



# Attendant Care Industry Conference

17 and 18 March 2015 Mercure, 818 - 820 George Street, Sydney

## DAY 1

- 9.30am Registration**
- 9.45am Welcome and Opening Address**  
Heather Peters, Executive Director ACIA
- 10.00am Directions for Lifetime Care and Support in NSW and the National Injury Insurance Scheme**  
Don Ferguson, Executive Director, Lifetime Care and Support Authority NSW.
- 11.00am BREAK**
- 11.30am Managing Multiple Compliance Requirements: Standards and Performance Pathways**  
Julie Nyland, Managing Director, Breaking New Ground.
- 12.30pm LUNCH – Sponsored by Health Audit Australia**
- 1.30pm Health Audit Australia – Services and Support to Providers**  
Majid Zahoor, Managing Director, Health Audit Australia
- 2.00pm Consumer Directed Care (CDC): Aged Care Reforms and What You Need To Know**  
Rhonda Held, Manager, Home Care Today, COTA Australia
- 3.00pm BREAK**
- 3.15pm Quality and Safeguards in the NDIS: Plans, Approach and Progress**  
Bruce Smith, Design, Policy and Legislation, National Disability Insurance Scheme Group, Department of Social Services
- 4.15pm Open forum for discussion**
- 4.45pm CLOSE**
- 5.00pm Post-conference Networking Drinks and Canapés on the Terrace**

## DAY 2

- 9.30am Welcome and Opening Address**  
Danielle Bennett ACIA President  
Training facilitated by Heather Peters, Executive Director ACIA
- 9.45am Introduction to ACIS: How to Prepare and What to Expect**
- Background and benefits of ACIS
  - Roles of ACIA, auditing bodies and JAS-ANZ
  - Scope – what to include in your audit?
  - How much? Costs, subsidies and value for money
  - Overview of certification process
  - The value of a gap analysis
  - Completion of self-assessment
  - Audit planning: preparing your service, staff and users
  - The on-site audit – what to expect
  - Corrective actions: What to do?
  - Revisit and review, certification and surveillance
- 11.00am BREAK**
- 11.30am Where to Start? The Importance of Organisational and Clinical Governance**
- Governance and operational management
  - Clinical and risk management
  - Quality management
  - Adverse events reporting
  - Complaints management
  - Human resource management
  - Responsive services
- 1.00pm LUNCH – Sponsored by Global-Mark**
- 2.00pm Global-Mark – Services and Support to Providers**  
Hervé Michoux, Managing Director, Global-Mark
- 2.30pm Service User Rights and Responsibilities**
- Rights and responsibilities
  - Individual values and beliefs
  - Abuse and neglect
  - Confidentiality
  - Independence and informed choice
  - Participation and living life
- 3.00pm BREAK**
- 3.15pm Quality Service Provision**
- Service information and access
  - Assessment and service planning
  - Individual plans and agreements
  - Evaluation and review
  - Exit, discharge and transfer
- 4.00pm CLOSE**

PRESENTED BY

# ACiA

Attendant Care Industry Association

# Registration Form

Attendant Care Industry Conference — 17 and 18 March 2015

Name: .....

Organisation: .....

Email: .....

Phone: .....

Dietary requirements: .....

Any other requirements: .....

## Conference day and fees (please tick):

- |  |                  |   |                  |
|--|------------------|---|------------------|
| <input type="checkbox"/> Day 1 – ACIA Member       | \$270 (excl GST) | <input type="checkbox"/> Day 1 – Non-Member       | \$320 (excl GST) |
| <input type="checkbox"/> Day 2 – ACIA Member       | \$270 (excl GST) | <input type="checkbox"/> Day 2 – Non-Member       | \$320 (excl GST) |
| <input type="checkbox"/> Day 1 and 2 – ACIA Member | \$540 (excl GST) | <input type="checkbox"/> Day 1 and 2 – Non-Member | \$640 (excl GST) |

## Payment method (please tick):

- Please send an invoice:

Billing address: .....

Street address or PO Box: .....

State: ..... Postcode: .....

Email: .....

- I have made an Electronic Funds Transfer for \$ ..... to:

Attendant Care Industry Association  
BSB 032 340  
Account No. 135338

(Please give your organisational name as a reference)

- I enclose a cheque for \$ ..... made payable to the Attendant Care Industry Association.

## Send form to:

Email: [contact@acia.net.au](mailto:contact@acia.net.au)

Fax: 02 9261 0389

Mail: PO Box A2435,  
Sydney South NSW 1235

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