Attract strategies to
Attract younger, more
diverse staff
via innovative
recruitment strategies
Meet the demand for
complex care needs
Retain staff via
organisational support
Respond to future
workforce needs

Hear expert insights from 11
HACC & RAC providers

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Enhancing & maximising the aged care workforce

This conference will explore the current workforce pressures and future needs of the aged care workforce. It will highlight strategies for attracting, retaining and increasing capacity within your workforce. The focus will be on meeting future demands of complex consumer needs, consumer directed care and an ageing population.

It is essential to understand the needs of the changing aged care workforce environment as the number of people receiving aged care services is expected to increase by about 250 per cent over the next 40 years. 3.5 million people are expected to use aged care services by 2049-50. This growth will need to be matched by a growth in the workforce.

This conference will address how to:
- Meet a changing industry landscape
- Develop a flexible and innovative workforce
- How to adjust and develop staff capacity for culturally appropriate care
- How to retain staff through development
- Prepare your workforce for consumer directed care

“We will need a skilled, professional and flexible workforce to provide more services, better quality services and more service choices to the growing number of older people”
- The Hon Mark Butler MP, Minister for Mental Health and Ageing, 2012

Who will attend?
Residential Aged Care providers and Home and Community Care providers
With responsibilities for:
- Human Resources
- Recruitment
- Retention
- Workforce Planning
- Workforce Development

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Hear key contributions from
Noeline Whitehead
Bethesda Care NZ
Ellen Flint
Benetas
Roger Levi
Resthaven Incorporated
Melanie Mazzarolli
Arcare Training Academy
Arcare
Gabriele Taylor
Feros Care
May Hassan
Whitehorse City Council
Goetz Ottmann
Deakin University & UnitingCare
Community Options
Katrina Radford
Griffith University
Stella Topaz
NSW Nurses and Midwives’ Association
Anne Rout
Otway Health and Community Services
Matthew Wood
Uniting Care Wesley Port Adelaide
Trish McReynolds
The Joanna Briggs Institute & ACQA
Laurie Bolton
Workplace Horizons
Dominic Calabro
Arcare

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Day 1
Wednesday, 21st August 2013

8:30   Registration, coffee & networking

9:00   Opening remarks from the Chair

May Hassan, Manager for Home and Community Care Services
Whitehorse City Council

Examining the changing models of aged care

9:10   Living Longer Living Better: Building a system for the future

- Understanding the changing needs of the sector
- Exploring the workforce compact and supplement negotiations
- What does the future looks like for 350,000 aged care workers

Sam Porter, Aged Care Industry Coordinator
United Voice & Member, Strategic Workforce Advisory Group,
Living Longer. Living Better.

9:50   Implications of the workforce supplement

- What does this mean for aged care providers?
- Exploring RAC and HACC responses to the supplement

Lee Thomas
Australian Nursing Federation
Roger Levi
Resthaven Incorporated
Sam Porter
United Voice & Strategic Workforce Advisory Group

10:30  Examining New Zealand models of aged care

- Resident centred and directed care
- Leadership in care
- Staffing models
- Comparisons of international models

Noeline Whitehead, Director of Nursing
Bethesda Care NZ

11:10  Morning tea & networking

Innovative strategies for recruitment

11:40  Attracting a younger workforce by raising aspiration in youth

- Promoting aged care as a career choice for graduates
- Developing future leaders via organisational support
- Creating and retaining a workforce to meet demand

Emillie McKenna, Human Resources Manager (Workforce Projects)
Bupa Care Services

12:20  Promotion of aged care as a career

- Promoting aged care as a first choice career, not just a job
- Positive outcomes from educational partnerships

Roger Levi, Manager Workforce Development
Resthaven Incorporated

1:00   Networking lunch

Retaining employees via workforce optimisation

2:00   Working together in the future: Retaining a multi-generational workforce

- Managing a multi-generational workforce
- Similarities and differences in retention motives for each generation

Katrina Radford, PhD Student & Lecturer
Griffith University

2:40   Identifying positive impacts on retention

- Team, organisational culture and effective recruitment
- Recognition of staff and enabling professional development
- Consultation and ownership

May Hassan, Manager Home and Community Care
Whitehorse City Council Victoria

3:20   Afternoon tea & networking

3:50   Retention encompassing a commitment to learning

- Applauding Innovation Program: Empowering staff to contribute
- Developing future leaders through investing in our people
- Getting down to grass roots of why staff stay or leave

Gabriele Taylor, Community Services Manager
Feros Care

4:30   Closing remarks from the Chair & close of day one

10:30  Examining New Zealand models of aged care

- Resident centred and directed care
- Leadership in care
- Staffing models
- Comparisons of international models

Noeline Whitehead, Director of Nursing
Bethesda Care NZ

11:40  Attracting a younger workforce by raising aspiration in youth

- Promoting aged care as a career choice for graduates
- Developing future leaders via organisational support
- Creating and retaining a workforce to meet demand

Emillie McKenna, Human Resources Manager (Workforce Projects)
Bupa Care Services

Network & discuss how to enhance your workforce!
Day 2
Thursday, 22nd August 2013

8:30 Welcome, coffee & networking

9:00 Opening remarks from the Chair
May Hassan, Manager for Home and Community Care Services
Whitehorse City Council

9:10 Retaining a skilled workforce through supportive organisational structures
• How to support development within existing staff
• Cultivating a skilled workforce
Karen Best, General Manager
Calvary Retirement Communities Hunter-Manning

