Modelling Best Practices in Aged Care Training

Improving quality & standards to meet industry needs

19th & 20th June 2012, Citigate Central, Sydney

Leading expertise from:

- Chris Robinson
  Chief Commissioner
  Australian Skills
  Quality Authority

- Maureen Williams
  Executive Manager
  Organisational Development
  Braemar Presbyterian Care

- Kerrie Thomsen
  Dean of School
  Community Services and Health
  Bendigo Regional Institute of TAFE

- Rod Cooke
  Chief Executive Officer
  Community Services and Health Industry Skills Council

- Chris Robinson
  Chief Commissioner
  Australian Skills Quality Authority

- Maureen Williams
  Executive Manager
  Organisational Development
  Braemar Presbyterian Care

- Kerrie Thomsen
  Dean of School
  Community Services and Health
  Bendigo Regional Institute of TAFE

Benefits of attending:

- Strategies for tailoring programs to meet employer needs
- Learn how to comply with ASQA as an RTO
- Collaborative approaches to ensure quality aged care training
- Methods for benchmarking quality outcomes

Pre & Post Conference Workshops

Workshop A
How to access aged care funding

Workshop B
Tailoring programs to meet employer needs

Join the discussion with:

- Ian Yates AM
  Chief Executive Officer
  COTA Australia

- Wendy Graham
  Manager, TAFE School of Health and Community
  Swinburne University of Technology

- Dr Damien Ryan
  Manager Health and Community Services
  TAFE NSW Riverina Institute

- Christine Manwarring
  Director, Community, Health and Personal Services Faculty
  TAFE NSW South Western Sydney Institute

- Judith Leacock
  General Manager - Operations
  Summit Care

- Melissa Dinn
  Aged Care & Home and Community Care Coordinator
  Canberra Institute of Technology

- Glenda Whiting
  Principal Lecturer for Health
  TAFE SA North

- Roger Levi
  Manager, Workforce Development
  Resthaven

- Lisa Varney
  Aged Care Teacher/Coordinator & Angela Hamilton
  Aged Care Teacher/Coordinator
  Box Hill Institute

- Elvira Caporn
  Sector Development Consultant & Carol Fryer
  Training and Workforce Development Consultant
  CommunityWest

- Annette Jarvis
  Director
  Write Outcomes

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Researched by: Proudly Endorsed by:
In June 2011 the Productivity Commission released a report on Aged Care Reform and put forward a set of recommendations for the government on how aged care should be improved. They have recognised that providing quality aged care is dependent on a strong, competent and well-trained workforce. The sector has recognised that it is a shared responsibility between RTOs and the industry to work together to improve aged care training.

One of the commission’s recommendations includes reviewing aged care vocational education courses and promoting skills development through expanding accredited courses. The Minister for Mental Health and Ageing, Mark Butler, has said that one of the first items on his agenda would be to improve aged care training.

In addition, the new VET regulator ASQA is taking more robust measures to ensure quality and standards in aged care training.

This conference will address:

- The impact of the wider reform agenda on aged care training
- How RTOs and industry can work together to define quality in aged care training and improve the skill sets of aged care workers
- The role of simulation based learning in aged care
- Methods for maintaining quality delivery and current content

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Who should attend?
TAFEs & Vocational Education & Training providers
Registered Training Organisations
Federal & State Government
Home care service providers
Aged care health service providers
Nursing homes & retirement villages

Who have specific responsibility in:
- Training
- Workforce development
- Quality
- Standards
- Teaching & learning

