The Future of Home & Community Care
Integrating commonwealth home support & home care

20 - 22 MAY 2015
THE GRACE HOTEL
SYDNEY

INTERNATIONAL SPEAKERS:

• Professor Martin Green, CEO, Care England (UK)
• Miranda Smith, Managing Director, Miranda Smith Homecare (NZ)
• Matthew Parsons, Clinical Chair in Gerontology, The University of Auckland and Board Member, Waikato District Health Board (NZ)
• Melissa Loumachi, General Manager, Lavender Blue Nursing & Home Care Agency (NZ)

GOVERNMENT SPEAKERS:

• Craig Harris, Branch Manager, Access Reform Branch, Access, Quality and Compliance Group, Department of Social Services
• Ann Wunsch, General Manager Operations, Australian Aged Care Quality Agency
• Ben Vincent, Branch Manager, Home Support Implementation Branch, Department of Social Services

SPEAKER LINE-UP:

• Jenni Allan, CEO, Adssi HomeLiving Australia
• Elizabeth Drozd, CEO, Australian Multicultural Community Services (VIC)
• Ada Cheng, CEO, Australian Nursing Home Foundation
• Dina Ranieri, Director, Co.As.It. Community Services (QLD)
• Trish Noakes, CEO, Just Better Care

• Daryl Sahli, Managing Director, Right at Home – Australia (QLD)
• Carole Bain, General Manager of Country Services, Silver Chain (WA)
• Emmanuel Gauci, Executive Manager, Operational Support, UnitingCare lifeAssist (VIC)
• Irene Stein, Operations Manager - Home Care, SummitCare

KEY BENEFITS OF ATTENDING

• Comply with the Commonwealth Home Support Programme guidelines
• Apply innovative processes to meet nationwide quality standards
• Strengthen organisational capability to better transition to the Commonwealth Home Support Programme
• Understand how the new assessment framework will impact your organisation
• Implement pioneering strategies to manage the integration of home care packages and home support
• Implement a culture of client wellness and reablement

SPECIAL FEATURES

• 4 International Speakers
• 3 Engaging Interactive Sessions
• 14 Innovative case studies
• 1 Full day masterclass facilitated by an international speaker

MEDIA PARTNERS

Ageing
Community Care Review
Hospital & AgedCare
DAY ONE: WEDNESDAY, 20th MAY 2015

8:00 Registration opens
9:00 Opening remarks from the Chair
   Jenni Allan, CEO, Adssi HomeLiving Australia

TRANSLATING TO CHSP
9:10 KEYNOTE
   Future directions for the Commonwealth Home Support Programme (CHSP)
   • What the CHSP will look like for your organisation
   • Effectively turning policy into practice
   • Streamlining the CHSP in your organisation
   Craig Harris, Branch Manager, Access Reform Branch, Access, Quality and Compliance Group, Department of Social Services
   Ben Vincent, Branch Manager, Home Support Implementation Branch, Department of Social Services

9:50 KEYNOTE
   Quality Review: Meeting nationwide quality standards
   • Providing a sustainable system of care
   • Implementing the CHSP to successfully support the approaches of wellness
   • Progressively providing older people with easier access and better care
   Ann Wunsch, General Manager Operations, Australian Aged Care Quality Agency

10:30 Morning Tea

11:00 KEYNOTE
   Strengthening internal proficiency to better manage changes
   • Providing the appropriate training and support to your employees
   • Adapting your organisation to the new program
   • Operating the consolidation of care packages and home support
   Miranda Smith, Managing Director, Miranda Smith Homecare (NZ)

EXPLORING THE REGIONAL ASSESSMENT SERVICE
11:40 PANEL DISCUSSION
   Adapting to new models of client assessment
   • What will the Regional Assessment Service provide for diverse service providers?
   • How will Regional Assessment providers ensure impartiality when referring?
   • How can service providers retain clients and build new
   Panellists:
   Miranda Smith, Managing Director, Miranda Smith Homecare (NZ)
   Dina Ranieri, Director, Co.As.It. Community Services (QLD)
   Craig Harris, Branch Manager, Access Reform Branch, Access, Quality and Compliance Group, Department of Social Services
   Ben Vincent, Branch Manager, Home Support Implementation Branch, Department of Social Services

