




# Reflect Reimagine Revive

Hybrid conference  
**26–27 May 2022**

**SCV**  
Safer Care  
Victoria



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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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# GIANT STEPS 2022

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## Download our app

If you are attending in person, get access to full information about our conference, plus:

- plan your days and know where you need to be
- participate in Q&A sessions
- connect with speakers and other attendees
- get alerts on any last-minute changes
- post to social media.

Search for '**Giant Steps 2022**' in your device's app store.  
Available on Apple and Android.

## Join the conversation

Follow Safer Care Victoria and use the hashtag **#GiantSteps22**



# Welcome (back) to GIANT STEPS 2022



Whether you're joining us in person or in spirit, we're excited to be welcoming you back for our third GIANT STEPS conference!

For those of you who have attended before, you know that we always create something special...

Yes, we have a packed program of high-profile, international and local speakers all ready to share their inspiring experiences across a broad range of topics – from overcoming challenges, to workforce and wellbeing.

But after the past two years, we wanted to make sure that GIANT STEPS continues to be more than a conference – we want it to be an experience. A chance for you to step away from the day-to-day, get a dose of energy and inspiration, and be reminded of the difference you make in providing better, safer care for all.

If you're attending in person, be sure to go to the Giant Hall where you can take part in some rejuvenating activities including massages, an edible garden and a chance to reflect and contribute to the gratitude wall. And join us for our Thursday networking event for the opportunity to meet new people and reconnect with old colleagues.

If you're joining us from the comfort of your own home, there are still ways for you to connect in on the Attendee hub.

My thanks to the programming committee of clinicians and consumers, who worked with us to plan and deliver this event just for you.

Please enjoy everything this conference has to offer. And we'll see you again in 2024!

**Prof Mike Roberts**  
CEO Safer Care Victoria

# About this event

## GIANT STEPS 2022 Reflect – Reimagine – Revive

GIANT STEPS has quickly become the pinnacle event for anyone who is interested in finding a better, safer way to deliver healthcare in Victoria.

This time around, we're hosting a two-day hybrid conference with the themes:

- **Health** – big challenges, bigger improvements
- **Leaps and bounds** – taking giant steps forward in a changing world
- **Wellbeing for all** – you, me, our community
- **The future of health** – the opportunity to think differently

### On demand replays

Most of the sessions from Giant Steps will be available for you to watch for up to 90 days on Attendee Hub, check the program for details of the few sessions that are only available live.

**Please do not record any sessions yourself as this contravenes our speaker agreements.**



### Collaborating with consumers

GIANTS STEPS 2022 has once again been awarded the **#withconsumers** tick in recognition of our commitment to integrating consumer experiences and insights in everything we do.

We are also proud to support a number of consumers to attend. Because **#togetherisbetter**





# Important information for in-person attendees

## Arrival - Registration

**You'll need your name badge to enter all sessions and networking events.**

Print your name badge at the GIANT STEPS registration desk in the foyer.

If you have any questions, the registration desk will be staffed from 6.30am each day. Or look for a staff member in pink!

## Changing your sessions

**If you need to change any of your sessions please download the GIANT STEPS event app.**

Some sessions are very popular so if you're not planning on attending one anymore please make the change so that others might be able to attend their session of choice.

## Connecting to free Wi-Fi

Connect to the internet at the Melbourne Convention and Exhibition Centre by:

- selecting **GiantSteps22** in your Wi-Fi connections
- entering the password **SaferCare22**.

## Break time - GIANT HALL

**The GIANT HALL will open from 10.30am on Thursday.**

You can check out the poster presentations, grab a coffee, get a massage, or just relax with a bite to eat.

This year we also have the 'silent' GIANT STAGE, pop on some headphones and listen to some more great speakers.

# Download the GIANT STEPS app

The GIANT STEPS event app is a great way to keep your program handy, see what sessions are coming up, and connect with speakers and attendees.



## Download

Open the App store/ Play store and search for **Giant Steps 2022**. Download the App. Once downloaded, search for **Giant Steps 2022** again, hit the download icon. Your event should be downloaded.

## Logging in

There are 2 ways to login to the event

- **On your App**, Tap the Menu option and click on Login In, you will be requested for your details you used for registration i.e. First Name, Last Name and Email. You will then receive a verification code on your email to login. **OR**
- **Open your email** from us and Tap Open app after the app has been downloaded to verify and Login.

