

# Program day one

Thursday 25 June

## 9:00 Welcome

Raelene Thompson, State Manager – Aged Care Standards and Accreditation Agency Ltd

### Keeping residents at the centre

Jim Harrowell AM, Chairman – Aged Care Standards and Accreditation Agency Ltd

### Well for life in residential care

Dr Briony Dow, Director Preventive and Public Health – National Ageing Research Institute (Vic)

### Person-centred care – how do residents define it?

Greg Adey, General Manager, Residential Services – ACH Group Inc (SA)

## 10:30 Morning tea

## 11:00 Concurrent sessions

### 1a Maximising staff through innovative models

#### The future through the learning looking glass

Jeanette Ryan, Executive Manager Care Services – Shepparton Villages (Vic)

#### From vision to practice – achieving quality client care through role restructure and education

Gerry Murphy, Regional Manager  
Baptist Community Services NSW and ACT

### 1b Workshop (Part 1)

#### From boardroom to bathroom: embedding person-centred care

Deirdre Fetherstonhaugh PhD, Deputy Director/  
Research Fellow, Australian Centre for Evidence  
Based Aged Care – La Trobe University/Bundoora  
Extended Care Centre (Vic)

## 12:30 Lunch

## 1:30 Concurrent sessions

### 2a Using IT to improve resident outcomes

#### Aged Care IT – a new era is born!

Lorraine Mitchell, Continuous Improvement  
Coordinator – Mary Ogilvy Homes Society

#### Positive living through interactive technology residential facilities

Philip Carter, Chief Executive Officer  
St Andrew's Age Care Complex Ballina (NSW)

### 2b Workshop (Part 2)

#### From boardroom to bathroom: embedding person-centred care

Deirdre Fetherstonhaugh PhD, Deputy Director/  
Research Fellow, Australian Centre for Evidence  
Based Aged Care – La Trobe University/Bundoora  
Extended Care Centre (Vic)

## 3:00 Afternoon tea

## 3:30 Investing to improve quality and control costs

### A perspective from a private company

Florence Padman, Executive Director of Nursing – Padman Health Care (SA)

### A perspective from a charitable company

Dr June Heinrich OAM, Chief Executive Officer – Baptist Community Services (NSW and ACT)

## 5:00 Networking refreshments

# Program day two

Friday 26 June

## 8:00 Governance and accreditation toolbox

### 9:00 Welcome

Raelene Thompson, State Manager – Aged Care Standards and Accreditation Agency Ltd

#### Why do we have to measure everything? – It just takes us away from bedside care

Professor Rhonda Nay, Professor of Interdisciplinary Aged care; Director, Australian Centre for Evidence Based Aged Care – La Trobe University/Bundoora Extended Care Centre (Vic)

#### Integrating and supporting quality approaches in residential aged care

Maree Cameron, Manager, Quality Improvement Unit – Department of Human Services Victoria

## 10:30 Morning tea

### 11:00 Concurrent sessions

#### 3a Performance measuring and monitoring

##### Following the trend - what do you do with performance measurement?

Victoria Crawford, General Manager Accreditation, Aged Care Standards and Accreditation Agency Ltd

##### I've collected the data – now what?

Carolyn Wallace, State-wide Coordinator Clinical Care – Southern Cross Care (Tas) Inc.

#### 3b Making life meaningful for residents

##### Beneath the Jetty project

Robyn Carney, Community Art Link Coordinator – Uniting Aged Care Southern Tasmania (Better practice in Aged Care Award recipient)

##### Finding meaning in life for residents in aged care

Rev Professor Elizabeth Mackinlay AM, Director, Centre for Ageing and Pastoral Studies; Professor, School of Theology – Charles Sturt University (ACT)

## 12:30 Lunch

### 1:30 Concurrent sessions

#### 4a Outsourcing versus 'in-house' services

##### A perspective from a provider with outsourced services

Kerry Ollington, Chief Executive Officer – Masonic Homes of Northern Tasmania

##### A perspective from a provider with in-house services

Kevin Maczkowiack, Business Services Manager – Churches of Christ Life Care (SA)

#### 4b Behaviour as communication

##### Environmental impact on behavioural management

Major Robin Philps (Ret), Chief Executive Officer – Presbyterian Care Tasmania

##### Behaviour as communication

Ros Geeves, Educator (south) Alzheimer's Australia Tasmania

## 3:00 Afternoon tea

### 3:30 It's all about leadership – person-centred care and profit: can we do both?

Dr James Greal, Manager Care and Clinical Governance – The Salvation Army Aged Care Plus (NSW)