

TWO DAY ONLINE CONFERENCE

In partnership with

# Governance in Aged Care: Beyond the Royal Commission



Wednesday 14th & Thursday 15th April 2021

## Key Speakers



Ian Yates AM  
Chief Executive  
COTA Australia



Patricia Sparrow  
Chief Executive  
Officer  
Aged & Community  
Services Australia  
(ACSA)



Liesel Wett  
Chair,  
**Goodwin Aged Care**  
Chief Executive Officer,  
**Australian Pathology &**  
Non-Executive Director,  
**Australian Institute of**  
**Company Directors (AICD)**



Adjunct Professor Alan Lilly  
Principal, **Acumenity**  
Board Director and Adjunct Professor,  
**Australian Catholic University**  
Co-leader of Independent Reviews of  
COVID-19 outbreaks at Newmarch  
House, St Basil's, & Epping Gardens  
aged care facilities



Bruce Bailey  
Managing Director,  
**Pride Living Group &**  
Non-Executive Director  
and Chairman of the Audit,  
Risk Management and  
Compliance committee,  
**RSL Life Care**



Faye Spiteri  
Chief Executive Officer  
**Fronthitha Care**

## Attend to learn how to

- Unpack the **Royal Commission Final Report**
- Explore **prudential & financial implications** of the Final Report
- Strengthen governance with **lessons learned** through the **COVID-19 pandemic**
- Foster **genuine consumer engagement** to build trust & enable your organisation to deliver **better care & quality of life**
- Explore **key issues for governance** including **complaints processes, risk management** & the new **Serious Incident Response Scheme (SIRS)**

## Interactive Seminars

- A** Strengthening clinical governance to ensure quality
- B** Embedding customer centricity to build a positive brand
- C** **STRUCK BY LIGHTNING, THE ACRC RECOMMENDATIONS'** - Strategic Messages and Practical Strategies To Transform Your Aged Care Organisation

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# The future of aged care starts now

With the imminent release of the Royal Commission into Quality and Safety in Aged Care, providers are at a critical turning point. Now is the time to carve out a new way forward to better support older Australians and their families, while ensuring a strong and sustainable industry.

It was in the wake of the Financial Services Royal Commission that the NAB Chairman and CEO were forced to step down, and it was after the Royal Commission into Institutional Responses to Child Sexual Abuse that sweeping reforms passed through parliament. Likewise, while it may seem like the work and challenges that have hounded the aged care sector over the last few years will culminate with the Final Report, in fact it is only the beginning. Positive, necessary change must be driven by the board and executive leadership as providers are called not only to respond but to reimagine and work strategically.

**Designed in partnership with COTA Australia and ACSA**, this online conference brings together experts, advocates and leaders from across Australia to unpack the Final Report and tackle the biggest issues for effective governance. Don't miss this essential opportunity to ensure your board and executive are informed and equipped to lead your organisation and actively shape the future of aged care.

## What will you take away from this event?

- **Hear essential insights from experts and key stakeholders** including **Peak Bodies, Industry Thought Leaders**, and progressive **Aged Care providers**
- **Get access to need to know information** about the **critical implications of the Royal Commission's Final Report** - made available to you online both live and on-demand
- **Take learnings from a range of experiences and perspectives to help shape your organisational strategy** with robust panel discussions on the Royal Commission Final Report and Consumer Engagement
- **Share your thoughts and ask your burning questions** in **interactive polls, panel discussions** and **Live Q&A**
- **Connect with your peers virtually** and continue to **grow your network**

## Plus key contributions from



Gerard Mansour  
Ambassador for Elder Abuse  
Prevention  
**Commission for Senior Victorians**



Phil Butler  
Manager NFP, Public Sector & ACT  
**Australian Institute of Company Directors (AICD)**



Grant Corderoy  
Partner  
**StewartBrown**



Louise Greene  
Director  
**The Ideal Consultancy**



Robyn Boyd  
Chief Executive Officer  
**Southern Cross Care Tasmania**



Veronica Mayne  
Managing Director  
**Faster Horses**



Professor John McCallum  
Chief Executive Officer  
**National Seniors Service**



Michael Goldsworthy  
Chair, **Better Boards**  
& Principal Consultant,  
**Australian Strategic Services**