**NOTE:** You must **Register** for the event to receive the Verification code on your email to Login.

## Networking

- **Make yourself visible** by moving the privacy settings toggle to public while editing your profile. It will turn green. Make sure you press done after you've made your changes.
- **To network with others**, click More, then Meet someone nearby. You can send them a message, to interact with them.

## Using all the features

- Tap **My schedule** to see your chosen sessions. Tap a session to ask a question or share to socials.
- **Stay up-to-date** with the latest event notifications like schedule changes and reminders. Under Menu, tap **Announcements** to view **Notifications**.

## Play the GIANT STEPS game for your chance to win

Log on to the app and follow the directions to the GIANT STEPS game to be in the running to win a Nespresso coffee machine!

## Troubleshooting

- If you're having trouble downloading the app, please make sure your phone is up to date.
- In order to receive updates, such as content changes and push notifications, you'll need to be connected to Wi-Fi.
- If the app is not functioning properly, try deleting it from your device and downloading again.

## Drop by the consumer lounge!

Located in the GIANT HALL, the consumer lounge is a space we've created especially for peer networking and support.

The consumer lounge will open from 10.30am on Thursday through until the end of the afternoon tea break on Friday.

Come and say 'hi' – we'd love to see you there!

## Photography

**Please note there will be a photographer and videographer capturing parts of GIANT STEPS to use for marketing purposes.**

If you don't wish to be filmed or photographed, please let a staff member in pink know.

## Join the discussion at #GIANTSTEPS22

To make all your followers (and colleagues who didn't get tickets!) jealous about the amazing time you're having, post away!

Remember to tag us in and use [#GiantSteps22](#).

If relevant to healthcare consumers, you can also use [#withconsumers](#) and [#togetherisbetter](#).

## Prayer room

Separate male and female prayer rooms including washing facilities are located in the Convention Centre, close to the customer service desk.

## Have a question?

Please connect with us through the **GIANT STEPS event app**, email [events@safercare.vic.gov.au](mailto:events@safercare.vic.gov.au), or see one of our staff members in pink.

# Important information for virtual attendees

## Logging in to Attendee Hub

**Your unique link to access the event will be included in the confirmation email sent in the lead up to the event.**

Please ensure you log in using the email address that you registered with.  
Please email [events@safercare.vic.gov.au](mailto:events@safercare.vic.gov.au) if you are having trouble connecting.

## Changing your sessions

**You can change your selection at any time, if you are having any problems touch base with the online moderators from Safer Care Victoria who will be able to help you out.**

Unfortunately, Breakout sessions held in the Courtyard Rooms are not available online.

## Take a break

**Make sure you take advantage of the conference breaks and look after yourself throughout the day.**

Join the virtual networking rooms, have a stretch, go for a walk to the beat of the Giant Steps playlist and check out the TREAT app.

