

# ACNM

# 2016

Conference  
Program

## Aged Care Nurse Managers Conference

### Day 1 Program - Wednesday April 20 2016

**0915-0930 Welcome & Introduction**

**0930-1015 19 years on .... Accreditation - are we really any the wiser?**

The Aged Care Act commenced in 1997. 19 years on, do we fully & accurately understand the Accreditation Standards, Principles & Expected Outcomes? If your response is overwhelmingly - "of course we do!" then you may be surprised by the insights offered by our presenter based on over 10 years working with the Accreditation/Quality Agency. What are the keys to success in achieving exceptional accreditation & organisational quality results? This presentation will outline a framework for realising this goal & highlight some of the risk factors that contribute to failures.

**Elizabeth Pringle**, B.Ed., M.Ed., M.Arts (Ageing and Pastoral Studies), MBA, Director, Improvement Matters; Former GM Education & Operations, Australian Aged Care Quality Agency & currently, Project Manager, National Guidelines for Spiritual Care in Aged Care

**1015-1045 Distributed Leadership - we're all in this together**

The aged care workforce is complex, comprising a mix of clinical professionals and non-accredited personal care workers, generally structured hierarchically with command-and-control leadership. This presentation explores the concept & application of a distributed leadership model in residential aged care. At its core, this model appropriately assigns specific roles in leadership at every level of the team. A sense of interdependence is acknowledged and everyone's input is drawn upon in care-related decisions, on the understanding that every team member has unique knowledge about residents' care needs. A model designed to challenge & transform the current leadership landscape.

**Heather Gibb**, RN M Psych PhD, Organisational Psychologist, Associate Professor, Research & Development, Helping Hand Aged Care, SA

**1045-1115 Morning tea, networking & trade expo**

**1115-1200 Admission: an opportunity grasped or lost?**

To state the obvious, we only get one chance at the admission process for new residents. Are we fully maximising the opportunities presented to us during this process or do we fall into the trap of just ticking all the boxes? This presentation will challenge you to honestly consider this question by examining the key outcomes we should be seeking to achieve.

**A/Prof Nicole Brooke**, B. Nursing, Masters Adult Education, Doctorate of Philosophy, Case Management & Aged Care; CEO, Aged Care Consultancy Australia

**1200-1245 Balancing the B & P of BPSD - enhanced psychological wellbeing for people living with the dementia**

How are we recognising psychological symptoms in people living with dementia and supporting them and their families? Is there a clear process of identifying this need and are staff equipped with skills to recognise the symptoms? Do we factor psychological wellbeing into our service planning and delivery? This session will open up the topic and unpack the rewards and challenges inherent in this area.

**Linda Pye**, RN, RPN, BA, Grad. Dip. Organisational Psychology, Cert 1V in Training & Assessment, Masters of Mental Health Nursing (Nurse Practitioner - in progress)

**1245-1345 Lunch, networking & trade expo**

**1345-1430 Infection Control - beyond hand washing!**

This presentation will take you on a trip around the contemporary infection control world in residential aged care. Listen & consider how your current policies, procedures & practices in areas such as clinical waste, immunization, glove usage, gastro outbreaks, hand cleansing agents .... "measure up". Are they spot on, close, getting there or is there significant room for improvement? A great chance to reflect & respond to the specialist information & insights provided.

**Margaret Jennings**, Microbiologist, Infection Control Educator & Consultant

**1430-1500 The Nurse Practitioner (is in &) will see you now**

This presentation will 'tell the story' of the work of a Nurse Practitioner in a residential aged care service. The journey so far, benefits, observations, outcomes, future directions & possibilities will all be explored. Service provision within residential aged will continue to evolve in the years ahead & Nurse Practitioners will no doubt play an integral role. Here's a chance to gain an insight into some of the work already being done & the potential path ahead.

**Kate van Duuren**, B. Nursing, GradDip Gerontology, M Nursing - Nurse Practitioner; Clinical Care Coordinator, Overbeek Lodge, Dutch Care, Vic

**1500-1530 Afternoon tea, networking & trade expo**

**1530-1615 Stories from the Field**

These unique & diverse 'stories from the field' are designed to engage, enlighten & motivate!

