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Aged & Community Services
SA & NT Inc

246 Glen Osmond Road Fullarton
Tel: (08) 8338 7111 Fax: (08) 8338 7077
www.agedcommunity.asn.au

The 2010 ACS Residential Forum

'Enhancing Service Delivery to match the changing face of Aged Care'

Date: Friday 16 April 2010

Time: 9.00 am–4.00 pm (Registrations from 8.30 am)

Venue: Stables Ballroom, Morphettville Junction, 470 Anzac Highway CAMDEN PARK SA

Presented by: The ACS SA&NT Inc Residential Committee

The Forum will focus on changes within the aged care sector and ways in which the sector can improve service delivery. The Forum is designed for both residential and community aged care providers in the non-profit sector and topics will be of interest to CEOs, Managers, Directors of Care and other senior staff who oversee the general performance of service delivery within their organisations.

8.30 am	Registration and coffee
9.00 am	Welcome
9.05 am	Industry Overview – <i>'Residential and Community aged care current position and vision for the future'</i> by Pat Sparrow, Policy Manager Aged & Community Services Australia
9.30 am	A Picture Speaks a Thousand Words – <i>'Art therapy methods of expression for people with dementia and cognitive impairment'</i> by Katherine Tumes, Diversional Art Therapist, Uniting Care Wesley
10.10 am	Morning Tea
10.40 am	Dying is Everyone's Business <i>'The new State Palliative Care Plan and its implications and reach into and for aged care facilities'</i> by Mr David Roach, Chair, Palliative Care Council of South Australia
11.20 am	In2Life – <i>'An innovative set of programs, tools and offers, all aimed at helping you understand your health status and provide practical ways to improve it'</i> by Stuart Skevington, Corporate Sales Manager, BUPA Australia Group
12.00 noon	Lunch
1.00 pm	Coronial Inquests – <i>'The impact of a Coronial Inquest in an aged care facility, what to expect'</i> by Nick Linke, Fisher Jeffries
1.40 pm	Lean Thinking – <i>'What is Lean Thinking? What are the wastes in your organisation? The Enterprise Model and how it applies to aged care'</i> by Robert Lloyd, Business Partnership Manager, International Graduate School of Business, University of South Australia
2.10 pm	Afternoon Tea
2.30 pm	Managing Complaints – <i>'Effective ways to manage your complaint responses'</i> by David Kemp, Chief Executive Advisor, ECH Inc
3.10 pm	Customer Service in the Aged Care Industry – <i>'What is the customer service we want? What does quality service mean in our context?'</i> by Alli Taylor, Alli Taylor Consultants Pty Ltd
3.50 pm	Summary and Close



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RESIDENTIAL FORUM REGISTRATION FORM

Date: Friday 16 April 2010

Time: 9.00 am–4.00 pm (Registrations from 8.30 am)

Venue: Stables Ballroom, Morphettville Junction, 470 Anzac Highway CAMDEN PARK SA

Please complete the details below and FAX to (08) 8338 7077.

Registration fee (inc. GST)

ACS Members Only Event \$198.00 pp

Five (5) or more registrations from a single organisation \$165.00 pp

Name of Attendee	Position Title	Phone	Email Address

Name & address of employer/facility:.....

Special requirements (access, dietary requirements):.....

Terms & Conditions

Bookings: Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 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** – cheques should be made payable to ACS SA&NT and mailed to 246 Glen Osmond Road, Fullarton SA 5063 **Direct Credit** – payment can be deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624. The relevant Invoice Number must be quoted to enable identification.

Registration transfer or cancellation: Cancellation of registration can be made up to five working days before an event. Cancellations made less than five working days before an event will be charged a 50% cancellation fee. A Credit Note will be issued if the account has been paid. Full payment is due for 'no shows' except in exceptional circumstances. Transfer of a registration is permitted to a colleague within the same organization, or another organisation that is an ACS SA&NT member. Notice must be received by ACS in writing (email, fax, mail) at least five working days before the event. A 10% administration fee will be charged if the request for transfer is received 5 or less days before an event.

Course 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.

Please note this registration is not an invoice.
ACS SA&NT will forward a confirmation and invoice for payment upon receipt of this registration.