



LASA
LEADING AGE SERVICES
AUSTRALIA
The voice of aged care



Better Ageing Futures

It's in our hands

Submit your
abstracts:
[www.lasa.asn.au/
events](http://www.lasa.asn.au/events)

**CALL FOR
ABSTRACTS**

CLOSES 29 MARCH 2019



LASA National Congress
27-29 Oct 2019 Adelaide

#LASACONGRESS2019



INVITATION

Leading Age Services Australia invites submissions in our Call for Abstracts for the LASA National Congress 2019.

Abstract categories have been developed to explore and challenge our thinking and practices to ensure a better ageing future for all Australians.

We want to stimulate good practice across the sector and enable development, opportunities and experiences to be shared amongst our community.

ABOUT LASA

LASA is the national peak body representing and supporting providers of age services across residential care, home care and retirement living. Our purpose is to enable a high performing, respected, and sustainable age services industry delivering accessible, affordable, quality care and services for older Australians.

We represent providers of age services of all types and sizes located across Australia's metropolitan, regional and rural areas. Consistent with the overall industry profile, 57% of our Members are not-for-profit providers, 33% are for-profit providers and 10% are government providers.

Our diverse and representative membership gives LASA the ability to speak with credibility and authority on issues of importance to older Australians and the age services industry.

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

LASA NATIONAL CONGRESS

LASA National Congress 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 a Better Ageing Future.

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 2019 theme, by submitting impactful, and cutting edge abstracts that will inform and drive our sector to rise to the challenge of *Better Ageing Futures ... It's in our hands.*

Better Ageing Futures
It's in our hands

CATEGORIES FOR SUBMISSION

1. Evidence for Better Practice

There is significant research and evaluation of projects, process improvements and trials in the aged and community care sector. This body of work underpins the commitment within the sector to seek best practice evidence to drive continuous improvement.

Abstracts are invited from frontline staff, change-makers and researchers, as well as major evaluation trials of new practices, technology and processes, which seek to improve outcomes for clients, customers and consumers.

Clinical, technological and systems research abstracts that take the audience on this journey, articulating the barriers to implementation and exploring the scalability of outcomes are strongly encouraged.

2. People & Culture

As the saying goes – culture eats strategy for breakfast. It's the people in your workforce who are pivotal to making your organisation successful.

With the work of implementing the Aged Care Workforce Taskforce strategy progressing and the need for the aged care industry to be more innovative, contemporary and creative with how it recruits, retains, leads and manages its people, abstracts are invited that demonstrate new thinking on how we can continue to lead in this important area.

We are looking for abstracts that focus on all areas of People and Culture including attraction, retention, workforce planning, employee relations, strategic human resource management and the all-important area of building and maintaining a positive work culture.

3. Organisational Governance

Organisational governance is now top of mind for aged care boards and those responsible for oversight of their aged care operations. Whilst the Royal Commission examines practices and operators prepare for the new Aged Care Quality Standards, Boards and their constituent Directors are now, more than ever, responsible for the outcomes of their aged care services. Whether you operate retirement villages, provide residential care or home care, how is your organisation meeting this challenge? We are seeking experienced Directors, Board Chairs, leaders and/or governance experts to submit abstracts on how providers should be governing their aged care services effectively under the new standards.

4. Quality & Safety

Quality and safety are not only about compliance, processes and systems. The new Aged Care Standards focus on quality outcomes for consumers, encouraging innovation, excellence and continuous improvement. Through this lens we would like examples of your organisational stories and experiences of quality programs and models of care that are empowering residents/consumers to be more engaged; generating vibrant and innovative environments where residents/consumers feel valued, safe and are supported to continue to live the life they choose. This is an opportunity to showcase how your organisation is providing exceptional experiences that are consumer focused across all aged care settings.

CONGRESS THEME

As we stand on the precipice of a new era of ageing in Australia – an era driven by changing community expectations, a dynamic political environment, the Royal Commission, and by our own industry – Leading Age Services Australia (LASA) continues to spearhead the cultural and operational innovation and change necessary to deliver better ageing futures for all Australians.

LASA's National Congress 2019 *Better Ageing Futures – It's in our hands* will have a sharp focus on how our industry can lead and drive the transformation of age services, from an aged care mindset to a truly person-centred industry, supporting Australians to **age well**.

The Baby Boomer generation is powering the growth in the number of older Australians and their changing expectations – evidence of Australia's success in enabling people to live longer, healthier and more productive lives.

To deliver on these expectations we must ensure that as a society, and as an industry, we offer meaning and purpose to the lives of older Australians and provide support that encompasses not just physical health but psychological, emotional, spiritual and social wellbeing, along with connection to family, friends and the community.

Underpinned by a world class, three-day program of learning and networking, The LASA National Congress will offer global perspectives, best-practice keynotes, and interactive, thought-provoking discussions, designed to empower our industry to actively embrace future opportunities and become the change we want to see.

