

AGED CARE LEADERSHIP WORKSHOP

A PLATFORM FOR RESIDENTIAL AGED CARE MANAGERS TO DEVELOP THE SKILLS TO IMPROVE CARE & SERVICES TO CONSUMERS



21 - 22
APRIL 2020

ONLINE DELIVERY

EXPLORE

- ▶ Effectively communicate changing trends in Aged Care workplaces
- ▶ Adapt to evolving trends in Aged Care
- ▶ Discover your why and what drives you as a leader in Aged Care
- ▶ Understand the clinical governance framework and learn the system requirements
- ▶ Use data to drive change and continuous improvement
- ▶ Increase the capability of your team to improve care services

EXPERT FACILITATOR



Christine Grafitti
Aged Care Consultant
CLW Business Services



START YOUR LEADERSHIP JOURNEY!

Call +61 2 8239 9711 Priority Code - 1



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ABOUT THE EVENT

The Australian Aged Care Sector continues to be a challenging environment to work in. As the sector becomes increasingly competitive, leaders must meet consumer expectations and ensure service delivery keeps pace with changing needs.

The Royal Commission into Aged Care Quality and Safety means it is crucial for leaders to learn how to adapt their organisation to new expectations, Aged Care standards, accreditations and funding instruments. Leaders must draw on their confidence to drive and guide the ongoing transformation in the Aged Care sector.

This hands-on, two-day interactive learning session has been designed with both emerging and current leaders in mind. It aims to equip you with the tools, knowledge and skills to build confidence in your leadership knowledge and drive ongoing transformation in the Aged Care Sector.

TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

DAY ONE

Understand the current climate in aged care

- ▶ Focus on recent changes and reviews in residential aged care in Australia
- ▶ The Aged Care Quality Standards
- ▶ Key learnings from the Royal Commission
- ▶ Understand accreditation in 2020

Manage a visit from the Aged Care Quality Commission effectively

- ▶ Be prepared for the visit including Consumer Experience Reports
- ▶ Managing the risk screen questions
- ▶ Essential communication tactics to maximise team engagement
- ▶ Positive and supportive communication with assessors

Leadership in aged care

- ▶ Lead with a purpose - establishing the WHY that drives a 'resident centred' culture
- ▶ Review the leadership styles that are relevant to current and future leadership of aged care
- ▶ Assess your current capabilities and determine capability gaps

BOOK NOW

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WORKSHOP SCHEDULE

- 8.30 - 9.00 Registration
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Workshop

DAY TWO

Understand the clinical governance framework and manage the system

- ▶ Speak confidently to the clinical governance framework
- ▶ Create a culture and environment, which inspires improved care outcomes
- ▶ Understand high prevalence risks and system requirements in aged care
- ▶ Explore the legal requirements relating to restraints
- ▶ Understand Antimicrobial stewardship systems
- ▶ Essential elements of the Open Disclosure standards

Continuous improvement and clinical indicators

- ▶ Understand the continuous improvement model
- ▶ Use data to drive changes
- ▶ Learn how to trend and analyse results
- ▶ Learn how to review and improve

Leadership think-tank

- ▶ Wrap up reflection and discussion on key themes, and action plan
- ▶ What will you do differently as a result of this program?
- ▶ How to stay on track when other priorities demand attention
- ▶ Tools and ideas to navigate obstacles and competing priorities



WE ARE GOING VIRTUAL!

Events will be delivered live with the assistance of Video Streaming technology to allow delegates and speakers to participate and interact from their office, their home or wherever they may be. Some events may include both in person and remote access elements depending on the situation. Information regarding these arrangements will be sent to affected delegates and speakers directly.

WHO WILL ATTEND?

Aspiring & emerging managers across corporate & care roles within Aged Care, spanning the Public, Private and Not for Profit Sectors:

- ▶ Aged Care Managers
- ▶ Facilities Managers
- ▶ Home Care Managers
- ▶ Community Services Managers
- ▶ Clinicians / Clinical Leaders
- ▶ Aged Care Policy
- ▶ Operations Managers
- ▶ Senior Manager

YOUR FACILITATOR

Christine is a Senior Consultant Registered Nurse with over twenty years' management experience in the Health, Retirement Living, Aged, Disability and Home Care sectors. Christine developed her experience whilst working as Manager, Regional Manager and Chief Executive Officer with private and not-for-profit organisations and specialises in the areas of risk, compliance and performance. Christine operates her own aged care consultancy, CLW Business Services Pty Ltd; is currently engaged as a Senior Consultant with Critical Success Solutions Pty Ltd and undertakes role as a Company Director for Bannister in Home Care.



Christine Grafitti
Aged Care Consultant
CLW Business Services

Aged Care Leadership Workshop

21 - 22 April 2020

Online Delivery

Booking Form

Event Reference: ACLW0420A - M

Priority Code: I



Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone



Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				



Your Investment

Options (per person)

Options (per person)	Value Plus Rate Register and pay by 30 January	Super Saver Rate Register and pay by 28 February	Early Bird Rate Register and pay by 26 March	Standard Rate
Qty _____ Workshop	\$1695 + GST = (\$1864.50)	\$1795 + GST = (\$1974.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)
Discounted off standard rates :	Save up to \$300	Save up to \$200	Save up to \$100	All Prices listed in Australian Dollars

Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	20% off Standard Rate Team of 8+
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TOTAL incl GST	
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Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.



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Payment is required prior to attending this event

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Card Type Visa MasterCard American Express

Cheque (payable to Liquid Learning Group Pty Ltd)

Note: 2% surcharge applies to American Express payments

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SWIFT Code: WPACAU2S

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Authority

Authorising Manager's Details: This registration is invalid without a signature

Name Position Phone

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Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

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