The Australian
Future of Aged Care Summit
Navigating reform and taking a future focus in service delivery
30th August - 1st September 2016 | Sheraton on the Park, Sydney

Key Speakers:

- **Professor Martin Green**
  Chief Executive Officer
  Care England, UK

- **Gary Barnier**
  Chief Executive Officer
  Opal Aged Care
  Member
  Aged Care Sector Committee, Department of Social Services

- **Ed Harding**
  Director
  Health Policy Partnership, UK

- **Dr Susan Koch**
  Former Director
  Royal District Nursing Service (RDNS)
  Former Chair
  Ministerial Dementia Advisory Group

- **Cameron O’Reilly**
  Chief Executive
  Aged Care Guild

- **Paul Ostrowski**
  Chief Executive Officer
  Care Connect

- **Professor Richard Osborne**
  Chair of Public Health
  Deakin University
  and Senior Consultant
  World Health Organisation (WHO)

- **Ray Glickman**
  Chief Executive Officer
  Amana Living

- **Professor Matthew Parsons**
  Board Member
  Waikato District Health Board (NZ)

Over 30+ Speakers! View full speaker line-up inside

**Key benefits of attending:**

- Gain insights on all key upcoming aged care reforms in 2017 and beyond
- Embed innovative resourcing strategies to prepare for growth and scalability
- Implement cutting edge technology to support CDC administrative requirements
- Leverage future consumer centred service design and delivery models
- Utilise latest assistive technologies to strengthen your service delivery
- Adopt tools to strengthen and embed quality across your organisation
- Effectively integrate your home care and CDC packages

Silver Sponsor:

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Endorser:
KEY SPEAKERS:

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Care England, UK

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Chief Executive Officer
Amana Living

Elizabeth Drozd
Chief Executive Officer
Australian Multicultural Community Services

Catherine Daley
Chief Executive Officer
Integrated Living Australia

Stelvio Vido
Chief Executive Officer
Spectrum Migrant Resource Centre

Ralph Warburton
Chief Financial Officer
Catholic Healthcare

Gorm Kirsch
Managing Director
Home Nursing Group

Peter Scutt
Executive Director
Better Caring

Karen Jordan
General Manager - Community Services
Montefiore Home

Carole Bain
General Manager - Country Services
Silver Chain Group

Dina Ranieri
Director
Co.As.lt. Community Services Inc

Professor Lynn Chenoweth
Director, Dementia Collaborative Research Centres
Professor of Nursing Centre for Health Brain Ageing

Petra Westphal
National Manager - Homecare
Arcare Aged Care

Gavin Hudson
Queensland State Manager
KinCare

Samantha Edmonds
Manager - Ageing and Aged Care Projects
Silver Rainbow - National LGBTI Health Alliance

Walter de Ruyter
Service Manager
Uniting

Dawn Yates
Executive Officer
Seniors Recreation Council of WA

Irene Stein
Operations Manager - Homecare
SummitCare

Ellis Blaikie
Senior Policy Adviser
Combined Pensioners and Superannuants Association

Jess Johnson
Compliance Manager
MDF Group

Professor Jeffrey Soar
Chair Human Centred Technology
School of Management and Enterprise, University of Southern Queensland

Professor Matthew Parsons
Board Member
Waikato District Health Board (NZ)

Andrea Morello
Health Services Manager,
Flinders Human Behaviour and Health Research Unit,
Flinders University

Dr Joanne Curry
Adjunct Associate Professor
Western Sydney University

Dr Rachel Winterton
Research Fellow
La Trobe University

Ingrid Burkett
Associate Director Co-Design & Systems Change
The Australian Centre for Social Innovation

Produced by: AKOLADE
Dear Colleague,

As the National Aged Care Reform continues into 2017, major transitions are in process for the aged care sector. It is clear that the reform calls for a period of reinvention and innovation in business models and service provision. As the reforms put choice into the hands of consumers, the sector must undergo structural and technological transformation which will allow access, choice, diversity of services and differentiation. Technological architecture will be a critical factor in driving improved efficiency, productivity and the quality of care delivery.

Akolade’s Australian Future of Aged Care Summit 2016 will shine a spotlight on upcoming policy shifts as well as structural and implementation challenges for aged care providers. Beyond these pressing regulatory and market shifts, this summit will also provide timely insights into innovations in aged care design and delivery, future-focused service offerings, and the latest developments in digital and assistive technologies.

Sector leaders and early adopters will offer keen insights into how technology and innovative services have enhanced person centred care models.

We invite you to join us for three days of insightful and timely discussions on the future of Australian aged care.

