

LASA NATIONAL CONGRESS

28-30 OCTOBER 2018 | ADELAIDE CONVENTION CENTRE

#LASACONGRESS2018



AGEING TRANSFORMED
... DAWNING OF A NEW ERA

**CALL FOR
ABSTRACTS**

Submissions close 11 June 2018



LASA
LEADING AGE SERVICES
AUSTRALIA
The voice of aged care

AGEING TRANSFORMED ... DAWNING OF A NEW ERA



INVITATION

How many times have you been to a conference and felt pigeon-holed into a particular service provider type which ultimately made you miss out on wider sector conversations? Too often providers are siloed into Residential Care, Home Care or Retirement Living, and never the twain shall meet. Older people themselves don't view the services they need that way and providers can't survive in the sector if you think that way.

At this year's LASA National Congress we are recognising this phenomenon and are liberating you!

We're interested in the sector in all its facets and want to help you to share your ideas, issues and experiences in a way that more meaningful.

This year we have organised our Concurrent Sessions around key themes rather than service types or settings. You won't see Residential Care or Home care, instead you'll find themes which cut across such as Workforce, Environment or Innovation.

We're looking for Abstract submissions which put the theme first. For example if you've enhanced access to your residential service by addressing the needs of the LGBTI community, that's as much about innovation as the traditional tech things you might think of as innovation. If you've improved the consistency of your staff entering people's homes to provide home care, that's a workforce issue as much as more traditional workforce topics like recruitment and retention.

By taking this approach we are looking holistically at our enterprises and our sector. We want to stimulate good practice across the sector and enable development, opportunities and experiences to be shared amongst our community. So be bold, think differently and submit your Abstracts against the theme it most resonates with.

This is transformation in practice – and it starts with us!

ABOUT LASA

Leading Age Services Australia (LASA) is the national peak body representing and supporting providers of age services across residential care, home care and retirement living and seniors housing.

Our purpose is to enable a high performing, respected and sustainable age services industry delivering accessible, affordable, quality care and services to older Australians.

We represent our Members by advocating their views on issues of importance and influencing public policy for the benefit of our industry and older Australians.

We support our Members by providing information, services, training and events that enhance their performance and sustainability.

Our industry experienced and dedicated staff have strong relationships with our Members, providing practical and timely support.

We are dedicated to delivering leadership and support to our Members in a time of unprecedented change in our industry.

LASA NATIONAL CONGRESS

LASA National Congress 2018 is the largest age services event in the southern hemisphere. It is the place where leading edge thinkers and providers meet to challenge their assumptions and open their horizons to new ideas and approaches.

LASA National Congress is a place to come and 'work on the business', and to 'do business', meet colleagues, suppliers, and advisors as well as key policy and decision-makers. Most importantly, it's the place to make new connections that will ensure you are ready for the *Ageing Transformation and the Dawning of a New Era*.

LASA National Congress primarily attracts high-level industry executives including Chief Executive Officers, Chief Operating Officers, Chief Financial Officers, Board Directors, Business Development and Sales Managers, Directors of Nursing, policy makers, academics and thought-leaders from across the broader age services industry.

LASA invites all industry stakeholders to be progressive in considering the LASA National Congress 2018 theme, by submitting impactful, and cutting edge abstracts that will inform and drive our sector to rise to the challenge of *Ageing Transformed...the dawning of a new era*.

CONGRESS THEME

As dawn breaks on the third decade of the 21st century, a new ageing landscape is emerging in Australia.

This era of transformation will be one of embracing disruptive innovation as the new normal, reimagining the built and virtual environments, championing thought-leadership at every opportunity, and negotiating the dynamic boundaries of ageing well.

Driven by connected consumers and supported by an empowered workforce, this new era of ageing transformed will require next level leadership characterised by agile age service providers, able to reframe our industry, influence its trajectory and respond to ever-evolving models of care.

LASA will lead the ageing transformed conversation at this year's LASA National Congress 2018, where through a series of interactive discussions we will shine that 'first light' on the ageing transformed terrain of new era thinking, practices and models of age services for the next generation and beyond.

Important Disclaimer

Decisions made by the LASA National Congress 2018 Organising Committee about submitted abstracts will be final. Only submissions that address the Congress theme and are consistent with the concurrent themes as described above will be accepted. The Committee reserves the right to accept or refuse any abstract and to allocate a session time or presentation type.

