Changing the Culture of Care* was named a 2010 Book of the Year by the *American Journal of Nursing* and is now out in second edition. His second book, *Dementia Beyond Disease: Enhancing Well-Being* was released in 2014. He served on the technical advisory panel for the U.S. Centres for Medicare and Medicaid Services for their national antipsychotic reduction initiative. Dr. Power was interviewed for the film *Alive Inside*, an Audience Award winner at the 2014 Sundance Film Festival. He also served on the Scientific Programme Committee and was a keynote speaker for Alzheimer's Disease International 2015 in Perth, Western Australia.

Dr. Power received a 2012 Bellagio Fellowship from the Rockefeller Foundation for his work with Dr. Emi Kiyota on innovative responses to global ageing, and was named one of "Five Leaders of Tomorrow" by Long-Term Living Magazine in May 2013. Dr. Power also has a 20-year history working in culture change, primarily through The Eden Alternative and The Green House Project.

Presenting day one morning session (via Skype).



GLENYS WEBBY

Glenys Webby has held senior leadership roles since joining Blue Care in 2001 as Allied Health Manager Brisbane. She has experience in health, community services and disability services across clinical, management and policy roles and joined the Blue Care Executive Team in July 2012.

She played an integral part in the development of Blue Care's service model, Blue Care Tailor Made, and as the Director of Reform for Uniting Care Queensland Blue Care, is influential at the National and State level in policy and reform direction, as well as in the development of Blue Care's response to this reform.

A key part of Glenys's role includes leading ongoing service design, such as new service models including care technology, reablement and consumer direction. She is also working on developing strategic partnerships, leading service design work, and translating service strategy into service delivery – significant reforms focussed on delivering high value customer outcomes.

Glenys holds a Master of Human Services Management and Policy, and a Bachelor of Physiotherapy. She is an Eden Associate and an alumnus of Queensland Leadership (Social Leadership Australia). She is an Adjunct Associate Professor at University of Queensland School of Nursing Midwifery and Social Work.

Presenting day one morning session.



ILSA HAMPTON

Ilsa Hampton, MPH, BA, BTheol, GradCertMgt, GradDipEd, commenced in March 2016 as CEO of Meaningful Ageing Australia, the lead agency on the National Guidelines for Spiritual Care in Aged Care. Ilsa has extensive experience in the strategic integration of pastoral and spiritual care in aged care.

Prior to joining Meaningful Ageing Australia as CEO, Ilsa served on the board from its inauguration in 2013; and on the board of Spiritual Care Australia from 2010-2011. Ilsa worked for eight years at aged and community services organisation Bapcare (Victoria and Tasmania) in a number of senior roles including general management and strategic projects; and held various sector positions such as Chair of the multi-faith Diploma of Pastoral Care and Ageing Committee, and Chair of Spiritual Health Victoria's Aged Care Advisory Group.

From 2002, Ilsa has also worked as an accredited supervisor in Clinical Pastoral Education in various locations around Melbourne; building on ten years of experience as a spiritual care practitioner in a wide range of settings including acute health, education, disability and housing services. Ilsa had a parallel career in teaching prior to moving into management positions. With a long-standing interest in everyday spirituality, Ilsa is overseeing a significant increase in profile for the place of spiritual care in aged care in Australia. Presenting day one afternoon session.

Presenting day one afternoon session.



PLAYBACK THEATRE

Founded in 1981, it has been run by Melbourne based actors and musicians for the last 36 years, performing for community groups, schools, government departments, universities and corporate organisations throughout Victoria and beyond. Leaders in interactive theatre, Melbourne Playback continue to utilise the power of storytelling in all their work, including live performance, staff training, team building, role play and culture change programs.

Presenting day one afternoon session.



KATE SWAFFER

Kate Swaffer is the South Australian 2017 Australian Of The Year. Kate is also Chair, CEO and co-founder of Dementia Alliance International, member of the World Dementia Council, and a Board member of Alzheimer's Disease International. Kate is a current PhD student at UOW and completed a Masters of Science in Dementia Care there with a Distinction in 2014.

Presenting day two morning session.



KATE FULTON

Kate Fulton Kate is currently based in Perth, WA, working with a range of organisations including Western Australia Individualised Services WAIS, leading a development program on behalf of the NDIA assisting support providers to respond to the National Disability Insurance Scheme to further develop Self-Directed Support. In addition, Kate has a key role with Avivo, a support provider supporting older people to direct their supports via CDC and HACC Self Directed Support Project.

Kate had a leading role within the UK supporting Local Authorities to implement Self Directed Support. She led on some of the first Self Directed Support initiatives in the UK, using these experiences to share some valuable lessons about real system change and empowerment.

Over the last year, Kate has been instrumental in developing Citizen Network – an international movement to achieve citizenship for all, bringing together people, groups and organisations around the world to learn from each other and work together.

Kate is a Fellow of The Centre for Welfare Reform and continues to publish her work and learning on human service change and development. Since 2008, Kate has published a range of documents including most recently Working on the Inside (2013) and The Goal is Citizenship not the NDIS (2016).

Kate believes that real empowerment is so much more than simply moving money, but requires a radical change to the way in which we support people to lead change across all areas of life including our welfare systems and communities.

Kate qualified with the DIPSW (Mental Health) and LGMB Cert in Management.

Presenting day two morning session.



DANIELLA GREENWOOD

Daniella is National Strategy and Innovation Manager for Arcare. Her key areas of responsibility include stakeholder engagement in the development and implementation of Arcare's Relational Approach and Dedicated Staff Assignment Model. Daniella is a published author and has presented to federal Parliamentarians, and as a keynote at the Alzheimer's Disease International conference in 2015, the AACQA Better Practice events around Australia in 2015, the Changing the Culture of Aging conference in Edmonton, Canada in 2016, and for the Research Institute for Ageing, Culture Change Exchange Ontario, Canada in 2017.

Facilitating panel discussion, day two afternoon session.



Australian Government
Australian Aged Care Quality Agency

Go to www.aacqa.gov.au for more information and to register online.

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CONTACT US

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