Kind regards,

Catherine Daley
Chief Executive Officer
Integrated Living Australia
Chair, Opening Plenary

ADVISORY PANELS:

To ensure a timely, relevant event program with strong coverage of the most pressing concerns relating to the sector, this inaugural summit is being steered by the following expert stakeholders in aged care:

Lee Thomas
Federal Secretary
Australian Nursing and Midwifery Foundation

Cameron O’Reilly
Chief Executive
Aged Care Guild

Dina Ranieri
Director
Co.As lt. Community Services Inc

Samantha Edmonds
Manager - Ageing and Aged Care Projects
Silver Rainbow - National LGBTI Health Alliance

Professor Elizabeth Beattie
Director - Dementia Collaborative Research Centre
Queensland University of Technology

Andrea Morello
Health Services Manager,
Flinders Human Behaviour and Health Research Unit
Flinders University

Professor Julie Byles
Director Research Centre for Generational Health and Ageing Faculty of Health
University of Newcastle

TESTIMONIALS:

“Very informative session which allowed me to gauge the sectors position on recent legislative changes.”
— Sheliah Cummins, Care Options

“A very interesting and entertaining conference.”
— Maxine Scicluna, ACT Health
### CONFERENCE DAY ONE | TUESDAY, 30th AUGUST 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00</td>
<td>Registration opens</td>
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<tr>
<td>9:00</td>
<td>Opening remarks from the Chair</td>
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<tr>
<td>9:10</td>
<td>OPENING MINISTERIAL ADDRESS</td>
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<tr>
<td>9:30</td>
<td>National aged care reform and the future of aged care</td>
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<tr>
<td>10:00</td>
<td>Adapting to a changing funding and policy environment</td>
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<tr>
<td>10:30</td>
<td>PANEL DISCUSSION</td>
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<tr>
<td>11:10</td>
<td>Morning tea</td>
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<tr>
<td>11:40</td>
<td>Lunchette</td>
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<tr>
<td>11:40</td>
<td>Leading organisational transformation towards person centred care</td>
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<tr>
<td>12:10</td>
<td>Maximising workforce efficiency by using innovative technology platforms</td>
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<td>12:40</td>
<td>Luncheon</td>
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#### Consumer Directed Aged Care Reform Overview | 9:10am to 11:00am

**9:10** OPENING MINISTERIAL ADDRESS
Building a consumer directed care system for older Australians: Developments to date and the next phases in national aged care reform

**9:30** National aged care reform and the future of aged care
- Examining trends in aged care and indicators for the national reform
- Transitioning to a consumer directed system - policy drivers for change
- Implications of 2017 regulatory reform for business models and service provision

Gary Barnier, Chief Executive Officer, Opal Aged Care, Member, Aged Care Sector Committee, Department of Social Services

**10:00** Adapting to a changing funding and policy environment
- Exploring why more services are needed due to demographic change
- Outlining the importance of having a long term plan for governments across the globe
- The solutions lie with providers, not with Commissioners or Governments

Professor Martin Green, Chief Executive Officer, Care England, UK

**10:30** PANEL DISCUSSION
Surviving the transition towards consumer directed care
- Secrets to adapting successfully to the reform towards a CDC centric aged care system
- Thriving in the change to a market based environment through efficiency, scale or consolidation
- Exploring key challenges and opportunities in this changing aged care funding environment

Moderator: Catherine Daley, Chief Executive Officer, Integrated Living Australia

Panelists:
- Gorm Kirsch, Proprietor & Managing Director, Home Nursing Group
- Cameron O’Reilly, Chief Executive, Aged Care Guild
- Petra Westphal, National Manager – Homecare, Arcare Aged Care

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**“I enjoyed the interaction and the ability to work with others in the sector from across the country. Good learning experience.”**

— Sheliah Cummins, Care Options
1:40 Responding to digital disruption in the emerging CDC market
- Addressing the increase in sophistication of service delivery
- Discussing the future of CDC: Is it an ‘Uber’ opportunity for professionals?
- How will aged care providers adapt, survive and prosper

Walter de Ruyter, Service Manager, Uniting

2:10 Managing and responding to challenges posed by rural population ageing
- Key challenges of introducing CDC in rural and regional communities
- Accounting for choice and diversity among rural and regional populations
- Examining the social aspects of ageing in rural areas and facilitating healthy ageing

Dr Rachel Winterton, Research Fellow, La Trobe University

2:40 Ensuring systems integration between management of different packages
- Integrating HCP and CHSP package delivery into care planning
- Implementing best practice processes and systems to enable systems integration
- Managing workforce allocations between multiple packages effectively, minimising confusion