CATEGORIES FOR SUBMISSION

Category ①

Research – informing and transforming the new ageing reality

Open to experienced academics, new researchers and partnered service organisations who are willing to share contemporary and thought-provoking research in the fields of ageing, wellness, reablement, healthcare, gerontology, housing and built environment.

We value initiatives that demonstrate consumer co-design and validation of transformational approaches to supporting the ageing continuum.

Category ②

Workforce – creating a future ready workforce

The context of the Aged Care Taskforce was to develop a workforce strategy that addressed the current Age Care Industry recruitment and retention pressures, to position the Age Care Workforce for the future, to enable the industry to compete more effectively for talent, to be disruptive in its thinking around workforce and to be pragmatic in supporting improvements in the short term and over the long term. With these imperatives in mind, we invite abstracts that addresses these strategic intents.

If you are a leader in the area of Workforce this is time to showcase your achievements, initiatives and knowledge of contemporary and cutting edge workforce principles and practices.

New care models will require new skills. Have you developed new roles in your workplace that others can learn from? Are your recruitment and retention strategies best practice ones that will inspire others to model themselves on? Do you have the key to unlock the black box that can address our looming workforce shortage? If so we need to hear from you at Congress 2018!

Category ③

Governance – meeting organisational governance expectations

Organisational governance has been in the media for all the wrong reasons. The Banking Royal Commission has seen boards and CEO's sacked for ineffective oversight. The new Single Aged Care Quality Framework now includes a standard on 'Organisational Governance' and the 'The governing body is accountable for safe and quality care and services' under every standard.

Is the day of the well-meaning, community-minded volunteer Director over? Does aged services governance need transforming? What does good governance look like?

We are seeking experienced company directors, leaders and governance experts to submit abstracts on how providers should be governing their age services effectively.

Category ④

Innovation – responding to an ever-increasing complex set of challenges and opportunities

The innovation imperative in the age services industry is clearly pressing as providers respond to reform challenges, market opportunities, new technologies, and changing consumer preferences.

The industry is also expected to deliver more with the same resourcing levels. In short, providers are required to increase productivity levels, and at the same time deliver services that older Australians want to access.

If you are an aged care provider, professional services firm, or a technology vendor, we welcome abstracts on how you have improved care quality and/or increased productivity through implementing new business models, organisational change, technology and systems implementation, and new service design.

CATEGORIES FOR SUBMISSION

Category 5

Quality and Best Practice – *making quality the focus of transformation*

We are all trying to do the right thing but in a changing world who is defining what is 'right'? Our consumers take for granted that we provide safe services and our funders demand it. As providers we aspire beyond this to offer quality services but in a consumer-driven world what does this mean?

Show us how you're putting quality centre stage in your transformation, whether it's your tips on successfully navigating accreditation processes, improving client outcomes, providing the country's most responsive service, or the 101 other things you're doing to ensure your organisation is synonymous with best practice. This is your chance to tell the world.

Category 6

Marketing, Media and Branding – *transforming your image to become an industry leader*

As the expectations of consumers evolve, age services need to transform themselves to meet the changing needs and experiences of consumers. New customers will be savvy in their choice of providers. A competitive market has created the need to implement effective and targeted marketing. How can organisations reinvent and promote their image to ensure their brand is front of mind and synonymous with their organisational values?

Is your organisation embracing the benefits of digital marketing or have you been left behind? What are the components of a good marketing campaign? Do you really know who your target audience is? How do you use the media to promote positive outcomes for your organisation and the industry? Do you know how to effectively manage a critical incident and protect your reputation?

We are calling for experts to share their knowledge and methods and help 'lift all boats' across the age services industry.

Category 7

Wellness and Reablement – *what does ageing well look like?*

The aged care reforms have seen a focus on active ageing, wellness and re-enablement within older Australians. With changing consumer expectations, what does ageing well really mean? How will our age services industry support older people in the future to realise their potential for mental, social and physical wellbeing? What expectations will our next generation of consumers have of us to support them to continue living as independently as possible? Have we done enough to transition our previous models from a 'doing for' to a 'doing with' philosophy? What is the new normal to age well and to maintain or regain wellbeing in later life?

We are calling for leaders within this area who are remodelling their service models to ensure that the future generation of consumers receive care, support and services that are truly outcomes focused as determined by the individual.

Category 8

Environment and Design – *so much more than bricks and mortar*

The design of an adaptive built environment for ageing is more than just bricks and mortar and the latest fashionable enterprise. Good emotional and physical wellbeing of an ageing population is enhanced when effective and sustainable land space is used together with the design of internal building design to boost equitable access to services for all ageing people.