Kaele Stokes  
Executive Director,  
Advocacy & Research  
**Dementia Australia**



Kate Swaffer, MSc, BPsych, BA  
Retired Nurse, CEO & co-founder  
**Dementia Alliance International**



Craig Gear  
Chief Executive Officer  
**Older Persons Advocacy Network (OPAN)**



Rachel Argaman  
Chief Executive Officer  
**Opal HealthCare**



Victor Harcourt  
Principal  
**Russell Kennedy**



Peter Shergold AC  
Chair, **Opal HealthCare**  
Chancellor, **Western Sydney University**



Andrew Hollo  
Founder & Chief Executive Officer  
**Workwell**



Dr Brendan French  
Executive General Manager  
Customer & Community  
**Advocacy, Commonwealth Bank**

## Who will attend?

**Leaders, Executives and Board Members from Home and Residential Aged Care Providers.**

8:45 Registration opens

9:00 Opening remarks by the Chair

### Unpacking the Royal Commission Final Report

9:10 Beyond the Royal Commission: Understanding the final report & exploring the future of aged care

- Unpacking the recommendations and implications of the final report
- What now? Understanding what the report might mean for the sector
- Shaping the future we want for older Australians

Ian Yates AM  
Chief Executive  
COTA Australia

9:50 Leading & governing for a stronger sector

- Exploring the roles, responsibilities and opportunities for providers in responding to the Royal Commission Final Report
- Guiding your organisation through upcoming challenges, reform, and uncertainties
- Leading for change and building a stronger future

Patricia Sparrow  
Chief Executive Officer  
Aged & Community Services Australia (ACSA)

10:30 Short break

### CONSUMERS PERSPECTIVE PANEL

10:40 Integrating consumer voices at the heart of aged care following the Royal Commission

- What are the key priorities and expectations of consumers in the wake of the Royal Commission Final Report?
- More than choice: What does it look like to implement and improve rights based approaches to home and residential aged care?
- How can boards and the executive listen and engage with consumer experience to ensure quality in light of the Royal Commission's recommendations?

Craig Gear, Chief Executive Officer,  
Older Persons Advocacy Network (OPAN)

Kaele Stokes, Executive Director, Advocacy & Research,  
Dementia Australia

Kate Swaffer, MSc, BPsych, BA, Retired Nurse  
CEO & co-founder, Dementia Alliance International

Chaired by Ian Yates AM, Chief Executive, COTA Australia

### INDUSTRY LEADERS PANEL

11:20 Proactive responses to the Royal Commission

- What are leading providers doing to actively respond to the Final Report even as we await a full response from the government?
- How can providers develop a strategic response for the short and long term?
- What is the role of innovation in driving positive improvement and transformation across the sector?

Faye Spiteri, Chief Executive Officer, Fronditha Care

Robyn Boyd, Chief Executive Officer  
Southern Cross Care Tasmania

Chaired by Patricia Sparrow, Chief Executive Officer  
Aged & Community Services Australia (ACSA)

12:00 Lunch break

12:30 Exploring prudential & financial implications of the Final Report

- Reviewing aged care finance, funding and prudential regulation with insights from the Final Report
- Understanding and preparing your organisation for funding reform
- Managing prudential risk in aged care

Grant Corderoy  
Partner  
StewartBrown

### COVID-19 IN FOCUS

1:10 Lessons from the pandemic

- How the COVID-19 pandemic tested existing governance structures & exposed cracks in the system
- From BAU to crisis management and back again: What will we take with us to improve and ensure quality in the long term?