## Drop by our virtual consumer lounge!

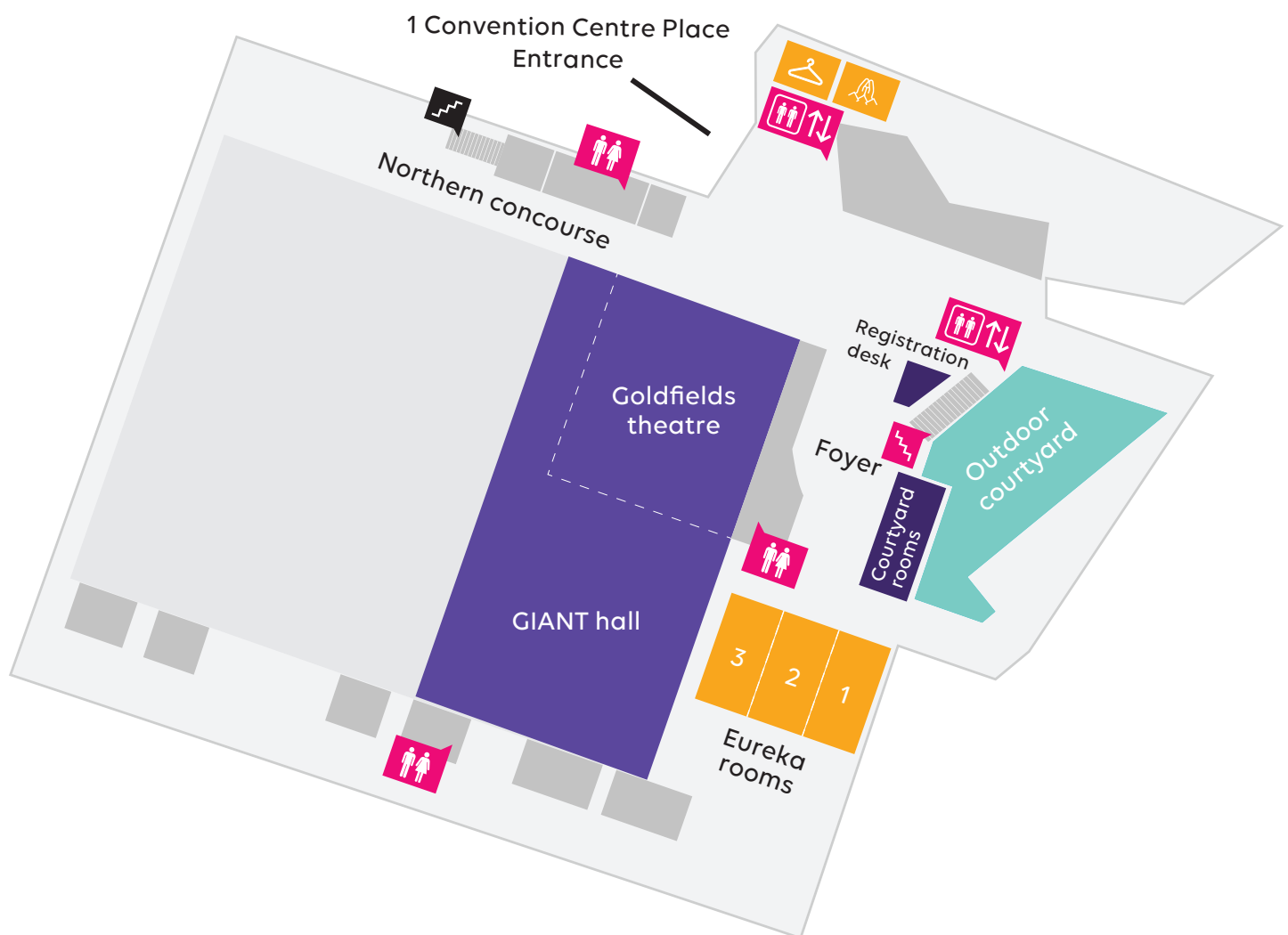
Check out the 'virtual consumer lounge' on Attendee Hub, with daily check ins, consumer meet ups and plenty of information to keep you up to date.

## Have a question?

Please email [events@safercare.vic.gov.au](mailto:events@safercare.vic.gov.au).

# Getting around

## Melbourne Convention and Exhibition Centre





# Program at a glance

## DAY 1 | THURSDAY 26 MAY 2022

6.30am		Registration open
Welcome		
7.15 - 8.40am		Breakfast sessions
		Eureka rooms
9.00 - 9.40am		Official Opening
		Goldfields theatre
9.40 - 10.30am	Jessica Rowe AM	Keynote   Is this my beautiful life?
		Goldfields theatre
		Please note: this session will not be recorded
10.30 - 11.00am		Small break
11.00am - 12.00pm		Panel discussion   Pivoting industries: Looking back at the past two years
		Goldfields theatre
12.00 - 1.10pm	Simone Carson AM	Keynote   A mission towards ending hunger ending waste
		Goldfields theatre
1.10 - 2.10pm		Lunch break   Giant Hall stage presentations
		Giant Hall
2.10 - 3.10pm		Breakout sessions
		All rooms
3.10 - 3.40pm		Small break
3.40 - 4.50pm	Clare Bowditch	Keynote   How to tame your inner critic – how to tell yourself a better story about yourself
		Goldfields theatre
4.50 - 5.00pm		Day 1 wrap up
5.00 - 7.00pm		Mix 'n' mingle
		Courtyard
		Please note this is a paid event

## DAY 2 | FRIDAY 27 MAY 2022

**6.30am**  
Welcome

Registration open

**7.15 - 8.40am**

Breakfast sessions  
Eureka rooms

**9.00 - 10.05am**

Kedar Mate MD

Keynote | Approaching the future with courage and trust  
Goldfields theatre

**10.05 - 10.55am**

Panel discussion | Reframing Aboriginal health as the key to our future of health  
Goldfields theatre

