

# Aged Care 2008

*“Optimising Knowledge Transfer  
through effective Management Systems”*

**REGISTRATION BROCHURE**

**A One Day Conference Addressing  
Workplace Excellence in Aged Care**

Griffith South Bank Graduate Centre,  
South Bank Parklands



Tuesday, 10th June 2008



# A One Day Conference Addressing Workplace Excellence in Aged Care

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## An invitation to attend

This Conference is for anyone who has a special interest in Workplace Excellence in Aged Care.

The 2008 Aged Care Division Conference has as its theme “*Optimising Knowledge Transfer through effective Management Systems*” and as the name implies the day will be spent examining ways and means whereby you can learn, network and also participate in lively debate throughout the course of the day.

The Conference streams have been conceived by a forum group which included Aged Care industry practitioners and will provide some long awaited practical advice from specialists and experts in the industry.

The three streams for the Conference are:

- **Quality Management in Aged Care**
- **Allied Health Services – Removing Road Blocks**
- **Responsibility of Aged Care Facility to the Consumer**

Join colleagues from all sectors of the Aged Care profession as we meet to hear what is on offer and take away ideas and recommendations which can be adopted and implemented in your workplace.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Harris', written over a horizontal line.

Mike Harris  
*President*  
AOQ – Queensland

## Who should attend?

- **Accreditation Agency Staff**
- **Quality Mangers, Support Staff, Quality Coordinators**
- **Facility Managers**
- **Director of Nursing**
- **Team Leaders**
- **Unit Managers**
- **Speech Pathologists**
- **Dieticians**
- **Physiotherapists**
- **Psychologists**
- **Social Workers**
- **Physiotherapists**
- ***Anyone who has a special interest in Workplace Excellence in Aged Care.***

## Sponsors

AOQ wishes to acknowledge the generous support of



## Conference program

TUES 10 JUNE	SESSION
8.00am	<b>Registration</b>
8.30–8.45am	<b>Opening and Introductions</b> Ken Howatson, <i>Master of Ceremonies</i> Devi Ranasinghe, <i>Conference Chair</i> Professor Michael Powell, <i>Pro-Vice Chancellor (Business) Griffith University</i>
8.45–9.30am	<b>Complaints Scheme / Compulsory Reporting</b> Rhonda Parker, <i>Aged Care Commissioner, Department of Health and Ageing</i>
9.30–10.00am	<b>Emotional Response to Change</b> Zuben Florence, <i>Research Fellow, Joanna Briggs Institute</i>
10.00–10.30am	<b>Change Management</b> John Dangerfield, <i>Partner, Caremanagers Australia Pty Ltd</i>
10.30–11.00am	<b>Morning Break and Trade Display</b>
11.00–11.30am	<b>Quality Improvement – An External Perspective</b> Dan Jackson, <i>7SIM Director</i>
11.30–12.30pm	<b>Future of Aged Care – How will Australia Cope with the Influx</b> <ul style="list-style-type: none"> <li>■ <b>How it will Impact on the Community</b> Vu Nguyen, <i>Partner, GN Group Pty Ltd</i></li> <li>■ <b>Town Planning</b> Tony Chadwick, <i>Chairman, Logan Regional Economic Development Board; Business Development Manager, Delphin Lend Lease</i></li> </ul>
12.30–1.30pm	<b>Lunch and Trade Display</b>
1.30–2.45pm	<b>Responsibility of Care: Service Providers to the Consumer</b> <ul style="list-style-type: none"> <li>■ <b>What we need from Care Providers – Public Trustee</b> Tim Feely, <i>Deputy Director Client Services, Public Trustee Office</i></li> <li>■ <b>Estate Planning – Getting it Right the First Time</b> Mark Donnelly, <i>Donnelly &amp; Associates (Solicitors)</i></li> <li>■ <b>Cultural Demographics – a Direction for Aged Care</b> Margaret Hess, <i>General Manager, Diversicare</i></li> </ul>
2.45–3.15pm	<b>Seeking Solutions to Quality Food Service</b> Mary Whelan, <i>Food Services Advisor, Food Services P/L</i>
3.15–3.45pm	<b>Afternoon Break and Trade Display</b>
3.45–4.45pm	<b>FORUM: Specialised Care Needs – Removing Road Blocks Facilitated by Ken Howatson</b> SPEECH PATHOLOGY – Rhylle Polke, <i>Speech Pathologist, Blue Care</i> ; PHYSIOTHERAPY – Diane Josephson, <i>Principal, Gerontology Practices</i> ; DIETICIAN – Yvonne Coleman, <i>Nutrition Consultants Australia</i> ; GERONTIC NURSE SPECIALIST – Sue Mills, <i>Manager Quality Systems, Clanwilliam Aged Care</i>
4.45–5.00pm	<b>Conference Wrap Up</b> Devi Ranasinghe, <i>Conference Chair</i> Mike Harris, <i>President, AOQ – Qld</i>
5.00–6.00pm	<b>Hospitality – Ship Inn Function Room</b>