9:50 Creating & retaining a workforce that meets future needs
• Facilitating flexible learning and workplace training
• Encouraging retention and creating career pathways
Melanie Mazzarolli, Operations Manager,
Arcare Training Academy
Arcare

10:30 Morning tea & networking

Building capability for complex needs & person centred care

11:00 Examining HACC specific needs for complex consumers
• Developing staff capacity to individually manage complex needs
• Rural and metropolitan differences in care
• Supportive HACC environments despite location
Anne Rout, Home and Community Care Coordinator
Otway Health and Community Services

11:40 Developing nurses to enhance care provision
• How does the role of RNs and ENs in aged care affect quality of care?
• How does quality of care change as skill mix changes?
• What influences nurses to work in aged care?
• Do AINs and ENs want to become RNs and stay in aged care?
Stella Topaz, Professional Officer
NSW Nurses and Midwives’ Association

12:20 Future needs of nurses in an aged care setting
• RN’s, EN’s and nurse practitioners
• Development of nurses
• Nursing requirement for CALD consumers
Stella Topaz
NSW Nurses and Midwives’ Association
Melanie Mazzarolli
Arcare
Ellen Flint
Benetas

1:00 Networking lunch

2:00 Developing capacity for a health maintenance approach in commonwealth funded aged care
• Providing care for people with more complex health needs
• What are the competencies for such an approach?
Goetz Ottmann, Senior Research Fellow
Deakin University & UnitingCare Community Options

2:40 Developing skills for consumer directed care
• Building a person centric workforce
• How to embed a customer service culture in your organisation
• Explore the challenges of delivering care in CDC

3:20 Afternoon tea & networking

Enhancing diversity in the workforce

3:50 How diversity can contribute to your organisation
• CALD consumer provided appropriate care through a CALD workforce
• Changing workforce structure to cater to diversity
• Addressing language, literacy and numeracy skills
Matthew Wood, Director of Nursing
Uniting Care Wesley Port Adelaide

4:30 Closing remarks from the Chair & close of conference

Find us at: www.agedcareworkforce.com – Twitter: #agedcareworkforce – LinkedIn Group: Health Care Australia
Workshops
Tuesday, 20th August 2013
Wednesday, 21st August 2013
Friday, 23rd August 2013

Optimising your workforce
Pre Conference Workshop A
Tuesday 20th August 2013, 9:00am – 4:00pm
The face of the aged care workforce is changing, initiatives such as the workforce supplement aim to address the issues of attraction and retention within aged care.
This workshop will highlight the elements involved in the workforce compact such as education, training and professional development. It will provide insight into key challenges for aged care such as quality training and education for staff.

Why attend this workshop?
• Discuss approaches for retaining a quality, skilled workforce
• Understand current needs and future requirements of the aged care workforce
• Generate strategies to be responsive to changing requirements

What you will take away
• A depth of knowledge on attracting, retaining and developing your workforce
• Creative approaches to meeting future needs
• An understanding of enterprise bargaining agreements

Your workshop leaders
Trish McReynolds, CFJBI GCertBiometrics, BHltSc (Nursing) Director
The Joanna Briggs Institute & ACQA
Laurie Bolton, Director
Workplace Horizons
See website for full bio.

Developing employee programs for complex consumers
Mid Conference Workshop B
Wednesday 21st August 2013, 5:30pm – 8:30pm
A professional development program can add value to any organisation, a multi-disciplinary approach to professional development is key to positive outcomes.
This workshop will explore how to design a multi-disciplinary professional development program for the aged care workforce that meets clients’ needs. It will discuss how to effectively formulate and implement a professional development program and provide examples with tips and techniques for success.

Why attend this workshop?
• Discuss approaches a professional development program
• Understand the need for a multi-disciplinary program
• Recognise organisational benefits of professional development

What you will take away
• Practical strategies for formulation and implementation
• The ability to retain staff through a development program
• A depth of knowledge of the professional development requirements of the workforce

Your workshop leader
Roger Levi, Manager Workforce Development
Resthaven Incorporated
See website for full bio.

Strategies to recruit employees
Post Conference Workshop C
Friday 23rd August 2013, 9:00am – 4:00pm
Attracting and retaining suitable, quality staff to aged care has its challenges. Complex consumer needs, demanding work and low wages are some of the deterrents to attracting potential staff to aged care.

This workshop will highlight and provide insights into key challenges for attracting and retaining aged care workers including, how to attract and engage with potential employees and create a corporate culture for building a highly skilled workforce.

Why attend this workshop?
• Understand what positive experiences can do for attracting staff
• Discuss methods for recruitment
• Strategies for growth and development of staff

What you will take away
• Added knowledge for attracting and retaining a highly skilled workforce
• Creative approaches for a desirable workplace
• Approaches to engaging potential employees

Your workshop leader
Dominic Calabro, Human Resources Manager
Arcare
See website for full bio.
Registration Page

How To Register

Online: www.agedcareworkforce.com
Tel: 1300 316 882
Fax: 1300 918 334
From outside Aust +61 2 9241 3345
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Team Discounts

Register 3 delegates at the ‘standard price’ & bring a 4th delegate FREE
Please note that the standard price will be charged for team discounted registrations,
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Delegates must be registered at the same time from the same organisation in order to receive
the team discount. For larger group bookings call us on 1300 316 882 to find out how you may qualify for greater discounts.

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Department/Branch: ____________________________
Company/Organisation: ____________________________
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Should you be unable to attend, a substitute delegate is welcome at no extra charge.
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Delegates may not “share” a pass between multiple attendees. Workshop attendees must also
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Strengthening the Aged Care Workforce
21st & 22nd August 2013