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### Day One
**Tuesday 19th June, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30</td>
<td>Registration, coffee &amp; networking</td>
</tr>
<tr>
<td>9.00</td>
<td><strong>Welcome to country</strong>&lt;br&gt;Representative Metropolitan Local Aboriginal Land Council</td>
</tr>
<tr>
<td>9.10</td>
<td><strong>Welcome remarks from the Chair</strong>&lt;br&gt;Rod Cooke&lt;br&gt;Chief Executive Officer Community Services and Health Industry Skills Council</td>
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<tr>
<td>9.20</td>
<td>Understanding regulatory change&lt;br&gt;<strong>Defining quality &amp; standards in aged care training</strong>&lt;br&gt;Chris Robinson&lt;br&gt;Chief Commissioner Australian Skills Quality Authority</td>
</tr>
<tr>
<td>10.00</td>
<td><strong>Improving the quality of training in aged care</strong>&lt;br&gt;• What does industry want from training?&lt;br&gt;• A view on quality in training&lt;br&gt;• Workforce development approaches&lt;br&gt;Rod Cooke&lt;br&gt;Chief Executive Officer Community Services and Health Industry Skills Council</td>
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<tr>
<td>10.40</td>
<td>Morning tea &amp; networking</td>
</tr>
<tr>
<td>11.10</td>
<td>Improving aged care training&lt;br&gt;<strong>Quality outcomes in Certificate III aged care training</strong>&lt;br&gt;• Expectations and requirements&lt;br&gt;• What the industry is looking for&lt;br&gt;• Methods for benchmarking quality outcomes&lt;br&gt;Rod Cooke&lt;br&gt;Chief Executive Officer Community Services and Health Industry Skills Council</td>
</tr>
<tr>
<td>11.50</td>
<td><strong>Enabling students to function effectively &amp; confidently in aged care</strong>&lt;br&gt;• Access to simulated learning environments&lt;br&gt;• Access to supportive and supervised placements&lt;br&gt;• Maintaining quality delivery and current content&lt;br&gt;Wendy Graham&lt;br&gt;Manager, TAFE School of Health and Community Swinburne University of Technology</td>
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<tr>
<td>12.30</td>
<td>Networking lunch</td>
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<tr>
<td>1.30</td>
<td>Simulation based learning for aged care&lt;br&gt;<strong>Case Study</strong>&lt;br&gt;• Best practice and interactive training models&lt;br&gt;• Developing a simulated aged care facility&lt;br&gt;Lisa Varney&lt;br&gt;Aged Care Teacher/Coordinator &amp; Angela Hamilton&lt;br&gt;Aged Care Teacher/Coordinator Box Hill Institute</td>
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<tr>
<td>2.10</td>
<td>Innovation in aged care training delivery – The Braemar five year training plan&lt;br&gt;<strong>Case Study</strong>&lt;br&gt;• Partnering with an RTO&lt;br&gt;• Advancing care and advancing training&lt;br&gt;• Supporting participants and promoting flexibility in order to encourage commitment to the training program&lt;br&gt;Maureen Williams&lt;br&gt;Executive Manager, Organisational Development Braemar Presbyterian Care</td>
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<tr>
<td>2.50</td>
<td>Afternoon tea &amp; networking</td>
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<tr>
<td>3.20</td>
<td>Roundtable discussions: Strengthening communication with CALD students &amp; workers&lt;br&gt;<strong>Case Study</strong>&lt;br&gt;• English language requirements&lt;br&gt;• Providing language support</td>
</tr>
<tr>
<td>4.00</td>
<td>Enhancing successful student outcomes in aged care training at CIT&lt;br&gt;<strong>Case Study</strong>&lt;br&gt;• Promoting skill development&lt;br&gt;• The roles of student support&lt;br&gt;• Working together with industry and assessing workforce needs&lt;br&gt;Melissa Dinn&lt;br&gt;Aged Care &amp; Home and Community Care Coordinator Canberra Institute of Technology</td>
</tr>
<tr>
<td>4.40</td>
<td>Developing a blended delivery program for Certificate IV Aged Care&lt;br&gt;<strong>Case Study</strong>&lt;br&gt;• Creating a model and process for developing a blended delivery program for Certificate IV Aged Care workers incorporating Moodle, Adobe Connect and Equella&lt;br&gt;• Undertaking a comparative analysis between a virtual learning environment pathway and a traditional face to face delivery model pathway&lt;br&gt;Christine Manwarring, Director Community, Health and Personal Services Faculty TAFE NSW South Western Sydney Institute</td>
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<tr>
<td>5.20</td>
<td>Closing remarks from the Chair &amp; close of day one</td>
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**Panel Discussion:**
- Case Study
- Keynote
Day Two
Wednesday 20th June, 2012

8.30 Welcome, coffee & networking

9.00 Welcome remarks from the Chair
Kerrie Thomsen
Dean of School, Community Services and Health
Bendigo Regional Institute of TAFE

Stakeholder expectations & engaging with providers

9.10 Greater consumer engagement
• The skills and culture needed to foster greater consumer engagement
• Managing consumer directed care
• Ensuring the voice of older people is heard throughout the reform process
Ian Yates AM
Chief Executive Officer
COTA Australia

Professional development for aged care workers

2.00 Advancing the skill set of the aged care workforce
• Accessing funds to further education
• Working closely with organisations to provide further training
Glenda Whiting
Principal Lecturer for Health
TAFE SA North

3.00 Industry expectations & workforce development
• Mandatory versus voluntary education
• What it takes to move our staff forward
• Workforce development: It's not just about training anymore
Roger Levi
Manager, Workforce Development
Resthaven

3.50 Improving the skills of aged care workers
• A collaborative approach to upskilling the workforce
• The wellness approach
• Furthering the VET qualifications of home and community care staff
Elvira Caporn
Sector Development Consultant &
Carol Fryer
Training and Workforce Development Consultant
CommunityWest

4.30 Closing remarks from the Chair & close of conference

Panel Discussion

Early booking discounts apply – the earlier you book the more $$$ you save
How to access aged care funding

Pre Conference Workshop A
Monday 18th June, 2012
9.00am – 4.00pm

This workshop is designed for staff in the position to seek funds to implement programs on behalf of their employer organisation.