Join us on this journey to *Better Ageing Futures* for all Australians.

5. Innovation and Entrepreneurship

Transforming the aged and community care service model through innovative ideas is the new 'norm' for the sector. Innovation is crucial to the continued success of any organisation. As our industry rapidly evolves to meet new customer expectations, we strive for better solutions to meet these new opportunities, unarticulated needs, or existing market needs. From 3D printed food, utilising big data, autonomous vehicles, VR, goods carrying robots, through to virtual communities and contemporary services and care models, innovation and entrepreneurial thinking will deliver this brave new world.

Submissions are welcome that showcase system and service innovation as well as practical application of the latest digital technologies in our sector.

It is recommended that in preparing your abstract you consider the following:

- What was the business problem?
- What solutions and investments were required?
- What were the critical design considerations?
- What skills and experience were required?
- What were the struggles?
- What are the outcomes to date, what is the scale up potential?
- Are the outcomes measurable?

Abstracts are invited from start ups, front line staff, researchers and technology vendors that have specific examples of innovation and transformation within seniors living.

This new category represents an excellent opportunity for members and delegates to present hands-on innovation and entrepreneurship.

6. Communication, media and your brand

In this time of heightened public interest in the aged care sector, it is vital that aged care providers understand how to effectively communicate through the media.

Abstracts are invited from communications and media experts to step providers through the ways they can successfully protect and enhance their brand through the use of both traditional and social media channels.

Key concepts might include:

- Understanding the media environment.
- How to effectively engage with the media.
- The media, journalism and the journalist – understand what drives them and 'bring out the best' in your local journalist.
- Be your own narrator - telling your story effectively.
- What media channels can work best?
- Principles of managing a crisis or critical incident.

7. Ageing Well

While the impact of the Royal Commission will take time to influence future funding arrangements for an ageing Australia, one reality is already clear – there will be a plethora of new opportunities in adopting an Ageing Well framework across our service offerings. We should not view ageing as an inevitable trajectory to greater dependence and care, rather our new consumers and their representatives will be seeking out holistic, collaborative service and infrastructure options that strengthen a person's ability to live life with independence, health and happiness. We would welcome examples of new or re-imagined service offerings that embody physical, mental, spiritual and emotional wellbeing, along with those that demonstrate collaboration or integration with other sectors including sport and recreation, primary health care and the broader community.

8. Environment & Design

Utilising a philosophical approach of 'I connect to you, you connect to me, we connect to them and they connect to us' a building and its design, services and their design, the land, the topography, and community are all interlinked. Bringing harmony to all parts of a building, its location, the materials used and how each community is linked via virtual and structural designs (technology, roads and transport) is what gives a place, and the community, longevity to service all people at different stages of their ageing life. Structures with virtual walls enable services, ideas, people and solutions to move freely without barriers.

We are encouraging architects, policy makers, builders and service providers demonstrating innovation in both built form and service building, to submit their stories about how lateral thinking and design change is achieving positive change in service delivery

9. The Business Behind the Business

In our current tight fiscal environment, Age Services is relying heavily on technology, legal and financial skills to gain efficiency in all aspects of their operations.

Technology is growing and changing faster than we can implement it. New software platforms, apps, devices, tools and processes are flooding the sector, all claiming to make an aged services business more effective and efficient and give them a 'leading edge' in the sector.

They may be, but not limited to, back-of-house tools, devices, back-office administrative applications, financial systems/models or industry/specialist partnerships.

We want to hear about these innovative systems, devices, tools, processes and partnerships that are fuelling and driving aged services businesses in Australia – The 'Business behind the Business'

10. Consumer Experience

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.

This is generating consumers who want more control over the types of living options, care and services they access and the delivery of those services. More than ever there is a need for organisations to ensure they are actively measuring and redefining the consumer experience, to ensure relevance, competitive edge and business viability. This is your opportunity to demonstrate how your organisation is placing the consumer centre stage and might include co-design, consumer research and new business/program initiatives.

11. Innovative Products & Services – Digital Poster only

The advancement of products and services that assist the sector to deliver high quality care will drive better ageing futures for all Australians. This category is limited to twenty posters that enable organisations to showcase the latest in innovation of products and services that support all aspects of the age services industry.

- New Technology
- Innovative Products
- Business Streamlining
- Development & Implementation of better practice

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.

Once again, 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.

Submissions 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.

ABSTRACT TERMS & CONDITIONS

All abstracts must be submitted by **29 MARCH 2019**. 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 **13 September 2019**.

Registration is a condition of accepting the offer to present at the Congress. **ALL PRESENTERS MUST REGISTER AND PAY BY 13 SEPTEMBER 2019 TO OBTAIN THE DISCOUNTED ABSTRACT SPEAKER REGISTRATION RATE OF \$990 (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 submitting 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.

IMPORTANT DISCLAIMER

Decisions made by the LASA National Congress 2019 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.



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