Adjunct Professor Alan Lilly  
Principal, Acumenity

Board Director and Adjunct Professor,  
Australian Catholic University

Co-leader of Independent Reviews of COVID-19 outbreaks  
at Newmarch House, St Basil's, & Epping Gardens aged care facilities

1:50 Closing remarks from the Chair & Close of Day One

All times are shown as AEST

8:45 Registration opens

9:00 Opening remarks by the Chair

**Fostering genuine consumer engagement to build trust & deliver quality**

OUT OF SECTOR CASE STUDY

**9:10 Transformational approaches to fostering genuine consumer engagement**

- Learnings & insights from the Commonwealth Bank's ongoing commitment to customer engagement and advocacy
- Reimagining your organisation with the customer at the centre
- Moving beyond tokenistic approaches to integrate an authentic engagement strategy

Dr Brendan French, Executive General Manager  
**Commonwealth Bank**

PANEL DISCUSSION

**9:50 Effectively engaging consumers to drive strategy & deliver quality**

- What does quality look like in the eyes of the older Australians we serve?
- To what extent do boards need to be engaged with consumers and what does this look like?
- How can consumer engagement inform and strengthen organisational strategy?
- How can providers work with employees and families as well as direct consumers to build trust and ensure a genuine, holistic approach to engagement?
- What can we learn from other sectors about how to improve consumer engagement?

Gerard Mansour, **Commission for Senior Victorians**  
Liesel Wett, Chair, **Goodwin Aged Care, Australian Pathology & Australian Institute of Company Directors**  
Professor John McCallum, **National Seniors Service**

10:30 Short break

**Strengthening governance & addressing key challenges**

CASE STUDY

**10:40 Managing complaints & feedback from internal & external stakeholders**

- Building and reviewing complaints management systems
- Ensuring prompt and appropriate responses to complaints
- Integrating and acting on consumer feedback?

Rachel Argaman, Chief Executive Officer  
**Opal HealthCare**

PANEL DISCUSSION

**11:20 Reviewing & implementing principles of good governance**

- What are the key pillars of good governance?
- How and why should organisations align their purpose with governance, strategy and outcomes?
- What can executive leaders and board members do to ensure effective governance both today and in the future?

Phil Butler, **Australian Institute of Company Directors**

Andrew Hollo, **Workwell**

Peter Shergold AC, **Opal HealthCare & Western Sydney University**

12:00 Lunch break

**12:30 Avoiding risk is no safer in the long run than outright exposure**

- Embracing sound risk management practices that will enable your organisation to go out on the limb to where the fruit is
- Understanding, articulating and responding to the inherent risks in aged care
- Exploring conceptual models and practical applications for governance and oversight that fosters a culture of continuous improvement

Bruce Bailey  
Managing Director,  
**Pride Living Group & Non-Executive Director and Chairman of the Audit, Risk Management and Compliance committee, RSL Life Care**

PANEL DISCUSSION

**1:10 Understanding & preparing for the new Serious Incident Response Scheme (SIRS)**

- What are the requirements of the new Serious Incident Response Scheme and what will this look like in practice?
- How can providers strengthen systems and upskill to meet SIRS?
- How can the board & executive team work together to reduce and prevent abuse and neglect in aged care?

Louise Greene, **The Ideal Consultancy**

Victor Harcourt, **Russell Kennedy**

1:50 Closing remarks from the Chair & Close of Conference



# Governance in Aged Care: Beyond the Royal Commission

## Pre Conference Interactive Seminar A

### Strengthening clinical governance to ensure quality

**Tuesday 13th April 2021**

9:00am - 12:00pm AEST

## The Seminar

Clinical governance is the rudder that guides the delivery of quality care and services. It is the systematic approach to maintaining and improving quality. In the same way that tragic failures of clinical governance have been highlighted throughout the Royal Commission, so must effective clinical governance be a priority as we move forward. Crucial to this is embedding a whole of organisation approach that ensures strong processes and support to identify and mitigate risk.

Join clinical governance expert Louise Greene in this seminar to walk through the steps required to strengthen frameworks in your organisation and consistently deliver quality care, tailored to the unique needs of individual consumers. Explore proactive best practice approaches and learn how to identify the enablers and barriers to quality care and risk management in your organisation.

