

Regional, Rural and Remote Providers Online Seminar

National Online Seminar

Wednesday 2 December 2020



ACSA
Aged & Community Services Australia

Session 1: 11:00am – 12:15pm AEDT (10:30am ACDT, 10:00am AEST, 9:30am ACST & 8:00am AWST)

ACSA Opening Address

Patricia Sparrow, Chief Executive Officer, ACSA

Opening Keynote: Clinical Governance: Providing High Quality Care to Regional, Rural & Remote Older Australians

- *The provision of high quality care relies on a foundation of effective clinical governance. This session will explore how providers, no matter how remote their location, can establish a solid clinical governance framework, ensuring not only that legal obligations are met, but that consumers receive improved care outcomes.*

Anna Klis & Jacene Wiseman, ACSA Consultancy

Principal Sponsor Address Adrian Paine, Business Development Manager, Aware Super

Session 2: 12:45pm – 1:15pm AEDT (12:15pm ACDT, 11:45am AEST, 11:15am ACST & 9:45am AWST)

Insights into the ACSA RRR Hub

- *Exploring the Hub's resources available to providers and other key stakeholders, assisting in the attraction, recruitment, development and retention of 'right fit' employees*

Tegan Roberts, Strategic Policy Advisor, Workforce & Industry Development Officer, ACSA

Session 3: 1:45pm – 2:15pm AEDT (1:15pm ACDT, 12:45pm AEST, 12:15pm ACST & 10:45am AWST)

Creating a Credible Employee Wellbeing Experience

- *A data lead presentation on how to apply a positive approach to employee wellbeing, that includes financial wellbeing, which is a fundamental ingredient to increasing productivity, staff retention and helping staff feel motivated and engaged.*

Luke Purcell, Employee Relationship Manager, Aware Super

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Session 4: 2:30pm – 3:30pm AEDT (2:00pm ACDT, 1:30pm AEST, 1:00pm ACST & 11:30am AWST)
Regional, Rural & Remote Provider Showcase and Q&A

- *Gain an insight into the experiences and expertise of a range of rural, regional & remote providers who will share case study snapshots of their organisation. Interactive Q&A will allow you to take away actionable insights to your own organisation.*

Marnie Alefosio, Manager Aged and Community Care Services , **Yaandina Community**

Services

Wendy Rocks, Managing Director, **Lutheran Aged Care Albury**

Session 5: 4:00pm – 5:00pm AEDT (3:30pm ACDT, 3:00pm AEST, 2:30pm ACST & 1:00pm AWST)
Panel Discussion: Empowering Leaders to Guide a High Quality, Sustainable Workforce

- *Leaders of regional, rural & remote aged care providers know that resilience is one of the key characteristics required to do their job well. This session will explore how leaders can develop their own capabilities and skills, bring their best self to work, and enable those around them to thrive.*

Louise Pitcher, **OwnMind**

Dianne Adamson, **Solutions From Within**
Representative, **Panetta McGrath**

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Speaker Highlights

Anna Klis

Anna Klis is a Registered Nurse with over 17 years' experience in the health and aged care industry, with vast experience in operational and clinical management, governance, compliance, training and change management. Anna ensures culturally sensitive solutions, developing strategies to maximise performance through strategy and risk management of the organisation and focusing on the importance of rigorous governance frameworks and system implementation for safe and quality care. Through the Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel, Anna has extensive experience working with regional, rural and remote organisations.

Jacene Wiseman

Jacene brings over 20 years' experience in the health, aged and disability sector, where the last 15 years has been predominately working with Aboriginal Regional, Rural and Remote organisations. Her focus normally starts on governance, but as with many projects, quickly morphs into ground up, top down service delivery and workforce capacity building. She has been inceptual in transforming organisations through her knowledge transfer of practical, evidenced based systemic processes to embed excellence, overcome challenges and reward innovation.

Dianne Adamson

Dianne completed her nursing training at the Royal Adelaide Hospital and gained extensive experience before being appointed Director of Nursing in 1987 at Longueville Private Hospital. In 1990, she became CEO and under her direction the hospital set new Australian benchmarks in fourteen categories relating to service excellence and performance management in a national benchmarking survey. Dianne has studied extensively in communication, leadership, counselling and coaching including a Master Practitioner course in Neurolinguistic Programming and Acceptance and Commitment Therapy. She belongs to many industry associations and is an Associate Fellow at the Institute of Management. Having presented nationally and internationally, she shares real life experiences and practical strategies that can be applied immediately to support organisations and to instil a sense of ownership and purpose in staff. Di informs, challenges and entertains the spirit of those who listen to her.

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