Philosophies that show how the planning of a building in a certain location led to maintaining a person's identity, personal enjoyment and ongoing access to inward and outward-bound services and public amenities is of particular interest.

We are calling for the wisdom of architects, builders, manufacturers, financiers and speculators, public policymakers and environmental researchers, who can demonstrate the latest and most sustainable built environment that safeguards an ageing community.

Category 9

Finance and Funding – *innovation for business sustainability and growth*

Globally, the aged care industry is grappling with an ageing population, increasing demand, and rising cost of care. An increasingly consumer-based funding model in Australia is delivering more choice on personalised, high-quality services.

Changes in revenue models, services models and business growth are all key to delivering a strong, and viable industry.

We want to hear about financing and funding innovations that have helped you adapt to these rapidly changing environments.

Category 10

Consumer-directed care – *the baby boomers are demanding it*

As the baby boomer generation ages, our country is on the cusp of a 'new normal' with regards to the number of older Australians in our society. This is a positive outcome that signifies our success as a nation in enabling people to live longer, healthier and more productive lives.

The baby boomers are also consumers who want more control over the types of care and services they access and the delivery of those services.

CDC allows consumers and carers more power to influence the design and delivery of the services they receive and allows them to exercise a greater degree of choice in what services are delivered, where and when they are delivered. We want to hear from providers about how they are successfully offering:

- choice and flexibility
- access to information to help consumers make informed decisions on the care that is best for them
- a partnership approach and better-quality participation
- wellness and reablement, and
- greater transparency.

PRESENTATIONS

The Organising Committee will determine which final stream and presentation type accepted abstracts are best suited to, based on the overall Congress program.

Presentation types on offer will include:

- individual oral presentation
- 20/30 minutes presentation within a concurrent, breakfast or plenary session
- inclusion as part of a facilitated panel session
- digital poster presentation.

In addition to the standard concurrent sessions with individual presentations, this year's program will feature a number of panel discussion sessions, where the focus is on audience interaction.

Accepted abstracts within these sessions may not have dedicated presentation slots, but will be key topics of discussion.

For the third year, LASA will offer digital poster presentations in electronic PDF or interactive slide formats. Digital posters will be listed in the Congress program and made available through the Congress app with author contact details.

SUBMISSION GUIDELINES

Abstracts must be no more than 400 words and must contain sufficient information to allow a delegate to appreciate what may be gained by attendance.

Submission must include a 100 character short, sharp twitter-style synopsis.

A 150-word biography of the presenting author and a high resolution JPEG (2-3MB) head-shot photo must be uploaded with the submission.

The abstract should be as informative as possible and be a true outline of content rather than a promise of what will be presented.

All abstracts will be considered on the basis of the merit of the individual submission and will be ranked according to the following criteria:

- relevance to Congress theme and development of outcomes addressed within the abstract
- relevance of content and attraction to the audience
- unique or innovative thinking.

The presenting author will be advised in writing of the Committee's decision by 21 June 2018.

**SUBMIT YOUR
ABSTRACT
ONLINE**
www.lasa.asn.au

KEY DATES

Call for Abstracts opens
14 May 2018

Call for Abstracts closes
11 June 2018

Notification to authors
21 June 2018

Registration opens
11 June 2018

Program announced
29 June 2018

Early bird registration closes
1 October 2018

LASA National Congress 2018
28-30 October 2018

ABSTRACT TERMS & CONDITIONS

All abstracts must be submitted by 11 June 2018. Submissions received after this date will not be considered.

The paper must be presented by the specified presenting author(s). Proxies will not be permitted except in an emergency such as illness or misadventure.

LASA Events must be notified in writing of any additional presenters by 6 September 2018.

Registration is a condition of accepting the offer to present at the Congress. All presenters must register and pay by 6 September 2017 to obtain the discounted Abstract Speaker Registration rate of \$990.00 including GST.

Presenters are responsible for their own accommodation expenses and travel to and from LASA National Congress.

The submitting author must be the presenting author and will be the main contact for any correspondence about the presentation. If you are submitting the abstract on behalf of the presenter,

please ensure you select 'I am registering on behalf of this person' on the first page of the process.

By submitting an abstract, the author transfers copyright ownership to the Congress Organisers for publication in Fusion magazine and on the Congress website.

All abstracts must be submitted electronically via the online submission process. Emailed submissions will not be accepted.

Visit www.lasa.asn.au for more information.



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