## Agenda

### 9:00 Opening remarks

### 9:10 Reviewing a whole of organisation approach to clinical governance

- Understanding the implications of the Royal Commission for clinical governance
- Identifying your priorities: what organisations need to do in the next 100 days
- Exploring key roles in clinical governance
- Supporting everyone in the organisation to understand and endorse the clinical governance framework

### 9:50 Short Break

### 10:00 Proactively identifying issues to ensure quality

- Examining why services have clinical governance issues
- Discerning when a service would benefit from early intervention

- Exploring additional supports to address and mitigate being at increased risk of quality issues

- Working strategically to strengthen enablers and mitigate barriers

### 10:50 Short Break

### 11:00 Building effective risk management systems

- Implementing governance frameworks and clinical leadership for better risk management
- Monitoring, understanding and analysing trends in clinical care and risk
- Creating pathways and processes between the the board, executive and the coal face for rapid incident response

### 11:30 Q&A

*Bring your questions to discuss and further unpack seminar content with practical advice from Louise Greene.*

### 12:00 Close of Seminar

## Seminar Facilitator



Louise Greene  
Director  
The Ideal Consultancy

*With 30+ years in nursing, leadership and consulting Louise's experience spans a diverse range of organisations including public hospitals, aged care services and consulting. Louise has led the quality and business improvement team at the Ideal Consultancy for the past 10 years. Established in 2009, The Ideal Consultancy (Ideal) is a specialist aged care and senior living advisory business bringing a unique mix of clinical and operational knowledge with business acumen and experience.*

*Louise's focus is on creating innovative care models, supporting organisations to deliver quality care services and enabling financially sustainable business models. With considerable expertise in strategic and business planning, business development, leadership, quality and risk management, she has successfully consulted with and supported aged care providers across Australia.*

*Louise's experience and expertise has also been called upon throughout the **COVID-19 pandemic**, where she is the **Subject Matter Expert** for the **establishment of the Victorian Aged Care Response Centre**.*

# Governance in Aged Care: Beyond the Royal Commission

## Pre Conference Interactive Seminar B

### Embedding customer centricity to build a positive brand

Tuesday 13th April 2021

1:00pm - 4:00pm AEST

## The Seminar

At the heart of aged care are the customers we serve. However, what we've seen through the Royal Commission and preceding years of scrutiny are the consequences of failing to evolve beyond paternalistic approaches. Genuinely putting older Australians and their families at the centre of organisational strategy and operations is essential to the delivery of quality care. From a business perspective in a difficult financial climate and increasingly competitive marketplace, it's also essential to differentiate and ensure a sustainable future for your organisation. Now more than ever, it's crucial for the board and executive to prioritise understanding and improving the customer journey, and to rebuild trust as part of a strong brand.

This seminar invites board members and executive leaders to explore the latest market research from experts at Faster Horses, while also walking through practical customer journey frameworks and brand architecture to develop a customer centric brand strategy.

## Agenda

### 1:00 Opening remarks

### 1:10 Integrating customer experience & strategy

- Understanding the value of customer perspectives and trust in shaping your organisational strategy
- Learnings and insights from three years of the Inside Aged Care Report: strengths and opportunities for aged care providers
- Discussing the role of the board and executive in driving customer centricity throughout the organisation

### 2:20 Short Break

### 2:30 Exploring tools & frameworks to build your brand

- Building your brand architecture
- Exploring marketing frameworks from a strategic perspective
- Mapping the customer journey and engaging the customer at different touchpoints to improve their experience
- Differentiating through excellence in customer centricity

### 3:30 What next?

*Practical discussions around key takeaways and Q&A with Veronica Mayne*

### 4:00 Close of Seminar

## Seminar Facilitator



Veronica Mayne  
Managing Director  
Faster Horses

Veronica Mayne is Managing Director of leading market research agency, Faster Horses. Faster Horses has offices in Canberra, Sydney, Melbourne, Brisbane and Perth. Faster Horses has produced the highly valued **Inside Aged Care Report** for the past 3 years (pre Royal Commission, during Royal Commission and now during Covid-19), highlighting perceptions of the aged care industry among the general public and both families and individuals receiving care. This important document has become a source of valued insights on which many providers build their strategic direction.