## Conference information

### TUESDAY, 10TH JUNE 2008

- **Conference** 8.00am–5.00pm
- **Hospitality** 5.00pm–6.00pm

### ENTITLEMENTS

Your investment entitles you to:

- **Full day of business sessions**
- **Tea and coffee on arrival**
- **Morning break**
- **Lunch**
- **Afternoon break**
- **Happy hour following meeting**
- **Satchel**

### VENUE

Griffith South Bank Graduate Centre (immediately behind the Ship Inn), Cnr Sidon St and Little Stanley St, SOUTH BRISBANE

### Registration

Registration will be at the entrance to the Graduate Centre and will be open from 7.30am until 5.30pm.

### Parking

Parking is available at the South Bank Parklands Underground Car Park (off Little Stanley Street).

Please present your parking ticket and you will receive a complimentary Parking Voucher.

### GST

The Registration Form is approved by the Australian Tax Office as a Tax Invoice.

### CANCELLATION POLICY

Any requests for cancellations must be made in writing to the Conference Secretariat.

A full refund of the Registration Fee less an Administration Fee of \$75.00 shall be paid on cancellations notified prior to 30th April. A refund of 50% of the Registration Fee shall be paid on cancellations notified before 10th May. No refunds will be paid on cancellations made after this date. Substitute delegates will be accepted at no additional charge.

# AOQ Aged Care Conference 2008

## Registration form Please print and retain a copy for your records

### OFFICE USE ONLY

DATE PROCESSED:.....  
RECEIPT #.....  
BATCH #..... ID#.....

### Delegate Information Please complete one registration form for each delegate

Surname:..... Title:..... Given Name:.....  
Organisation/Company:.....  
Position:.....  
Address:.....  
Suburb/Town:..... State:..... Country:..... Postcode:.....  
Tel (Bus): ..... Fax:..... Mobile:.....  
Email:.....

### Name Badge Details Please print your name and organisation as you would like it to appear on the name badge

Delegate:.....  
Organisation/Company:.....

### Registration Fee

FULL PAYMENT of the Registration Fee MUST accompany your Registration Form.

Please indicate the registration category by ticking the appropriate box

#### MEMBER REGISTRATION

> EARLY before 9th May (D01)  \$325.00 \$ \_\_\_\_\_  
> STANDARD after 9th May (D03)  \$375.00 \$ \_\_\_\_\_

#### NON MEMBER REGISTRATION

> EARLY before 9th May (D02)  \$345.00 \$ \_\_\_\_\_  
> STANDARD after 9th May (D04)  \$395.00 \$ \_\_\_\_\_

### Special Requirements Please indicate below if you have specific needs regarding health, diet and/or physical disabilities

.....  
.....

### Privacy Policy

The personal information shown on this form and or provided by you will be held in the Conference Secretariat's files for this and future Conferences and may be shared with other delegates in an attendee list (name and organisation only) and with sponsors and exhibitors.

Please tick the box if you don't want your contact details made available to sponsors and exhibitors

### Methods of Payment Please note all payments include GST

#### CHEQUE / BANK DRAFT

I have enclosed a cheque/bank draft in Australian Dollars made payable to "Australian Organisation for Quality - Qld" for the amount of : \$ \_\_\_\_\_

#### OR CREDIT CARD

Please charge the total amount due \$ \_\_\_\_\_ to the following Credit Card: **No other cards can be accepted**  
 MasterCard  VisaCard  AMEX

Card No: .....

Expiry Date: .....

Card Holder's Name: .....

Card Holder's Signature: .....

"Australian Organisation for Quality - Queensland" will appear as the merchant on your statement

#### OR ELECTRONIC TRANSFER

Please transfer the total amount due \$ \_\_\_\_\_ electronically to:

Australian Organisation for Quality – Events Account  
Bank of Queensland  
BSB: 124 005 Acc: 2011 5455  
Remittance Advice Number: .....

Please ensure that you advise the secretariat of this number

### PLEASE SIGN THIS REGISTRATION FORM

Signature: .....

Date:..... This booking is invalid without a signature

A confirmation letter will be sent to you upon registration and receipt of the Registration Fee.

**TAX INVOICE FOR GST** ABN: 53 322 327 143  
**AUSTRALIAN ORGANISATION FOR QUALITY – QUEENSLAND**

This is recognised as a Tax Invoice. However, if you require a separate Tax Invoice, please indicate below to whom it should be made out.

Name:.....

Street Address: .....

**PLEASE COMPLETE THIS FORM FOR EACH PERSON REGISTERING AND RETURN BY MAIL OR FAX WITH PAYMENT TO:**

**AGED CARE 2008 SECRETARIAT – ACCLAIM Special Events and Meeting Management**  
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