

ACQ STATE CONFERENCE TRADE EXHIBITION 2010

Tuesday 16 - Friday 19 March 2010: Conrad Jupiters, Gold Coast

TODAY'S NEWS | TOMORROW'S OPPORTUNITIES

ACQ STATE CONFERENCE 2010 WORKSHOPS PROGRAM

TUESDAY 16 MARCH 2010

There are five optional workshops on offer in conjunction with this year's conference. These workshops are at an additional cost to the conference registration fee and will all be held in the Pavilion Conference Centre at Conrad Jupiter's, Gold Coast on Tuesday 16 March 2010.

Listed below are the programs for all the workshops. There are two morning workshops, two afternoon workshops and one full day workshop. Each workshop includes lunch and morning or afternoon tea.

Delegates who register for both the conference and the workshops will receive a discount off the workshop registration fee. Please use the Conference Registration Form to register for the workshops below.

Workshop One – Community Care Quality and Best Practice in Delivering Innovative Community Care Programs

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| 9.00am – 10.00am | Innovating Community Care Standards - National Pilot Findings
<i>Marise Goddard-Jones, Gevers Goddard Jones Pty Ltd</i> |
| 10.00am-10.30am | Innovation and Quality New Directions in the Home and Community Care Program
<i>Michael Hogan, Department of Communities</i> |
| 10.30am-11.00am | Morning Tea |
| 11.00am-11.45pm | Everything You Need to Know About Implementing the New Case Management Standards
<i>Brad Cooper, Bapcare</i> |
| 11.45am-12.30pm | Falling Between the Gaps- Community Case for People Living with Squalor and Self Neglect
<i>Annette Hogan, Care Connect and Marilyn Keene, Bayside Community Options</i> |
| 12.30pm-1.00pm | Sustainable Quality – Excelling Beyond Just Service Standards
<i>Lee-Anne Given, RSL Care</i> |
| 1.00pm- 1.30pm | Lunch |

Workshop Two – Retirement Living Retirement Village Accreditation

1.00pm- 1.30pm	Lunch
1.30pm-2.15pm	The Resident Perspective on Accreditation <i>Les Armstrong, ARQRV</i>
2.15pm-3.00pm	Third Party Assessment <i>Kylie Radburn, Consultant</i>
3.00pm–3.30pm	Afternoon Tea
3.30pm-5.00pm	International Retirement Communities Accreditation Scheme <i>Barry Ashcroft, Aged Care Queensland</i>

Workshop Three – Residential Care Essential Knowledge for Approved Providers and Aged Care Managers (Are You Absolutely Sure of Your Responsibilities?)

9.00am-10.00am	Approved Provider Responsibilities (Will include time for Questions) <i>Liz Cain, Department of Health & Ageing</i>
10.00am-10.30am	Accreditation as it Relates to Approved Provider Responsibilities <i>Ken Jones, Standards Agency</i>
10.30am-11.00am	Morning Tea
11.00am-11.45pm	Funding Issues (Will include Claims, Payment Schedules, Electronic Lodgement etc) <i>Jamasa Sayers, Medicare Australia</i>
11.45am-12.30pm	Practicalities of Risk Management (Outbreak Management, ACFI Admission Policies, EPOA's, Scope of Practice Issues and Using a Probationary Period) <i>Pam Bridges, Aged Care Queensland</i>
12.30pm-1.30pm	Lunch
1.30pm-2.30pm	Conducting Investigations (Principles of Evidence and Evidence Gathering, Conducting Interviews and Report Writing) <i>Julie McStay, Hynes Lawyers</i>
2.30pm-3.30pm	What ACQI Can Do for You (Support, Coaching & Mentoring, Consulting and Networking) <i>Pam Bridges & Ruth Forrester, Aged Care Queensland</i>
3.30pm–4.00pm	Afternoon Tea

Workshop Four

Dealing with the Media Maze

Prepare yourself and your organization to not only survive the media but to make it a positive and productive experience.

9.00am-10.30am

Very few issues grab the headlines in the same way as an attack on aged care. Cole Lawson Communication's experienced team of former journalists, ministerial advisers and communications specialists will share with Members their insights into how they can get a fair go in the media. Participants will learn how the media works, how they can best share their good news as well as learning techniques for how to handle those tricky situations when a journalist turns up unexpectedly.

Margaret Lawson, Geoff Breusch & Shane Goodwin, Cole Lawson Communications

10.30am-11.00am

Morning Tea

11.00am-12.30pm

Session Two

Margaret Lawson, Geoff Breusch & Shane Goodwin, Cole Lawson Communications

12.30pm-1.30pm

Lunch

Workshop Five

The Industrial Relations Tsunami – Are You On Safe Ground?

12.30pm-1.30pm

Lunch

1.30pm-3.00pm

This interactive and informative workshop with industry experts **Scott Lucas**, Miles Witt Partnership & **Tim Longwill**, McCullough Robertson will guide you through the tsunami of industrial relations changes that came into effect on 1 January 2010. Areas of potential risk to your business that will be covered include:

- mandatory introduction of modern awards from 1.1.2010
- mandatory implementation of National Employment Standards from 1.1.2010
- new unfair dismissal provisions which expand the likelihood of action against employers
- potential action against employers for taking "adverse action" against employees in respect of their workplace rights
- enterprise agreements - employers can be required to bargain
- a new "low paid bargaining stream" with the potential for unions to target organisations in aged and community care
- legal implications and challenges presented by the new Fair Work system

Scott Lucas, Miles Witt & Tim Longwill, McCullough Robertson

3.00pm-3.30pm

Afternoon Tea

3.30pm-5.00pm

Session Two

Scott Lucas, Miles Witt & Tim Longwill, McCullough Robertson

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