



APNS National Conference 2019 Program

Transforming Community Care: *Strategies to Develop & Grow your Business*

DAY 1 – Monday 29 July		
Time	Speaker	Topic
8.30am	Registration	Arrival tea & coffee
9.00am	Nick McDonald <i>APNS President</i>	Opening of Conference and Acknowledgement of Country. Welcome delegates.
9.10am	Glen Sorensen <i>MD, Age Communications</i>	What is on the horizon for community care? Update on Home Care packages and Commonwealth Home Support Program changes, including spirituality and care quality measures.
9.50am	Chris Chippendale <i>Life without Barriers, Alliance20 representative</i>	NDIS: Keys to creating a strong provider sector. Hear from Alliance20, an industry voice that has identified 17 key issues that must be addressed to ensure the scheme is successful.
10.30am	Morning Tea	
11.00am	Travis Holland <i>Holland Thomas</i>	Are your workers safe? Do you know where they are and what they can do in an emergency? Do they have training for managing aggressive behaviour?
11.40am	Stephanie Francis <i>Senior Associate, Thomson Geer Lawyers, Brisbane</i>	Workplace relations and law in the community care sector: latest updates and information, including casual conversion, independent contractors and issues for labour hire companies.
12.20pm	Lunch & networking	
1.30pm	Stephanie Francis <i>Thomson Geer Lawyers</i>	Workplace health and safety updates in regulations for community care.
2.20pm	Peer Panel	Join innovative and strategic agency leaders to discuss how they've grown their agencies over the past five years, big changes they see on the horizon and ways you can take advantage of emerging trends. Ask questions related to new technology that can promote compliance and greater efficiency, marketing and sales tactics that result in more referrals, recruitment and retention strategies, and best practices for quality and client satisfaction.
3.00pm	Andrea Rodriguez, <i>eQstats, SME Quality and Risk Management in Healthcare. Dr. Clinical Epidemiology, Community Medicine</i>	Systems based quality management & clinical governance: With the new aged care standards from 1 July 2019, what changes to assessment and monitoring documentation need to be locked in place for in-home care? Balancing compliance requirements and the focus on quality care. Clinical governance framework: just a document that ticks a box, or really part of everyday practice and daily operations?

3.40pm	Afternoon tea	
4.00pm	Shannon McNeill <i>Living Health Simply</i>	You're busy, but are you effective? Tactics and strategies to reclaim your energy as a leader. Through clarity and the capacity to manage stressful challenges you can harness a competitive advantage that will impact the effectiveness and engagement of you and your team.
5-6.00pm	Delegate drinks and mingle hour	
7.00pm	Conference Dinner	

DAY 2- Tuesday 30 July		
9.00am	Welcome	
9.05am	Michael Maher <i>Co-founder and CEO of SureComply and Aged Care Development Network (ACDN)</i>	Understand the latest digital innovations supporting quality in care, and discover how technology can reduce risk and increase compliance. This session will focus on how technology can be used to support a changing workforce, including onboarding using technology and using technology to Attract, Engage & Retain people.
9.45am	Prof Julia Connell <i>Assistant Dean, Research Training, at University of Newcastle</i>	Recruiting and retaining great staff : Learn from the key findings of recent research on how community care organisations recruit and retain staff for the aged and disability sector. What are best practices to find those superstar caregivers and staff, win them over to your culture, keep them engaged long-term in your company and lift their opportunities.
10.25am	Morning Tea	
11.00am	Roshani Manouchehri <i>KPMG Australia, Health, Ageing & Human Services</i>	How to keep ahead of changing customer expectations , shifts in the market, and competitors going in new directions to stay relevant as a home care business. Do you have a distinctive value proposition, and do you know how to become a provider of choice?
11.40am	Felicity Walker <i>Aged Care Quality and Safety Commission Director of Complaints Operations in QLD</i>	Managing Aged Care complaints - reviewing the current legal framework affecting complaints and understanding the changes to the management of complaints.
12.20pm	Glen Guilfoyle <i>The Next Level</i>	Strategies for avoiding hospital admissions and improving patient engagement and health using technology to support chronically ill clients at home. This session will look at integrating technology in the era of the internet and smartphones into support plans using back-to-base technology that monitors chronic healthcare conditions. i.e. cardiovascular, diabetes, respiratory, weight etc. enabling people to monitor their vitals at home and have the readings monitored remotely.
12.55	Wrap up	
1.00pm	Lunch and networking	