**10.55 - 11.20am**

Small break

**11.20am - 12.20pm**

Breakout sessions  
All rooms

**12.20 - 1.20pm**

Lunch break | Giant Hall stage presentations  
Giant Hall

**1.20 - 2.20pm**

Breakout sessions  
All rooms

**2.20 - 2.45pm**

Small break

**2.45 - 3.30pm**

Panel discussion | The adaptability quotient  
Goldfields theatre

**3.30 - 4.35pm**

Dylan Alcott OAM

Keynote | Advocacy in action  
Goldfields theatre

**4.35 - 4.45pm**

That's a wrap!  
Goldfields theatre



# Meet the speakers



## Dylan Alcott OAM

Athlete, philanthropist, entrepreneur and motivational speaker

 @DylanAlcott

Australian of the Year 2022, Dylan Alcott AO, is one of the country's most successful and well recognised Paralympians.

In 2021, he became the only male in any form of tennis to win the 'Golden Slam', winning the Australian, French, Wimbledon and US Open Championships, together with his gold medal from the Tokyo Paralympic Games.

In 2017, Dylan launched the Dylan Alcott Foundation, a foundation created to help young Australians with a disability achieve their goals in the workplace, on the sporting field or at university.

Dylan was appointed an Officer of the Order of Australia (AO) in 2022 for distinguished service to paralympic sport, particularly to tennis, and as a role model for people with disability, and to the community through a range of organisations

## Clare Bowditch

Musician, broadcaster, sometimes actor, speaker, entrepreneur, and author

 @ClareBowditch

Clare Bowditch is a musician, broadcaster, sometimes actor, speaker, entrepreneur, and just recently became a top-ten, best-selling author. She possesses a unique approach to skill-building, and story-telling, using a novel mix of humour and science to help people develop better relations with their voice of self-doubt.

She has won the coveted ARIA Award for Best Female for her music, the Rolling Stone Woman of the Year Award for her contribution to Australian culture, and has been nominated for a Logie Award for her role as Rosanna on popular television show Offspring. Since retiring from radio to pursue her creative projects, Clare has already written "Your Own Kind Of Girl" and released the songs "Woman" and "If I Could Give You". She is currently working on her sixth studio album and second book.



## Simone Carson AM

Director and co-founder, SecondBite

Simone Carson AM is the co-founder of SecondBite, a national social enterprise founded in 2005.

Its purpose is to rescue food that would ordinarily end up in landfill and redistribute it free of charge to 1400 local charities around Australia to support people in their communities. Simone began her career as a nurse working in the ICU of the Royal Children's Hospital in Victoria. During that time, she saw how many families struggled to access fresh food each day.

Last year, SecondBite rescued over 22 million kilograms of surplus food: enough for more than 44 million meals. For her outstanding work, in 2016 Simone was admitted to the Victorian Honour Roll of Women and in 2017 she was awarded a Member of the Order of Australia.

The following year, Simone was awarded a Churchill Fellowship to study best practice in food rescue organisations globally and she was named joint Melbourne of the Year with her husband Ian.



## Kedar Mate MD

President and Chief Executive Officer, Institute for Healthcare Improvement (IHI)

 @KedarMate

After serving as the Chief Innovation and Education Officer with the Institute for Healthcare Improvement, Kedar was appointed its President and Chief Executive Officer in July 2020.

Based in Virginia, he is also President of the Lucian Leape Institute (Boston), and a member of the faculty at Weill Cornell Medical College (New York). Kedar's scholarly work has focused on health system design, healthcare quality, strategies for achieving large-scale change, and approaches to improving value. He has published numerous peer-reviewed articles, book chapters and white papers and has received multiple honors, including serving as a Soros Fellow, Fulbright Specialist, Zetema Panelist, and an Aspen Institute Health Innovators Fellow.

Kedar graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree. He has previously worked with Partners in Health, the World Health Organization, and Brigham and Women's Hospital (Boston).



## Jessica Rowe AM

Journalist, author and broadcaster



Jessica Rowe AM is an accomplished journalist, television presenter and three-time bestselling author. Her credits include co-hosting Studio 10 and The Today Show. As a published author, Jessica has written a collection of memoirs centred around her experiences with post-natal depression, motherhood, and parenting. Her most recent book is *Diary of a Crap Housewife* and she has a strong, loyal online following of women who sometimes feel like they are not the perfect mother, wife or cook. Jessica has produced and hosted her own podcast series, *The Jess Rowe Big Talk Show*, where she sits down with influential figures in media, sport, entertainment, and politics to discuss reinvention and wellbeing. Jessica is a passionate advocate for mental health awareness, serving as an ambassador for Beyond Blue and a patron of Mental Health Australia. In 2015, she received a Member of the Order of Australia for her advocacy work and her contribution to Australian media.

