

# CONGRESS PROGRAM

## Sunday 16 November 2008

12.00pm-8.00pm	Registration desk open
6.00pm-8.00pm	Welcome Reception in the Industry Exhibition sponsored by Welcome from the ACAA Federal President



## Monday 17 November 2008

8.00am-5.30pm	Registration desk open
9.00am-10.45am	<b>Our People – Our Future</b>
9.00am	<b>Welcome</b> Bryan Dorman, President, ACAA
9.05am	<b>Setting the Scene</b> Congress Facilitator - Jo Pearson
9.10am	<b>Happiness and employment choices – fact or fiction - enjoying your work</b> Andrew Matthews, Author of 'Being Happy' and 'Follow your Heart'
10.10am	<b>Will climate change impact ageing and health care – as an aged care provider, do you need to consider the impact of climate change?</b> Dr Graeme Pearman, Honorary Senior Research Fellow, Monash University
10.45am	Morning tea in the Industry Exhibition

### 11.15am-12.20pm Concurrent Sessions

	<b>Session M1 Changing the workplace through technology</b>	<b>Session M2 Systems re-design</b>	<b>Session M3 Creating the leadership environment</b>	<b>Session M4 Maximising bottom line results</b>
<b>Room</b>	Grand Room 1	Grand Room 2	Grand Room 3	Concert Hall
<b>Session Chair</b>	Anne-Marie Archer, CEO, ACAA WA	Paul Carberry, CEO, ACAA SA	Anton Kardash, CEO, Aged Care Queensland	Gerard Mansour, CEO, Aged and Community Care Victoria
11.15am	<b>Demonstrating the benefits of the virtual world of eprescribing</b> Matt Antcliffe, Project Coordinator, eprescribing Trial, NT	<b>GPs working in residential aged care – a guide</b> Ashlee Osborne, Aged Care Program Officer, WA GP Network	<b>A clinical leadership framework: a strategy for best practice in care delivery and nursing recruitment and retention</b> Philippa Blakey, Director of Care Services, Amity Group	<b>Where is the industry headed? What should you expect in twenty years?</b> Bill Summers, Executive Director, Domain Principal Group
11.35am	<b>Computerised medication management – a case study</b> Robert Orié, CEO, Sir Moses Montefiore Jewish Home	<b>HALT – outreach program breaking down the barriers between acute and residential care systems</b> Sharon Williams, Nurse Unit Manager, Hospital Aged Care Liaison Team, Launceston General Hospital	<b>Make it sexy - recruiting from the nano-generation</b> Stephen Midson, Manager, RPC Care Management	<b>Can small operators provide lessons for improving the bottom line? Is outsourcing the answer?</b> Charles Wurf, CEO, ACAA-NSW
11.55am	<b>Integrated telecommunications in the home</b> Brad Freeman, Consultant Clinical Psychologist, Assistive Independent Systems	<b>Managing ACFI in an increasingly complex world</b> Steven Strange, General Manager, Ridley Technology Group and Lisa Papettas, ACFI Project Officer, Regis Group	<b>A generational shift – becoming an employer of choice</b> Bruce McKenzie, CEO, Goodwin Aged Care Services Limited	<b>Investing in aged care – does it make sense?</b> Shalain Singh, Director, Aged Care Retirement Housing, BankWest

12.15pm Discussion

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## CONGRESS PROGRAM – CONTINUED

12.20pm	Lunch in the Industry Exhibition
1.15pm-2.00pm	<b>2020 vision for aged care - do we need to change and if so, what and how?</b>
1.15pm	<b>Will the baby boomers look the same?</b> Associate Professor Simon Kelly, Director, NATSEM
1.35pm	<b>What do I want? What did my Mum want? What did I want for my Mum?</b> Ann Druett, National Seniors, Tasmania
1.50pm	<b>Developing the Australian model of the future</b> Robyn Batten, Executive Director, Uniting Care Victoria and Tasmania
2.10pm	<b>The economic outlook and its implication for aged care</b> Anthony Thompson, Senior Economist, Westpac Banking Corporation
2.30pm	Discussion
2.40pm	<b>Welcome to ACAA 28th Annual Congress 2009</b> Gerard Mansour, CEO, Aged & Community Care Victoria
2.45pm	Afternoon tea in the Industry Exhibition
3.15pm-5.15pm	<b>Learning from others—different models from the UK and the USA</b>
3.15pm	<b>Is community care a viable alternative?</b> David Gifford, Able Community Care, UK
3.55pm	<b>Is a continuing care retirement community an alternate model for Australia?</b> Kim Williams, CEO, The Simpson House, Philadelphia, USA
4.35pm-5.15pm	<b>Will technology change our lives?</b>
4.35pm	<b>The future of technology in aged care</b> Ross Dawson, Chairman, Future Exploration Network
5.15pm	Session concludes
5.45pm	Buses depart Hotel Grand Chancellor for Moorilla Estate
6.00pm-8.00pm	Exhibitor Reception sponsored by 
8.00pm	Buses depart Moorilla Estate for Hotel Grand Chancellor


