



LASA Ten Days of Congress: Wrap-up



Thank you to all that connected at LASA Ten Days of Congress!

We had quite a number of enquiries from delegates who came to meet with us at our virtual stand. In our conversations with delegates, they mentioned that they have been watching our videos and downloading our brochures on the virtual stands.

The spotlight was on **COVID-19 and Aged Care**. The COVID-19 pandemic has had an unprecedented impact on the entire world, in particular on providers of age services globally.

Australia is recognised as a leader of **World-class age services**. It is important age services leaders stay across innovations and opportunities in imagining, planning & delivering services, to assess their suitability for the Australian environment. As we examine unique models of care and international examples of business success, across home care, residential care & retirement living we can redefine our local Ageing Experience. We will not be limited to discussions about service & care delivery, but will seek to examine new models of business innovation that support ageing well.

Organisational Governance has been a consistent theme in the media for all the wrong reasons, and we know from the Banking Royal Commission that Boards of Directors and CEOs can be sacked for ineffective oversight. The new Single Aged Care Quality Framework now includes a standard on 'Organisational Governance' and the 'governing body is accountable for safe and quality care and services' under every standard. This is particularly important in light of current issues. The presenters provided insights to these questions and more.

Innovation is a necessary response to challenges, new regulations or reforms, market opportunities, new technologies and changing consumer preferences. It is the tool that helps us evolve as an industry and allows individual businesses to succeed into the future. It is the answer to the soul searching of industry leaders & the brainchild of people on the frontline who seize opportunities.

What does **amazing ageing experience** look like and how can we come together as an industry to achieve it? We came together to hear insights into strategic thinking around future business planning, strategies for remaining sustainable, effective efficiencies and creative approaches to achieving an amazing ageing experience. What really is in an amazing ageing experience?

We then moved into our last day of the conference which focused on a range of topics from a sustainable future in ageing, navigating the digital world and bringing purpose to community. After the concurrent sessions we were treated to a panel session and discussions.



Shannon Kee
OSCAR Care Group
Operations Manager

CONGRATULATIONS TO OUR WINNERS!!!

Congratulations to our Prize Winners:

Maryanne Daley from CPSM Care & Joice Andrade from Moran Kellyville

Maryanne & Joice each won an OSCAR OLearning course for two.