The opportunity to seek funding is becoming more difficult and more competitive within and between industries. Quite often executives, managers and project officers, whilst highly skilled in their area of expertise, have not had any experience or training in writing funding applications, yet due to their role, find themselves tasked with submission writing.

This course will give you the understanding and expertise to apply for funding with confidence and an ability to understand what the funding body is looking for so that your application makes it into the top 10%.

You will learn:
- How to find funding opportunities
- How to know if the opportunity is a good fit with your needs
- The grant writing process
- Governance, organisational capacity, risk and sustainability and what it really means
- Features of a good submission (dos and don’ts)

By attending this workshop you will develop:
- An understanding of the many facets and requirements of quality submission writing
- An enhanced familiarity of the methodology involved in developing content required within a quality submission
- Increased skill and confidence to apply the methodology learnt to your next submission
- An opportunity to engage in meaningful discussions with professional colleagues on issues relating to submission/grant writing

About your workshop leader:

Annette Jarvis
Director
Write Outcomes

As a Primary Health Care Consultant and Project Manager for Write Outcomes, Affiliate Researcher for Charles Sturt University and Senior Consultant for Australian Indigenous Business Services, Annette has had the privilege of working with numerous communities, key stakeholders, primary health care professionals, local councils, not for profit organisations, health and community sector organisations hospitals, general practitioners, allied health professionals and aged care facilities to obtain funding on their behalf in order to implement projects at the local level.

Annette has a Bachelor of Business Management and a Masters in Public Health and is passionate about obtaining funding to deliver innovative projects that are of benefit to local communities, especially ones that are sustainable. Annette is skilled at marrying project concepts with funding opportunities.

Tailoring programs to meet employer needs

Post Conference Workshop B
Thursday 21st June, 2012
9.00am – 4.00pm

Bridging the gap between industry and RTOs is essential to promoting the delivery of high quality, industry-relevant training and education in the aged care sector. Empowering the industry to speak up when poor practice is in place, and encouraging RTOs to speak up when they are not being well informed or well supported in terms of what the industry needs and expects will provide a powerful forum for open discussion.

This workshop will discuss current needs and future requirements of the aged care workforce, and what the gaps are. It will discuss strategies for creating a link between industry bodies and training organisations to promote quality driven aged care and improve workforce planning. You will also learn how simulated learning can enhance training and provide students with the knowledge and skills needed to work in aged care facilities. Simulated learning enables practical training and ensures that students are involved in continuous improvement and professional development.

By attending this workshop you will explore:
- Training course and skill set contextualisation strategies for both RTOs and industry partners
- Ideas to generate responsive and strong partnerships
- Methods to promote the training programs to potential employees, the new employee workforce or established workforce
- Reasons why you should have a memorandum of understanding or service agreement in place

About your workshop leader:

Kerrie Thomsen
Dean of School, Community Services and Health
Bendigo Regional Institute of TAFE

Kerrie Thomsen is a leading expert in Education and Training for VET Programs and up skilling for the community services and health sector. In her 29 years of industry experience she has specialised in primary healthcare, community rehabilitation programs, disability, aged care, accessible living and education.

Education and training has been Kerrie’s main focus for over seven years and she currently works for Bendigo TAFE as Head of School for Community Services and Health. The specific quality training programs supported by this school include the fields of: Aged care, Disability, Leisure & Health, Children's Services, Welfare & Community Services, Nursing, Allied Health and Fitness/Recreation. Kerrie Thomsen has strong leadership experience with over 12 years in the roles of Senior Management within Community Services and the VET sector.
Registration Page
Conference: 19th & 20th June, 2012
Workshops: 18th & 21st June, 2012

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Event Prices

<table>
<thead>
<tr>
<th>Event Description</th>
<th>Register &amp; pay by 13 Apr 2012</th>
<th>Register &amp; pay by 18 May 2012</th>
<th>Standard price after 18 May 2012</th>
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<tr>
<td>2 Day Conference</td>
<td>$2399 + GST = $2638.90</td>
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Discounted rates for not-for-profit organisations, nursing homes & aged care community services

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SAVE $100

SAVE $50

SAVE $20

SAVE $10

SAVE $5

SAVE $2

SAVE $1

SAVE $0

SAVE $200

SAVE $100

SAVE $50

SAVE $20

SAVE $10

SAVE $5

SAVE $2

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