



# QUALITY IMPROVEMENT FORUM

Aged & Community Services

SA & NT Inc

Does the Management of Contracts and OHS&W Risk Leave You With a Headache?  
Does it Impact on Your Ability to Provide Quality Services?

Learn Pain Free Ways to:

## Overcome the Barriers

Wednesday 4 June 2008

9.00 am – 4.00 pm (Registrations 8.30am)

Stables Ballroom, Morphettville Junction, 470 Anzac Highway Camden Park SA 5038

(Free parking on site)

The 2007 Quality Improvement Forum brainstormed barriers to providing the best possible quality services. Monitoring the quality of contracted services, and constraints relating to OHS&W risks were the top two issues identified.

The purpose of this Forum is to provide information and practical tips to help overcome barriers and improve quality outcomes for consumers.

Sonia Bolzon, Partner with Lynch Meyer, will discuss the legal requirements of engaging contractors and Keith Barber, City of Salisbury, will provide some practical advice about how to go about meeting those requirements, simply and painlessly.

Join in identifying the challenges associated with managing OHS&W risks in a consumer's home and learn from others how they address the issues. Joyleen Thomas, Better Practice Project, will discuss the difference between meeting standards and providing quality services, and will provide suggestions about how to move beyond compliance. The Department of Health and Ageing, Office for the Ageing and QMS will provide the latest news on quality standards and how they may evolve as we move into the future.

Finally, we present two very practical case studies. The first describes how OHS&W and other risks were managed to enable a very frail consumer to remain at home. The final session will outline how a group of Councils collaborated to ensure their contractors understood how to incorporate the HACCC National Service Standards into their work practice.

## PROGRAM

### **Legal Aspects of Contracting Out**

*Sonia Bolzon, Lynch Meyer*

### **Taking the Sting out of Selecting and Engaging Contractors**

*Keith Barber, City of Salisbury*

### **Managing OHS&W Risk in Community Settings—Workshop**

*Carol Mohan, ACS SA & NT Inc*

### **Bridging the Gap between Compliance and Quality Service Provision**

*Joyleen Thomas, Better Practice Project, ACS SA & NT Inc*

### **Quality Into the Future—Government Updates and Quality Panel**

*Tanya Strokowsky, Office for the Ageing*

*Lynn Crooks & Roy Inglis Department of Health and Ageing*

*Alison Sinclair, QMS*

*Joyleen Thomas, Better Practice Project, ACS SA & NT Inc (joining panel to answer questions)*

### **Best Practice Examples**

- *EACH Package — Sue Reid, Barossa Village*
- *Western Region Council's HACCC National Service Standards for Contractors – Speaker to be advised*

For further information about the content of this Forum contact Carol Mohan, ACS SA & NT Inc, telephone: 8338 7111.



Aged & Community Services SA & NT Inc

## Registration Form

### QUALITY IMPROVEMENT FORUM *Overcoming the Barriers*

Wednesday 4 June 2008

9.00 am – 4.00 pm (Registrations 8.45am)

Stables Ballroom, Morphettville Junction  
470 Anzac Highway Camden Park SA 5038

Name: \_\_\_\_\_

Name of Employer/Facility: \_\_\_\_\_

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

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Special Requirements (access, dietary requirements): \_\_\_\_\_

Catering will be provided

<b>YOUR INVESTMENT (GST Inc):</b>	<b>ACS Members</b>	<b>\$132.00</b>	<input type="checkbox"/>
	<b>Non ACS Members</b>	<b>\$220.00</b>	<input type="checkbox"/>

### Registration due by Monday 26 May 2008

#### Terms & Conditions

**Bookings:** Must be made prior to the seminar on this registration form and **FAXED back to ACS SA&NT on 8338 7077**. (Please note no telephone bookings will be accepted).

**Payment:** An invoice will be issued upon receipt of registration and payment can be made by:  
**Cheque** - made payable to ACS SA&NT and mailed to **246 Glen Osmond Road Fullarton SA 5063**  
**Direct Credit** - deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624 –please quote **Invoice Number**

**Refund Policy:** Should any delegate withdraw from the seminar in less than 5 working days prior to its commencement, no refund will be given and a substitute delegate will be welcome. Please notify ACS SA&NT of substitute delegates as soon as possible. All changes must be made in writing (emailed to [mso@agedcommunity.asn.au](mailto:mso@agedcommunity.asn.au) or fax 8338 7077)

**Cancellations:** ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.

Aged and Community Services SA&NT Inc  
246 Glen Osmond Rd Fullarton SA 5063  
Fax: (08) 8338 7077  
[www.agedcommunity.asn.au](http://www.agedcommunity.asn.au)