12:20 Luncheon

STREAMLINING HOME SUPPORT & HOME CARE
1:20 CASE STUDY
   Delivering support, opportunity, access and equity
   • Pros and cons of the current aged care reform: A multicultural perspective
   • Providing higher levels of community aged care
   • Improving independence and support for the multicultural aged
   Elizabeth Drozd, CEO, Australian Multicultural Community Services (VIC)

2:00 PANEL DISCUSSION
   Exploring the reform to date and implications of the CHSP for providers
   • What are the expectations of aged care providers delivering the CHSP?
   • What are the challenging elements of the guidelines?
   • What is the role of the My Aged Care portal?
   Panelists:
   Ann Wunsch, General Manager Operations, Australian Aged Care Quality Agency
   Jenni Allan, CEO, Adssi HomeLiving Australia
   Craig Harris, Branch Manager, Access Reform Branch, Access, Quality and Compliance Group, Department of Social Services
   Ben Vincent, Branch Manager, Home Support Implementation Branch, Department of Social Services

2:40 Afternoon Tea

3:10 Developing integration between home care packages and home support
   • Effectively managing modifications in the delivery of support
   • Preparing your organisation for developments in assessment processes
   • Implementing marketing strategies and promoting CHSP changes
   Jenni Allan, CEO, Adssi HomeLiving Australia

3:50 Aged care support services from a commercial perspective
   • Examining the private aged care business model and its benefits
   • Fulfilling a client centred approach to home care
   • Promoting client independence, reablement and wellness
   Daryl Sahli, Managing Director, Right at Home – Australia (QLD)

4:30 Closing remarks from the Chair and conference adjourns

DAY TWO: THURSDAY, 21st MAY 2015

8:00 Registration opens
9:00 Opening remarks from the Chair
   Irene Stein, Operations Manager - Home Care, SummitCare

APPLYING HOME SUPPORT LEARNINGS FROM AN INTERNATIONAL MODEL
9:10 KEYNOTE
   Examining key learnings from the New Zealand model of care
   • Measuring success
   • Developing and responding to tenders in home and community support
   • How do we know we’ve got there and what directions can we take?
   Matthew Parsons, Clinical Chair in Gerontology, The University of Auckland and Board Member, Waikato District Health Board (NZ)

THE NATIONAL FEES POLICY
9:50 Implementing organisational approaches to put fee policies into practice
   • Preparing fee arrangements and managing fee collection
   • Ensuring equitable fees that contribute towards the cost of care and services
   • Communicating changes of fees to the existing and future clients
   Carole Bain, General Manager of Country Services, Silver Chain (WA)
10:30  Morning Tea

ENFORCING A PHILOSOPHY OF CLIENT INDEPENDENCE & AUTONOMY

11:00  KEYNOTE
Examples to lead by: Observing the UK model
- What client centred care means for clients
- Addressing the challenging areas
- Ensuring compliance in your organisation
Professor Martin Green, CEO, Care England (UK)

11:40  CASE STUDY
Effectively empowering client decision making
- Encouraging the independence of older people and their personal wellness
- Determining and building ongoing capacity
- What does the client want? Addressing client needs
Melissa Loumachi, General Manager, Lavender Blue Nursing & Home Care Agency (NZ)

12:20  Luncheon

1:20  CASE STUDY
Promoting capacity building and restorative care in community care service delivery
- Efficiencies in home care
- Implementing continued progress towards personal self-care achievements
- Maximising independence and longer term benefits for clients
Trish Noakes, CEO, Just Better Care

2:00  CASE STUDY
Achieving client wellness through a consumer directed reablement model
- Providing long term support and service co-ordination
- Leading improvements in the quality of practice and in the delivery of services in community care
- Building ongoing relationships that enable people to guide their own support arrangements
Emmanuel Gauci, Executive Manager, operational Support, UnitingCare lifeAssist (VIC)

2:40  Afternoon Tea

3:10  CASE STUDY
Providing support services as part of an end-to-end aged care system
- Ensuring staff acquire the knowledge and skills to work in line with personalisation and reablement focused support
- Delivering support and development
- Providing higher levels of community aged care
Ada Cheng, CEO, Australian Nursing Home Foundation