## Ben Crowe

Professional mentor and leadership coach, Mojo Crowe



As NIKE's former International Director of Sports Marketing, Ben worked closely with some of the world's most famous individuals. Now as a leadership mentor, life coach and adviser, he works closely with business leaders, governments, teenagers, teams and athletes across the globe, explaining how a deep focus on authenticity, vulnerability and connection can create an amazing culture, competitive advantage and a life that balances achievement with fulfilment. Ben is one of the world's most in-demand professional mentors. In the past two decades, he has worked with Andre Agassi, Cathy Freeman, Stephanie Gilmore, Ash Barty and Dylan Alcott as well as some of the world's most successful teams and global business leaders. Using story, Ben explains techniques and practices to embrace vulnerability, imperfection and self-worth. He also explains high performance principles and teaches the audience how to focus on the best version of themselves.





## UNLOCKING POTENTIAL

Boston Consulting Group is a global management consulting firm and the world's leading advisor on business strategy.

BCG works with health care providers and system managers across Australia to redesign service and operating models, deliver reforms, address inefficiencies and improve patient outcomes.

For more information, visit [bcg.com](https://bcg.com)



## Preventing harm, improving outcomes for 100,000 Victorians

Every day, you help Victorians get a great health outcome, go home earlier, and stay well. But we want to create an even better experience across Victorian hospitals and health services. And we've set ourselves a bold target to get it done.

**Over the next five years, we're joining forces with our health services to improve care and outcomes for 100,000 Victorians.**



### **SAFE IN OUR HANDS**

Reducing harm in hospitals



### **STAY WELL, STAY HOME**

Preventing unnecessary hospital admissions



### **BEST CARE, BEST TIME**

Ensuring patients are cared for quickly in the right place

We'll share the stories of people who get better, safer care. And we'll show how your work makes a difference in areas such as maternity care, long-term conditions, cardiovascular disease and more.

**Because every life is a story worth telling.**

# Speaking volumes

Asking older people 'what matters' is changing the dialogue



Asking older people 'What matters to you' is a simple question with a huge impact. It starts a conversation which can improve their outcomes and experiences.

**"Asking a simple question opened the door for a whole range of things. Many residents had small requests which we could easily accommodate."**

Kate Jones, Central Highlands Rural Health

'What matters' is part of the 4Ms framework, which also includes medication, mind and mobility of aged care consumers. It's a shift in health systems to focus on the needs of older adults. And it's at the centre of our **Age-Friendly Health Systems** project with seven Victorian health services.

The 4Ms looks different from person to person, depending on priorities and preferences. It can range from enjoying their favourite activities to having a say about how they manage their healthcare.

For one resident at Creswick Nursing Home, staff added a whiteboard to her room so she was less anxious about her medications and daily activities.

**"It's made a huge difference. The morning chats are her designated time to tell us how she's feeling and what she needs for the day. It's just a matter of asking what is important to you today?"**

The 4Ms has also led to staff forming greater connections with residents. At Central Highlands Rural Health, staff now actively look for every opportunity to have conversations about What matters to residents.

In one resident in particular there has been a noticeable change in the way he has opened up to staff to share personal stories and feelings:

**"He loves to tell stories about his life and career. These chats give us a chance to connect with our residents in a much deeper way, allowing us to deliver the best care we can."**

Angela Monteleone, Central Highlands Rural Health

For more go to <https://bit.ly/3Ot9ukG>

## How to get involved

We'll be recruiting experts, partners and healthcare workers to join one of our 100,000 Lives projects over the next year.

## Connect with us



## Find out more

Visit [100000lives.safercare.vic.gov.au](https://100000lives.safercare.vic.gov.au)

