

# Program day one

Thursday 23 July

**9:00 Welcome** – chaired by Dr Lynn Arnold AO, Chief Executive – Anglicare SA  
Tracey Clerke, 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

**So much data and so little knowledge! – How to measure what you need to know**

Dr Cathy Balding, Director – Qualityworks Pty Ltd (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

**1a Better Practice in Aged Care Award winners**

**Playgroup treasures**

Heather McKibbin, General Manager – Bupa Bellarine (Vic)

**Helping care staff to understand the person behind their dementia symptoms**

Jenny Garlick, Registered Nurse and Manager Montgomery Wing, Peter Cosgrove House – RSL LifeCare

**1b Restraint: what is legal and how can it be minimised?**

**Within the limits: legal boundaries around restraint**

Linda Starr, Associate Professor, School of Nursing and Midwifery Flinders University (SA)

**Physical restraint reduction with a focus on the use of technology**

Jacqueline West, Education Clinical Support, John and Helen Robinson Nursing Home – The Uniting Church in Australia Property Trust NSW

**1c 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

**Drug Use Evaluation (DUE) in aged care homes**

Aine Heaney, Education and Quality Assurance Officer – National Prescribing Service; Ann Knevitt, Director of Nursing, Lulworth House – St. Lukes

## 12:30 Lunch

### 1:30 Concurrent sessions

**2a Promoting resident independence and physical function**

**Physio matters in aged care**

Rik Dawson, Director – Agewell Physiotherapy

**Changing behaviour through self-worth and purpose**

Janine Peucker, Activities Officer – Moruya Retirement Village, Ilawarra Retirement Trust

**2b Outsourcing versus 'in-house' services**

**A perspective on outsourcing from a not for profit public benevolent Institution**

Chris Hudson, General Manager Residential Care – Masonic Homes Limited (SA)

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

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

**2c Effective nutrition and oral care**

**A holistic approach to nutritional management within an aged care home**

Gillian Shepard, Deputy Director of Nursing, Bowden Brae Retirement Village – UnitingCare Ageing Northern Region

**Better oral health in residential care**

Anne Fricker, Project Director; Adrienne Lewis, Project Manager – South Australian Dental Service; Bill Manney, Registered Nurse – Baptist Community Services

## 3:00 Afternoon tea

**3:30 Investing to improve quality and control costs** – chaired by Dr Lynn Arnold AO

**Achieving business excellence within current constraints**

Cynthia Payne, Chief Executive Officer – SummitCare

**Investing in care to improve life for residents**

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

### 5:00 Networking refreshments

# Program day two

Friday 24 July

**8:00 Governance and accreditation toolbox**

**9:00 Welcome** – chaired by Dr Lynn Arnold AO, Chief Executive – Anglicare SA  
Tracey Clerke, State Manager – Aged Care Standards and Accreditation Agency Ltd

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

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

**Improving the quality of care in nursing homes**

Professor Henry Brodaty, Professor of Ageing and Mental Health; Director of the Australian Government funded Primary Dementia Collaborative Research Centre – University of New South Wales;  
Director, Aged Care Psychiatry and Head of the Memory Disorders Clinic – Prince of Wales Hospital

**10:30 Morning tea**

**11:00 Concurrent sessions**

**3a Behaviour as communication**

**Are psychotropic drugs the answer to managing behaviours**

Ronalda Cowcher, Nurse Manager, Simpkin House – Bendigo Health Care Group (Vic)

**Behaviour as communication: reading the message and responding effectively**

Professor Elizabeth Beattie, Director, Dementia Collaborative Research Centre – Queensland University of Technology (Qld)

**3b Using IT to improve resident outcomes**

**Improving resident outcomes using clinical IT**

Caroline Lloyd, Manager Clinical Services – HealthSolve Pty Ltd; Kylie Rumsey, Quality and Care Services Coordinator – Padman Health Care (SA)

**IT projects in aged care**

Lyn Williams, Director, Care and Standards Section, Quality Policy and Programs Branch Office of Aged Care Quality and Compliance (ACT)

**3c Workshop (Part 1)**

**From boardroom to bathroom: embedding person-centred 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)

**12:30 Lunch**

**1:30 Concurrent sessions**

**4a Making life meaningful for residents**

**The beneficial effects of aromatherapy products on residents**

Jillian Kershaw, Aromatherapy Manager – Thompson Health Care

**The role of leisure in creating meaning in one's life**

Jacqueline Quirke, Director and Administration Manager – Redleaf College

**4b Maximising staff through innovative models**

**The 4Rs of building and maintaining a successful workforce**

Catherine Mordaunt, HR Manager – Anglican Care (SA)

**A mentor model for aged care**

Deborah Moxey, Registered Nurse and Senior Educator, Easton Park – The Frank Whiddon Masonic Homes of NSW

**4c Workshop (Part 2)**

**From boardroom to bathroom: embedding person-centred 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)

**3:00 Afternoon tea**

**3:30 It's all about leadership – person-centred care and profit: can we do both?** – chaired by Dr Lynn Arnold AO  
Dr James Grealy, Manager Care and Clinical Governance – The Salvation Army Aged Care Plus (NSW)