3:50  ROUND TABLE DISCUSSION
Preparing your staff for the reform and boosting processes
- Effectively encouraging the independence of older people and their personal wellness
- Promoting packages and sustainable services
- Building ongoing capacity
Facilitators:
Irene Stein, Operations Manager - Home Care, SummitCare
Carole Bain, General Manager of Country Services, Silver Chain (WA)
Professor Martin Green, CEO, Care England (UK)
Emmanuel Gauci, Executive Manager, Operational Support, UnitingCare lifeAssist (VIC)

4:30  Closing remarks from the Chair and conference adjourns

POST-CONFERENCE MASTERCLASS: DAY THREE: FRIDAY, 22nd MAY 2015

MASTERCLASS: 9:00 - 4:00
How to effectively integrate home care and home support for competitive service delivery
Strengthen client outcomes by effectively learning how to smoothly transition to a Regional Assessment Service model. This interactive workshop will allow you to gain insight into ensuring older people are receiving the precise level of care they require and embrace changes being made to home care and how services providers can endorse the demand of their services.

Discover how you can:
- Prepare your organisation for assessment changes
- Equip and educate your organisation and staff to implement the Regional Assessment Service model
- Positively impact client outcomes by promoting the use of the My Aged Care portal
- Provide an accurate referral process
- Provide the necessary tools, training and support to staff in order to manage change
- Develop strong strategic acumen
- Manage the changes in the delivery of support
- Drive culture and performance within your organisation and positively influence staff
- Coordinate, organise and deliver restorative services
- Manage the promotion of services between home care packages and home support

Matthew Parsons, Clinical Chair in Gerontology, The University of Auckland and Board Member of the Waikato District Health Board (NZ)

About your facilitator:
Professor Matthew Parsons holds the position of Clinical Chair in Gerontology, a joint appointment between Waikato District Health Board and The University of Auckland. He has a PhD and Masters in Ageing from Kings College London, a Hons degree in Psychology and Human Biology and is a registered Nurse. Matthew has been significantly involved in the guiding older person and disability services in New Zealand for the last 15 years. He has been centrally involved in the development of home care services as well as community rehabilitation services in New Zealand and the UK for many years.

Matthew Parsons, Clinical Chair in Gerontology, The University of Auckland and Board Member of the Waikato District Health Board (NZ)
**AGE02 REGISTRATION FORM**

**REGISTRATION FEE** (including GST)

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<td>Register and book before:</td>
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<td>Conference Only</td>
<td>$1,868.90</td>
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<td>Conference Plus Full Day Masterclass</td>
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**Solution/Software Provider Rates:**

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**SAV! Choose between:**

1: **EARLY BIRD DISCOUNT.** Register and pay by a deadline indicated above to achieve up to 20% SAVINGS on the Standard Rate. Registrations received without payment are ineligible for an Early Bird Discount and will be charged at the Standard Rate.

2: **TEAM DISCOUNT.**
   - (i) Register 3 delegates and receive a $1000 DISCOUNT off the Standard Price
   - (ii) Register 4 delegates and receive the 5th ticket FREE off the Standard Price

All group registrations must be from the same company, at the same time and for the same event. Registrants must choose between the most advantageous discount option.

**DELEGATE DETAILS** (Please complete in block letters)

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**EASY PAYMENT OPTIONS**

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<td>□ CHEQUE: Please make out cheque to Akolade Pty Limited. <em>Please quote AGE02 on the cheque.</em></td>
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<td>□ CREDIT CARD: Please charge my □ VISA □ *DINERS □ MASTERCARD □ *AMEX</td>
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**IMPORTANT NOTE:** Attendance will only be permitted upon receipts of full payments. Please note that programme and speakers are subject to change without notice. Akolade will not be responsible for any event re-scheduled or cancelled.

**CANCELLATION POLICY:** Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Akolade regrets that no cancellations will be refunded, conference documents, however, will be sent to the delegates. For an event cancelled by Akolade, registration fees are fully refundable. Akolade will not be responsible for any event alterations, re-schedules, or cancellations.

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**5 EASY WAYS TO REGISTER**

| Phone: 61 2 9247 6000 |
| Fax: 61 2 9247 6333 |
| Email: registration@akolade.com.au |
| Online: www.akolade.com.au |

**DATES & VENUE** (Please tick)

| SYDNEY |
| 20th - 22nd May 2015 |
| The Grace Hotel |
| 77 York St. |
| Ph: +61 2 9272 6888 |

**ABN 96 149 066 991**