

ACSA Excellence in Home & Community Care Symposium

National Online Symposium

15th - 17th September 2020



Day 1 – Tuesday 15th September 2020

Session 1: 10:30am – 11:30am AEST (10:00am ACST & 8:30am AWST)

ACSA Opening Address

Patricia Sparrow, Chief Executive Officer, **ACSA**

Principal Sponsor Address Graham King, Client Partnership Manager, **HESTA**

Session 2: 12:00pm – 1:00pm AEST (11:30am ACST & 10:00am AWST)

Understanding Sector Reforms & their Implications for the Future of Home Care & CHSP plus Extended Q&A

- *Insights into where government assessments are up to currently, and guidance on where the Royal Commission is likely to be going*

Dr Nicholas Hartland, First Assistant Secretary, In Home Aged Care, **Australian Department of Health**

Major Sponsor Address Victor Harcourt, **Russell Kennedy Lawyers**

Session 3: 2:00pm – 2:40pm AEST (1:30pm ACST & 12:00pm AWST)

Navigating the Home Care Pricing Landscape

- *Current legal issues with home care pricing*

Anita Courtney, Principal, **Russell Kennedy Lawyers**

Session 4: 3:00pm – 4:00pm AEST (2:30pm ACST & 1:00pm AWST)

Managing the Aged Care Quality Standards

Panel Discussion:

Lorraine Poulos, Chief Executive Officer, **Lorraine Poulos and Associates**

Peter Mackie, Senior Consultant, **ACSA Consultancy**

Linda Hamilton, State Home Care Manager, **UPA of NSW Ltd**

Atewa Kigbo, Assistant Director, Engagement and Education, & Sarah Kelly, Director, Regulatory Policy and Performance Group, **Aged Care Quality and Safety**

Commission

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Aged & Community Services Australia



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Day 2 – Wednesday 16th September 2020

Session 1: 10:30am – 11:30am AEST (10:00am ACST & 8:30am AWST)

Keynote: Embracing Technology in Home & Community Care

- *Case study examples of how technology can be used to increase client engagement and connectedness in their daily lives*

Jennene Buckley, Chief Executive Officer, **Feros Care**

Principal Sponsor Address Joanne Fenton, Team Leader – Client Partnerships
QLD/NT **HESTA**

Session 2: 12:00pm – 1:00pm AEST (11:30am ACST & 10:00am AWST)

Insights into Innovation Maturity Across the Home Care Sector

- *Leveraging the latest research to drive uptake of emerging innovations available to providers*

Anne Livingstone, Research and Development Lead, **Global Community Resourcing**

Major Sponsor Address Chris Rasmussen, Managing Director, **Riskteq**

Session 3: 2:00pm – 2:40pm AEST (1:30pm ACST & 12:00pm AWST)

Workplace health and safety for home care in 2020

Anthony Massaro, Principal, **Russell Kennedy Lawyers**

Session 4: 3:00pm – 4:00pm AEST (2:30pm ACST & 1:00pm AWST)

Enhancing Infection Prevention and Control: Clinical Advice for Providers

- *Insights from the front line of infection prevention during the COVID-19 crisis*
- Amanda Bowe, National Director of Home Care Services, **Mercy Health**

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Day 3 – Thursday 17th September 2020

Session 1: 10:30am – 11:30am AEST (10:00am ACST & 8:30am AWST)

Keynote: Delivering High Quality Care in Regional, Rural & Remote Communities

- *Overcoming the challenges of distance in caring for geographically isolated individuals*

Wendy Hubbard, General Manager, **Australian Regional & Remote Community Services**

Principal Sponsor Address Sue Blair, Client Partnership Manager, **HESTA**

Session 2: 12:00pm – 12:25pm AEST (11:30am ACST & 10:00am AWST)

A Home Care Platform that Delivers for the Consumer and the Provider- I'd like to see that!

- *Optimising Your Business Model for Long-Term Sustainability*

Bruce Bailey, Managing Director, **Pride Living**

Session 3: 12:40pm – 1:00pm AEST (12:10pm ACST & 10:40am AWST)

Creating a Culture to Retain High Performing Staff: An Emotional Intelligence Approach

- *Understanding and using emotional intelligence to help your team thrive*

Arlene Hunt, Professional Coach, **Above & Beyond Group**

Session 4: 2:00pm – 2:50pm AEST (1:30pm ACST & 12:00pm AWST)

Enhancing Engagement & Communication with Clients during COVID-19

Anna Millicer, **ACSA Consultant**

Major Sponsor Address Chris Rasmussen, Managing Director, **Riskteq**

Session 5: 3:00pm – 4:00pm AEST (2:30pm ACST & 1:00pm AWST)

Panel Discussion: How can providers recruit, retain & roster high quality staff during COVID-19 and beyond?

Louise O'Neill, Chief Executive Officer, **Aged Care Workforce Industry Council**

Lee Veitch, Senior Manager, **ACSA Workforce & Industry Development Unit**

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