Catherine Daley, Chief Executive Officer, Integrated Living Australia

3:10 Afternoon tea

3:40 PANEL DISCUSSION
Marketing your services in an increasingly market driven aged care environment
- Responding effectively to consumer needs and demands
- Maintaining strong, trusting consumer relationships
- Leveraging the business and care quality improvement benefits of making the move towards a customer service focus in aged care

Moderator: Catherine Daley, Chief Executive Officer, Integrated Living Australia

Panellists: Gavin Hudson, Queensland State Manager, Kincare
Professor Matthew Parsons, Board Member, Waikato District Health Board (NZ)
Walter de Ruyter, Service Manager, Uniting

4:20 Consumer perspectives on the shift to a more empowered aged care model
- Understanding the power of putting ownership and control of care into an older persons’ hands
- Affording people dignity, respect and compassion through personalised, coordinated support and treatment

Ellis Blaikie, Senior Policy Adviser, Combined Pensioners and Superannuants Association

4:50 Reflecting upon the New Zealand experience: Applying lessons learnt to the CHSP transition
- Managing the shift to needs based care fee structures
- Demonstrating continuous improvement in wellness and reablement
- Understanding restorative support in preparing a request for proposal (RFP’s)

Professor Matthew Parsons, Board Member, Waikato District Health Board (NZ)

Akolade is pleased to offer a select number of scholarships for consumers and family members who would ordinarily be unable to attend this event. To apply, please contact info@akolade.com.au

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THE FUTURE OF CONSUMER CENTRED AGED CARE SERVICE DESIGN AND DELIVERY  |  9:10am to 11:00am

9:00 INTERNATIONAL KEYNOTE ADDRESS
The global state of play in person-centred care
- Examining key findings of the UK Health Foundation and Health Policy partnership International Environment scan in person-centred care
- Progress to date in implementing the principles of person-centred care worldwide
- Building a global picture of key contributors involved in person-centred care

Ed Harding, Director, Health Policy Partnership, UK (Live webcast)

9:40 Health literacy: An emerging patient centred philosophy in aged care
- Examining the role of health literacy as a paradigm in transforming aged care towards a stronger focus on consumer needs
- Taking an overview of the Ophelia principles and their power in improving care outcomes
- Practical examples of health literacy implementation

Professor Richard Osborne, Senior Consultant, World Health Organisation

10:10 In a pure CDC world, is there a future for the brokerage model?
- Perspectives on what choice means for its customers
- How this existential moment has led Care Connect to rethink who its customers are and helped engage its workforce
- How will the Case Management profession evolve
- How we could use digital technologies to facilitate choice and best practice.
- What the future market will look like

Paul Ostrowski, Chief Executive Officer, Care Connect

10:40 Building collaborative partnerships for best practice service delivery
- Taking a networked approach to care delivery – working together to take a holistic view of the needs of the client
- Brokering successful lasting partnerships and managing challenges in collaboration
- Comparing success stories of coordinated cooperative partnerships for best practice service delivery

Andrea Morello, Health Services Manager, Flinders Human Behaviour and Health Research Unit, Flinders University

11:10 Morning tea

Please choose from Stream A or Stream B to enhance your conference experience  |  11:40am to 3:10pm

STREAM A: ASSISTIVE TECHNOLOGY IN AGED CARE

11:40 E-health and digital health transformation in aged care
- Achieving improved health outcomes in aged care through digital technologies
- Moving from innovative pilots to practical delivery and scalability
- Tracking key improvement targets: cost, quality and accessibility
- Enabling inclusion for CALD

Stelvio Vido, Chief Executive Officer, Spectrum Migrant Resource Centre

12:10 Smart Ageing and Independent Living (SAIL)
- The development and deployment of assistive and medical technologies
- Interdisciplinary approaches to drive smart technologies
- Implications for quality of life and healthcare for users
- The business case for assistive technologies

Professor Jeffrey Soar, Chair Human Centred Technology, School of Management and Enterprise, University of Southern Queensland

12:40 Luncheon

STREAM B: IMPROVING QUALITY IN AGED CARE

11:40 Taking a quality based approach to aged care in Australia
- Trends and innovation in ageing and aged care
- Quantifying quality: evidence based care and quality indicators of care
- Examining best practice care governance models in aged care settings

Ingrid Burkett, Associate Director Co-Design+Systems Change, The Australian Centre for Social Innovation

12:10 The consumer centric future of dementia care
- Statistics on the current and future impact of dementia in Australia
- Exploring forward leading approaches to dementia care
- Strengths and challenges in providing best practice dementia care in an increasingly consumer directed care environment

