



## LASA Ten Days of Congress



12-23  
October 2020



LASA Ten Days of Congress was designed as an entirely virtual event due to the COVID-19 pandemic. All delegates are able to attend sessions, visit exhibitors & participate in daily meet & greet sessions from the comfort of their own home.

**OSCAR** Care Group is a proud supporter of the LASA Ten Days of Congress event. Our Operations Manager, Shannon Kee & Allied Health Manager, Ella Monaghan are meeting virtually with a range of delegates from across Australia and internationally. They are sharing information regarding the range of services available at **OSCAR** Care Group to best support the Hospitality and Aged Care sector.

### Week 1 of the LASA Ten Days of Congress

*Observations from **OSCAR** Care Group Operations Manager, Shannon Kee*

Each morning we have a meet and greet session where you can connect with people online in groups of ten. This is a great way for you to interact with the delegates in an informal setting. We have had a number of enquiries from delegates who have come to meet with us at our virtual stand. In our conversations with delegates, they have been watching our videos and downloading brochures on the virtual stands. We hope to see you there!

The spotlight was on **COVID19 and Aged Care**. The COVID19 pandemic has had an unprecedented impact on the entire world, in particular on providers of age services globally. Older people in the community & people in residential Aged Care have been hardest hit by the COVID-19 pandemic & related fatalities. In Australia, while the age services industry has provided care & support to older people with very few deaths overall, outbreaks in Aged Care facilities have proven difficult to manage. We explored best practice approaches to crisis management & every aspect of operations from governance to communication, to help our industry continue to provide the best level of care.

The focus is on **funding and finance** within the industry. Globally, Aged Care providers are grappling with an ageing population, increasing demand for services and rising costs related to care. An increasingly consumer-based funding model in Australia is delivering more choice and personalised, high-quality services. Providers are being asked to do more, often with the same level of funding. Changes in revenue models, service models and growth are all key to delivering a strong, sustainable & viable industry.

The **expectations of consumers** have evolved. New customers are increasingly savvy and clear about their wants and needs. Age services must continue to transform themselves. Today's market is highly competitive, which has created the need to implement effective strategies.





Older Australians are increasingly looking towards **ageing in place** as their preferred option, with around 100,000 people receiving Home Care Packages & almost as many waiting for approval. The trend follows the tradition of ageing in place in many countries globally, and it is important our industry is proactive in our preparedness for an influx of people seeking support to age well at home.

It is the **role of age services providers** to offer varied levels and types of support for people choosing to age in place, in accordance with their changing needs over time. This might include help with planning their requirements, personal care, household chores, meals, money management, health, accessing services outside the home, participating in activities and home modifications.

*Observations from OSCAR Care Group Allied Health Manager, Ella Monaghan*

I was grateful to participate in numerous discussions with delegates and exhibitors from a wide range of backgrounds such as physiotherapists, software developers, recruitment organisations and clinical care managers.

In addition to the live virtual stand, we had the opportunity to attend numerous presentations conducted by leading experts covering a variety of topics. From an allied health perspective, I found the presentations covered in day 1 of the congress of particular interest as this premise of the presentation was focused on the key learnings from COVID-19, in particular the implementation of telehealth services.



*We invite you to meet with the OSCAR Care Group team at LASA Ten Days of Congress.*

*Shannon Kee  
Operations Manager*



*Ella Monaghan  
Allied Health Manager*



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