

Session information

1a – The future through the learning looking glass

This presentation identifies how, in addressing the workforce challenges, we have valued our staff and encouraged their professional development through education and training. This has been achieved through engaging staff in organisational aims and objectives. In developing strategic partnerships with local educational facilities we have provided opportunities for both personal and professional growth. This will assist us in current workforce planning as well as into the future.

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

This presentation describes how in the midst of a worldwide shortage of registered nurses, Baptist Community Services embarked on a journey that enabled it to:

- appropriately up-skill staff to ensure quality care for its residents by developing the Cert. IV in Aged Care Work qualification
- open up a new career pathway for care staff and enrolled nurses by developing a care supervisor role
- release registered nurses from operational care and upgrade their role to clinical leaders.

2a – Aged Care IT – a new era is born!

The Mary Ogilvy Homes Society has successfully implemented a 'software-as-a service' model throughout the entire home replacing cumbersome paper files and records. This session will highlight our 12 month journey from conception to birth and will include the challenges we faced, the exceptional outcomes for both staff and residents and some unexpected rewards.

Positive living through interactive technology residential facilities

Imagine being bed-bound and not able to be involved in activities going on around you? New and advanced technology for residential facilities to engage and include residents in activities has been developed by St Andrew's. This technology enables interaction by residents in social and community activities within the facility - thus lessening their feelings of isolation and exclusion.

3a – Following the trend - what do you do with performance measurement?

This session focuses on performance measurement and monitoring in residential aged care homes. How do you identify what to measure, when and how? What do you do with the information gathered from performance measurement and monitoring? How does it assist you provide better care and services for your residents? We'll look at some case studies and follow the trends to identify the problems and develop solutions.

I've collected the data – now what?

The presentation will firstly provide an overview of how a facility can efficiently collect a range of clinical care indicator data by incorporating data collection into everyday practice. It will then outline some practical examples of how analysis of the data changed the focus of some interventions for improved resident outcomes.

3b – Beneath the Jetty project

Uniting Aged Care Ningana initiated Artlink – a project-based program of creative activities. Artlink aims to encourage, honour and celebrate the creative talents, memories and humour of older Australians, especially those living in a residential aged care home. Over six months, the Rivers project resulted in an installation six metres long, two metres high and two metres high

called 'beneath the jetty'. This project's theme of rivers built a colourful profusion, the life and underwater scenery that may be found under any jetty in any river, anywhere, anytime. The completed artwork was exhibited at the Derwent Entertainment Centre as part of the 'Works Festival.'

Finding meaning in life for residents in aged care

Finding meaning in the final years of life is crucial to well-being. Life without meaning leads to depression and despair reducing quality of life. This presentation addresses issues of meaning, including making new friends, using spiritual reminiscence, dealing with grief and the appropriate use of humour with residents.

4a – Outsourcing verses 'in-house' services

This session focuses on comparing outsourced and in-house services. It will highlight the key factors to consider in making this decision, the advantages and disadvantages and the strategic and operational implications.

4b – Environmental impact on behavioural management

This presentation will discuss incorporating simple features of the ADARDS Nursing Unit as a best practice design development as well as the impact that the environment has had on managing challenging behaviours with people living with dementia.

Behaviour as communication

This presentation will outline how people who are living with dementia often communicate their needs through various "behaviours" that we are required to interpret. Once the behaviour is understood then the person's needs can be met and dignity and quality of life restored. Understanding the communication can also reduce the "labelling" of behaviours that often occur with people who have dementia.

Speaker information



Jim Harrowell AM

The Chairman will open the conference and make preliminary comments about the importance of the conference topics and how these link with quality care and accreditation.



Raelene Thompson

As state manager for Victoria and Tasmania, Raelene Thompson has responsibility for accreditation and education activities. Raelene will provide a brief update on Tasmania activities.



Greg Adey

This presentation will provide a practical perspective on how the ACH Group implemented person-centred care. This presentation will highlight the key factors that led ACH to person-centred care, the challenges encountered and how they were overcome, the business model and most importantly what person-centred care has meant for residents.



Professor Rhonda Nay

This presentation will explore why we measure and how to measure. In ways that make sense, are part of everyday practice and actually improve bedside care.



Dr Briony Dow

The term 'person-centred care' is increasingly used, but often poorly understood. This presentation will unpack the definition; outline the characteristics and various models of person-centred care. Dr Dow will outline some of the key research findings on person-centred care and how this impacts on implementation.



Maree Cameron

Quality systems in organisations need to 'fit' within the context that they operate so they are effective for driving quality outcomes and innovation. 'Beyond Compliance' is a strategy being implemented to support Victorian Health Services provide safe high quality care in residential services. It includes a focus on governance and leadership underpinned by clinical risk management and use of quality indicators.



Investing to improve quality and control costs

What can providers do to improve quality in the midst of the current economic circumstances? This session will highlight initiatives from two providers that have delivered improved quality of care through cost-neutral initiatives.

Florence Padman

This presentation will provide the perspective of Padman Health Care, a private provider.



Deirdre Fetherstonhaugh

Does your Board know what person-centred care is, do you know how to measure it, can you sell it to them so they commit to making the changes required from Boardroom to bathroom? This session will challenge those who say 'we do person-centred care'. Come and share ideas for embedding it in your workplace.



Dr June Heinrich OAM

This presentation will provide the perspective of Baptist Community Services, a not-for-profit Christian organisation.



Dr James Grealy

This 'how to' session of the conference will bring together the conference themes and explore how to implement that 'new idea' in a cost effective way. It will address how to measure the impact of the changes you are leading and explore the difference between leadership and management.