**1615 Close Day One**

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## Aged Care Nurse Managers Conference

### Day 2 Program - Thursday April 21 2016

**0915-0930**      **Welcome & Introduction**

**0930-1015**      **“What I’ve learnt about people, work, performance & education!”**

What have I learnt & what makes a difference? These two questions will form the basis of this session with the presenter reflecting on her career in nursing & management positions. Key words/issues to be explored will include: motivation, maximising performance, desire to learn/improve, what makes a team ‘work’ & employee satisfaction ... with the belief that with the right approach outstanding outcomes are possible.

**Jane Williams**, BHLthSci(Nursing), MHLthSci, Grad. Dip. Education & Training; General Manager People & Organisational Excellence, Villa Maria Catholic Homes, Vic

**1015-1045**      **The family - staff relationship in Residential Aged Care**

Grounded in a number of research projects the presenter has been involved in, this session will explore the key drivers/influencers of family - staff relationships in Residential Aged Care? How can this information be utilised to better structure the processes, training & support for staff to improve their relationships with families?

**Kaye Ervin**, BNursing, BEd, MaEd Latrobe University, Lecturer/Research Fellow, Rural Health Academic Network (RHAN), The University of Melbourne

**1045-1115**      **Morning tea, networking & trade expo**

**1115-1200**      **Organisational Policies & Procedures - worth the paper they’re written on?**

Who is writing them? How long/usable are they? Who is reading them? How are they utilized? Do they reflect actual practices? Are they just in place to satisfy ‘the regulations’? Does anyone really care? Posing these questions & proposing some professional & practical responses, this session will cut through the rhetoric & deal in the realities.

**A/Prof Nicole Brooke**, B. Nursing, Masters Adult Education, Doctorate of Philosophy, Case Management & Aged Care; CEO, Aged Care Consultancy Australia

**1200-1245**      **And don’t forget about ...**

Three (3) short sessions focused on important clinical areas to update & inform your thinking & practice.

**1245-1345**      **Lunch, networking & trade expo**

**1345-1430**      **Nurse Managers & the Law - lessons from the courts & cases**

Covering issues such as professional supervision, scope of practice, medical referral, professional documentation & family complaints/relationships, this session will draw on the presenter’s unique academic & professional background & experiences. Duty of care and professional standards will be key touchstones for the issues discussed & inform the key lessons to be learnt .... a great chance to reflect on your practices as a Nurse Manager from a legal perspective.

**Linda Starr**, RN, RPN, LLB Adel; Associate Professor, School of Nursing & Midwifery, Flinders University, SA

**1430-1515**      **Maintaining motivation / beating burnout**

A great way to finish the conference is to turn the focus back on to you! In order to deliver exceptional care/services to your clients, you need to be at your best (or at least bl#\*dy close!). This presentation will explore practical ways to maintain your personal/professional focus, energy & motivation. Are you at risk of burnout? Would or do you recognise it when your batteries are running low? An essential ‘conversation’ for any professional.

**Andrew Marty**, Registered Psychologist & Managing Director, SACS Consulting, Melbourne, Vic

**1515-1530**      **Concluding remarks/summation**

**1530**              **Close of conference**

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Conference  
Details

## Aged Care Nurse Managers Conference April 20 & 21 | 2016

**Dates:** Wednesday April 20 & Thursday April 21 2016

**Timing:** Wednesday April 20 - registration from 0745, conference program 0915-1615  
Thursday April 21 - registration from 0745, conference program 0900-1530

**Venue:** Main Grandstand, Caulfield Racecourse, Station Street, Caulfield North, Vic 3161  
(Approx 10 kms from Melbourne CBD).