Veronica has over 30 years in the market research industry and a wealth of knowledge in aged care, having consulted to the industry for around **20 years**. This has involved countless in depth conversations with elderly people and their families to understand what concerns them, delights them and motivates them.

## STRUCK BY LIGHTNING, THE ACRC RECOMMENDATIONS' - Strategic Messages and Practical Strategies To Transform Your Aged Care Organisation

Friday 16th April 2021 | 9:00am - 12:00pm AEST

### The Seminar

For the Boards and leaders of following or resisting organisations the ACRC Recommendations will be both a profound wake up call and a paradigm shift of massive proportions; striking not only at the very heart of existing customer, service, organisational, governance and system issues and challenges, but establishing a new rights based legislative framework and approach that will underpin customer choice and control and the creation of service options and pathways.

Given the ever declining position of the majority of traditional residential care and home care organisations, there are only a few industry and organisational scenarios will play out, particularly once the ACRC Recommendations are mandated by the Commonwealth Government and driven by the Commonwealth Department of Health.

Unlike all the other Masterclasses, Webinars and events, this seminar will not focus specifically on each of the ACRC Recommendations, but explore through presentations and interactive discussions with specialist guest presenters, three key questions:

- What framework do these Recommendations create?
- How this framework will impact your organisation
- Why your Board, Chief Executive Officer and Executives must categorically provide the transformational leadership to transform your organisation, re-engineer your business model and reinvent your culture

#### Specialist Guest Presenters:

- Daniel Cadart, Principal Consultant, Cadart Financial Control
- Glenn Hardwick, Chief Executive Officer, Christian Home Tasmania
- Mark Sheldon - Stemm, Principal Consultant, Research Analytics

### Agenda

#### 9:00 Opening remarks

#### 9:10 The ACRC Recommendations ... Reframing Aged Care Today, Defining Aged Care Tomorrow:

- Combined, what framework do the ACRC Recommendations create?
- What are the key principles and practices that will underpin this new framework?
- In moving to rights based system, supported by new legislation and standards, what are the impacts and implications, challenges and opportunities for your governance, leadership and management?
- Will aged care operate on the same principles and practices as they NDIS?
- What does this cataclysmic "shift and lift" of the aged care system mean for your Board, Chief Executive Officer and Executives and?

#### 10:20 Short break

#### 10:30 Your Leaders Journey ...Transform Your Organisation, Re-engineer Your Business Model and Re-invent Your Culture:

- What are the governance, organisational, service and customer impacts and implications, scenarios and opportunities, challenges and risks that arise from the ACRC Recommendations?
- With a new aged care system and framework what will this mean in practical terms for our current business model verses our future business model?
- How can your leaders logically and sequentially transform your organisation, re-engineering of your business model and reinvent your culture?
- What are the key strategies and tools to assist us undertake this new journey?

#### 12:00 Close of Seminar

### Seminar Facilitator



Michael Goldsworthy  
Chair, **Better Boards**  
& Principal Consultant,  
**Australian Strategic Services**

*A visionary, big picture thinker and strategist, Michael is widely known throughout Australia for his:*

- Strategic insight and foresight of both Aged Care and Health Care, along with his extensive knowledge, wisdom and visionary predictions,
- Ability to distil and disseminate complex industry, governance, organisational or service frameworks and elements, translating them into easily understood practical messages,
- Creative and innovative development and delivery of practical concepts and models, strategies and processes, resources and tools

*Over his thirty year career, Michael has worked with nearly 7,000 Boards, Chief Executive Officers and Executives of either community ( NFP ), government or private organisations eg: aged care -residential care and home care, primary care, acute care, allied health care, palliative care, disability, ambulance, mental health and community services.*

# Pricing & Registration



## Governance in Aged Care: Beyond the Royal Commission

Wednesday 14th & Thursday 15th April 2021

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