### Tuesday 18 November 2008

8.00am-5.00pm	Registration desk open
8.30am-10.30am	<b>Changing the image of aged care</b>
8.30am	<b>ACAA New and Renovated Building Awards</b> – Sponsored by Announcement of winners 
8.45am	<b>Is there political will for reform in Australia?</b> Mrs Margaret May MP, Shadow Minister for Ageing
9.15am	<b>ACAA Management Awards</b> – Sponsored by Announcement of winners 
9.30am	<b>What will attract younger workers to aged care?</b> Avril Henry, Inspiring Performance and Redefining Business Through Motivation and Education
10.30am	Morning tea in the Industry Exhibition

### 11.00am-12.30pm Concurrent Sessions

	<b>Session T1 Living with compliance, regulation and legislation</b>	<b>Session T2 Delivering the leadership and quality framework</b>	<b>Session T3 Strategies for recruiting and retaining an ageing workforce</b>	<b>Session T4 Measuring and improving service delivery</b>
<b>Room</b>	Concert Hall	Grand Room 1	Grand Room 2	Grand Room 3
<b>Session Chair</b>	Rod Young, CEO, ACAA	Gerard Mansour, CEO, Aged and Community Care Victoria	Charles Wurf, CEO, ACAA-NSW	Bill Bourne, Manager Residential Care, ACAA-NSW


11.00am	<b>Beyond compliance – customer service and risk management</b> Glen Hurley, Quality and Risk Manager, Amity Group	<b>Achieving the Total Package in Aged Care</b> Professor Tracey McDonald, ACU National, Ron Thompson and Carolyn Kwok, RSL LifeCare	<b>Utilising an ageing workforce</b> Alison Kendall, Strategy Advisor, RSL Care	<b>International Assessment Instrument – what value to residential aged care in Oz?</b> Ruth Baxter, Manager, Finlandia Village
11.20am	<b>Regulatory changes under the Rudd Government</b> Jamie Motum, Partner, DLA Phillips Fox	<b>How can we motivate our managers in aged care?</b> Lorraine Poulos, CEO, The Aged Care Channel	<b>Developing an employee benefits program to enhance the workplace attraction</b> Brad King, National Benefits Manager, ACES, MyBenefits and Mike Parker, Inglewood and Districts Health Service	<b>Measuring and improving the practice of management innovation within an aged care facility</b> Lois M Hazelton, Swinburne University of Technology and Murray Gillin, Australian Graduate School of Entrepreneurship
11.40am	<b>Replacing organisational risk – a practical approach and proven results</b> Christine Dibley, CEO, Glenview Community Services (Tasmania) & Dr Ken Byrne, Director, Safeselect	<b>Preparing clinical nurse leaders of the future</b> Katrina Perroud, DON, Lyndoch, Warrnambool Inc.	<b>Improving the learning experience</b> Adam Dunkley, Marketing Manager, e3Learning	<b>Evidence based practice – changing the delivery of care practice</b> Zachary Munn, Joanna Briggs Institute
12.00pm	<b>Fairness and flexibility – getting to grips with Labor's workplace relations reforms</b> Frances Anderson, Senior Lawyer, Moores Legal	Question and Answer	Question and Answer	Question and Answer

12.20pm	Discussion			
12.30pm	Lunch in the Industry Exhibition			
1.30pm	<b>The future agenda – 2020 and beyond</b> Cam Ansell, Director, Grant Thornton			
2.00pm	<b>ACAA IT in Aged Care Awards</b> – Sponsored by Announcement of Winner			
2.10pm	<b>De-stressing the workplace, an aged care case study</b> Niki Ellis, Australia's Corporate Stressbuster			
3.00pm	<b>ACAA Employer of Choice Award</b> Announcement of Winner			
3.10pm	Afternoon tea in the Industry Exhibition			

<b>3.40pm-5.00pm Concurrent Sessions</b>				
	<b>Session T5 Transformational change through technological innovation</b>	<b>Session T6 International aged care system comparisons</b>	<b>Session T7 New directions for financing Australian aged care</b>	<b>Session T8 Designing for the future</b>
<b>Room</b>	Grand Room 1	Grand Room 2	Concert Hall	Grand Room 3
<b>Session Chair</b>	Mark Barnett, Director, Aged Care Direct	Anne-Marie Archer, CEO, ACAA WA	Anton Kardash, CEO, Aged Care Queensland	John Unkles, Guild Insurance Limited
3.40pm	<b>Building the automated dispensing channel</b> Kos Sclavos, President, Pharmacy Guild Australia	<b>Adaptable living and homelike living in residential care – a report on findings of an International Scholarship Study Tour to Denmark and France</b> Jenny Symons, Anglicare, Canberra and Goulburn	<b>Impact of ACFI and ensuring appropriate care income</b> James Underwood, Director, James Underwood & Associates	<b>Investing in aged care building stock – does it make sense?</b> Brendan Wenke, Director of Transactions, Health & Aged Care Division, Jones Lang LaSalle