**Parking:** Free parking is available on site at the venue.

**Trade Expo:** Along with the Conference, a range of organisations will be displaying their products & services.

**Accommodation:** The following represents a suggested (not recommended) list of accommodation options in the vicinity of the Conference venue:

**Quest Brighton**

349 South Road  
Brighton VIC 3187  
03 9591 5000  
questbrighton.com.au

**Cosmopolitan Hotel**

2-8 Carlisle Street  
St Kilda VIC 3182  
1800 333 073  
cosmopolitanhotel.com.au

**Carnegie Motor Inn**

1102 Dandenong Rd  
Carnegie VIC 3163  
03 9568 5422  
carnegiemotorinn.com

**Punt Hill Apartments**

Cnr Princes Hwy & Warrigal Rd  
Oakleigh VIC 3166  
1300 731 299  
punthill.com.au

### Registration fees

Both days Full Registration **\$660** including GST

Single day Full Registration **\$330** including GST

All Registration fees include GST & provide full catering, access to the Trade Expo & a copy of the Conference presentations.

Conference  
Attendance  
=  
12 CPD HOURS

**The Registration Form will be a tax invoice for GST purposes when you make a payment.**

(Total Aged Services ABN: 86 775 168 953)

#### Tax Deduction

- If the registration fee is paid by an individual working in an appropriate setting, it may be claimed as a tax deduction.

#### Confirmation / Cancellation

- An email / letter of confirmation will be sent to delegates.
- Position in the conference is not confirmed until money & Registration Form is received.
- Non-attendance policy - if notification of inability to attend is received up to 3 weeks before the event, a full refund less \$110 (include \$10 GST) administration fee will be paid.
- No refund will be available for notification of non-attendance less than 3 weeks before the event unless in exceptional circumstances.
- Any outstanding payment / invoice for non-attending delegates (who have not advised of their non-attendance prior to the conference) **must be paid in full post conference.**

#### Disclaimer

- Total Aged Services will take all reasonable steps to ensure that the documented sessions are presented / speakers present at the conference.
- However, in the event of an unforeseen change in circumstance / withdrawal of a speaker, a suitable replacement session / speaker will be arranged.

- Total Aged Services also disclaims all liability from actions taken in response to information presented by speakers or obtained from organisations exhibiting at the conference.

#### Privacy Statement

- Total Aged Services is committed to respecting & protecting the privacy of all clients' information. The collection, use, disclosure, maintenance, storage of & access to this information will, at all times, be carried out in a lawful, professional and ethical manner. Information about clients will not be disclosed without the permission of the client.

#### Other Information or Assistance

Contact Wayne Woff (Manager - Total Aged Services):  
P: 03 9571 5606  
F: 03 9571 9708  
M: 0422 484 209  
E: office@totalagedservices.com.au  
W: www.totalagedservices.com.au

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# 2016

Registration  
Form

## Aged Care Nurse Managers Conference April 20 & 21 | 2016

Please **PRINT** clearly & ensure form is **fully completed**

Surname: \_\_\_\_\_ First Name: \_\_\_\_\_

Workplace: \_\_\_\_\_

Workplace Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone No: (    ) \_\_\_\_\_

Email (**REQUIRED PLEASE**): \_\_\_\_\_

Position / Job Title: \_\_\_\_\_

Attendance for:     Both Days     Day One only     Day Two only

Are you willing for your name & details to be included on a list distributed to the trade displayers?    Yes     No

Any specific dietary needs? (eg. Gluten free, not personal preferences. NB: Very specific dietary requirements may incur an additional cost). If so, please specify: \_\_\_\_\_

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This Registration Form together with payment to be sent to: Wayne Woff - Manager, Total Aged Services, 99 Kambrook Road, Caulfield North VIC 3161 or faxed to 03 9571 9708 or emailed to [office@totalagedservices.com.au](mailto:office@totalagedservices.com.au) by no later than **Friday April 15 2016**

Cheques or Money Orders to be made payable to: **Total Aged Services. CREDIT CARD PAYMENT NOT AVAILABLE.**  
**For Direct Debit details contact our office on 03 9571 5606 or [office@totalagedservices.com.au](mailto:office@totalagedservices.com.au)**

**This document will be a tax invoice for GST purpose when you make a payment**  
(Total Aged Services ABN: 86 775 168 953)