Dr Susan Koch, Former Director, Royal District Nursing Service (RDNS), and Former Chair, Ministerial Dementia Advisory Group

1:40 Changes in care models and the implications for care workers
- The impact of emerging models of care on the aged care workforce
- Delivering quality assessments and care to people with diverse care needs
- Collaboration and advocacy with multiple stakeholders
- Providing psycho social support

Professor Lynn Chenoweth, Director, Dementia Collaborative Research Centres, and Professor of Nursing, Centre for Health Brain Ageing
### POST CONFERENCE WORKSHOPS DAY THREE | THURSDAY, 1ST SEPTEMBER 2016

#### Workshop A | 9:00am – 12:00pm

**Goal setting strategies for consumer directed care**

Drawn from a well-received program delivered for a number of years by Flinders Human Behaviour and Health Research Unit, this interactive workshop provides opportunities for supported practice and skill development in motivational interviewing and techniques to empower aged care consumers. The session will run through practical tools that you can use to engage and partner with your clients to set goals, develop a consumer directed care plan and support lifestyle behaviour changes.

**In this workshop delegates will:**

- Build confidence in communication skills
- Learn strategies for improved engagement and communication with clients, families and peers
- Practice motivational strategies to support clients to engage in goal setting and behaviour change
- Take part in a supported opportunity to develop a client centred care plan that is responsive to cultural requirements
- Develop a better understanding of how to motivate clients to achieve their goals, be involved in planned reviews and make changes to plans to accommodate their best possible care outcomes

**Facilitator:**

Andrea Morello  
Health Services Manager, Flinders Human Behaviour and Health Research Unit  
Flinders University

#### Workshop B | 1:00pm - 4:00pm

**The future of ageing and how to design for continuous innovation**

With the number of people over 65 set to double by 2040 there is an urgent need to extend the access, availability and reach of aged care services to meet new demand. Equally as national policy reform focuses on consumer directed care the sector must implement organisational and cultural change and service innovation to meet the changing demands.

**In this workshop delegates will:**

- Develop key strategies to re-design thinking and embed innovation within organisational culture
- Addressing the emerging trends and expectations in ageing and aged care
- Consider how to innovate services provision and future planning as your organisation adapts to changing sector policy and regulatory contexts
- Discuss the strategies for working amidst sector flux to redefine success through learning what could lead to better outcomes
- Learn how to developing reflective practice, build innovation capacity and embed innovation capability

**Facilitator:**

Ingrid Burket  
Associate Director Co-Design & Systems Change  
The Australian Centre for Social Innovation
# REGISTRATION FORM – AGE07

## REGISTRATION FEE

<table>
<thead>
<tr>
<th>ALL PRICES ARE EXCLUDING GST</th>
<th>EARLY BIRD DISCOUNTS</th>
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<tr>
<td></td>
<td>Register &amp; book before</td>
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<td>10 June 2016</td>
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<tr>
<td>Discounted Rate for Aged Care &amp; Government</td>
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<tr>
<td>Conference Only</td>
<td>$1,699</td>
<td>$1,799</td>
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<tr>
<td>Conference Plus 1 Workshop</td>
<td>$2,299</td>
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<tr>
<td>Conference Plus 2 Workshops</td>
<td>$2,599</td>
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## Solution Provider Rates

| Conference Only | $3,899 | $3,899 | $3,899 | $3,899 | $3,899 |

**AN ADDITIONAL 10% GST IS APPLICABLE ON ALL CHARGES**

**SAVE! 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 15% DISCOUNT off the standard price  
   (ii) Register 4 delegates and receive the 5th TICKET FREE off the standard price  

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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. Only one discount scheme applies.

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( Please complete in block letters)  

### Today's date: [ ] [ ] [ ] [ ]

- **Name:** [DELEGATE 1]  
- **Job Title:**  
- **Phone:**  
- **Email:**  

- **Name:** [DELEGATE 2]  
- **Job Title:**  
- **Phone:**  
- **Email:**  

- **Name:** [DELEGATE 3]  
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**Fax:** 61 2 9247 6333  
**Email:** registration@akolade.com.au  
**Online:** www.akolade.com.au

**Mail:** Akolade Pty Ltd  
Level 11, 155 Castlereagh Street, Sydney, NSW 2000  
Australia

**DATES & VENUE**

**SYDNEY**  
30th August - 1st September 2016  
Sheraton on the Park, Sydney  
161 Elizabeth Street, Sydney, NSW 2000  
Australia  
+61 2 9286 6000

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