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## CONGRESS PROGRAM – CONTINUED

4.00pm	<b>Avoiding the information technology quicksand</b> Stuart Hope, Managing Director, AutumnCare	<b>Continuing care retirement communities in America – how do they rate and are there any lessons for Australia?</b> Meigan Lefebure, Manager Victoria, and Dieter Blaich, Property Director, Regis Group	<b>The 2008 financial survey – pointers for the future</b> Cam Ansell, Director, Grant Thornton	<b>Redeveloping aged care facilities and retirement villages – legal issues</b> Lucille Scomazzon, Partner, Blake Dawson
4.20pm	<b>A phone solution for people with hearing impairment – the National Relay Service</b> David Closs and Michele Nealon, National Relay Service	<b>Lessons from Australia</b> Kim Williams, CEO, The Simpson House, Philadelphia, USA	<b>ACFI – ready or not?</b> Gael Traa, Project Manager, Blue Cross Community Care Services Group	<b>Defining the future of seniors living and retirement living</b> David Lane, Principal, Thomson Adsett
4.40pm	<b>Harnessing technology to improve continuum of patient care</b> Dr Grant Carter, Medical Practitioner and former CIO, Western Area Health Service	<b>Avoiding the pitfalls</b> David Gifford, Able Community Care, UK	Question and Answer	<b>Building buildings, building homes: designing and building residential aged care for the 21st century</b> Claire Schmierer, General Manager - Aged Care, St Vincent de Paul Aged Care and Community Services
5.00pm	Discussion			
	Congress Close			
7.00pm	<b>Gala Dinner</b> – sponsored by 			

### Wednesday 19 November 2008 – Site Visits departing from Hotel Grand Chancellor

8.30am– 3.00pm	<b>Tour 1 - Huon Eldercare – Tahune AirWalk - Vaucluse Gardens – Hotel Grand Chancellor</b> HUON ELDERCARE Huon Eldercare has been redeveloped into a modern residential and community aged care service with country style care, catering for the needs of the Huon Valley community. Located at Franklin and overlooking the Huon River, Eldercare provides high and low care, including respite in 84 generous all single room accommodation with a choice of ensuites and a choice of a number of recreational areas to provide a wide range of activities. Eldercare is also a provider of community care services tailored to suit the needs of the older citizens of the Huon Valley. VAUCLUSE GARDENS Vaucluse Gardens is in a tranquil historic residential area close to the inner suburbs of Hobart. With shops and bus transport nearby, it is convenient for both residents and visiting families and friends. The north-facing location along the Hobart rivulet provides wonderful views of Mount Wellington, along the rivulet and to the city. Residential accommodation includes Vaucluse Gardens Lodge high care suites, Vaucluse Gardens Manor and Vaucluse Gardens Court low care, all of which have been granted Extra Care Status. The whole Vaucluse Gardens complex, including Retirement Village units and serviced apartments, is widely recognised as one of the best in Australia.
8.30am– 1.30pm	<b>Tour 2 - Corumbene Nursing Home – Salmon Ponds - Mary Ogilvy House – Hotel Grand Chancellor</b> CORUMBENE NURSING HOME Corumbene Nursing Home is located at New Norfolk in the picturesque hop growing region of the Derwent Valley, just 30 minutes from the Hobart CBD. The home has been providing quality residential aged care since 1966 and was relocated to its current site in 1997. Corumbene is a modern home with 73 single rooms complete with ensuite facilities. A small number of rooms have been fitted with interconnecting doors to meet the needs of residing couples. The home is able to offer high and low care accommodation and has a purpose built 12-bed accommodation complex. Respite care is also provided. MARY OGILVY HOUSE Higher Ratings Accreditation and Award Winning Homes for the Aged, the Mary Ogilvy Homes Society is located in New Town, an outer suburb of Hobart. There are now 74 residents, both high and low care, seven extra service suites and five independent living units. Also under the administration of the Society is a 22 bed transitional care unit, 'Karingal'. The aim of the Society is to remain a boutique facility providing the best and most personal care.

### Wednesday 19 November 2008 – Workshop – The Old Woolstore Apartment Hotel

10.00am– 1.00pm	<b>James Underwood, Director, James Underwood &amp; Associates</b> Making strong returns in residential care – financial and operational issues
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#### Program Disclaimer:

Topics and times are correct at the time of publishing, however are subject to change.