# Full Program

**DAY 1** | THURSDAY 26 MAY 2022

**6.30am**

**Registration open**

Foyer

*Please collect your lanyard and print your name badge*

**7.15 - 8.45am**

**Breakfast session: Hospitals without walls, part 1 of 2**

Eureka room 1

**Breakfast session: People centred care, part 1 of 2**

Eureka room 2

**Breakfast session: Equity of access**

Eureka room 3

**9.00 - 9.40am**

**Prof Mike Roberts**

CEO, Safer Care  
Victoria

**Official opening, Welcome to Country**

Goldfields theatre

**9.40 - 10.30am**



**Jessica Rowe AM**

Journalist, Author  
and Broadcaster

**Keynote | Is this my beautiful life?**

Goldfields theatre

In this presentation, Jessica shares insights that go beyond her memoir, *Is This My Beautiful Life?* (Allen & Unwin). She shares her own and her family's struggles with mental health issues, as well as the highs and lows she's experienced throughout her professional career. For all her accomplishments and success, Jessica has had her share of setbacks, many of which have played out in the public eye. Jessica has finally come to learn that there is no such thing as the perfect mother, wife, or career woman, and that we simply cannot have—or do—it all. In *Is This My Beautiful Life?* Jessica asks her audience to go easy on themselves, to accept life's imperfections and cherish our moments of joy.

*Please note this keynote will not be recorded for viewing after the conference*

**10.30 - 11.00am**

**Small break**

## Themes



Health – big challenges, bigger improvements



Wellbeing for all – you, me, our community



The future of health – the opportunity to think differently



Leaps and bounds – taking giant steps forward in a changing world

11.00am - 12.00pm



### Panel discussion | Pivoting industries: Looking back at the past two years

Goldfields theatre

What do a restaurant, primary school and one of Victoria's leading galleries have in common? Hear from a diverse panel on how they've overcome similar challenges and transformed the way they operate since the pandemic hit.

- Guy Grossi, Chef, Restaurateur, Owner, Grossi Restaurants
- Henry Grosseck – Principal, Berwick Lodge Primary School
- Michele Stockley - Head of Learning, National Gallery of Victoria

12.00 - 1.10pm



### Simone Carson AM

Co-founder and Director,  
SecondBite

### Keynote | A mission towards ending hunger ending waste

Goldfields theatre

Simone discusses how SecondBite managed the challenges posed by COVID-19 by trying different approaches and challenging accepted practices. Even before the pandemic, one in five Australians were affected by food insecurity. Now people who have never needed help before are coming forward for assistance, including families, small business owners and students. Stay at home orders made it harder to reach vulnerable people, many of whom are afraid to leave their homes to seek help. The interruptions to regular supply and the loss of the volunteer workforce also had a huge impact on charitable food deliveries.

1.10 - 2.10pm

### Lunch break | Giant Hall stage presentations

Giant Hall

1.30 - 1.50pm

### Craig Reucassel

Writer, Comedian and  
TV Personality

### Lunch talk | Giant Steps to a smaller footprint: Sustainable healthcare

Giant Hall stage

Our healthcare system has a huge footprint, both in waste and energy. The concerted effort of people on the ground in healthcare has found ways to reduce waste. But how do we make the next big step?

*Please note this session is not available for virtual attendees*

2.10 - 3.10pm



### Breakout session 1 - Eureka room 1

#### Let's quit this: Going smoke-free in a mental health inpatient unit

- Melissa Metcalf - Senior Mental Health Nurse, Goulburn Valley Health
- Leah Merrigan - Clinical Nurse Consultant, Goulburn Valley Health

Follow the journey of a rural mental health inpatient unit as it tries to go smoke-free. Together we'll explore the enablers, barriers, and available resources to help consumers quit smoking while an inpatient.

#### Pioneering partnerships: Supporting child mental health in the community

- Harriet Hiscock - Director, Health Services Research Unit, The Royal Children's Hospital
- Jagjit Dhaliwal - Executive Director, Service Development and Reform, North Western Melbourne Primary Health Network

Learn about the country's first online community of practice for child mental health, which led to improved primary health management, reduced referrals to mental health services, and more! You'll take away a good understanding of how to co-design and evaluate a community of practice in your field.



### Breakout session 2 - Eureka room 2

#### Thousands of meaningful conversations

- Dr Linny Phuong, Infectious Diseases Paediatrician and Founder/Chair of The Water Well Project

During her year as a medical intern, Linny founded The Water Well Project to empower people to engage meaningfully in health and with healthcare resources. The charity has facilitated over 1000 health education sessions, reaching more than 15,000 participants from migrant, refugee and asylum seeker communities.

#### Baby steps: Breaking the cycle of disadvantage

- Wendy Cain - Patient and Carer Experience Manager, Western Sydney Local Health District

Discover the importance of placing customers at the centre of healthcare delivery to break the cycle of disadvantage, keep people healthy and provide world-class clinical care through integrated systems. Learn how Auburn Hospital, part of the Western Sydney Local Health District, reduces risk.



### Breakout session 3 - Eureka room 3

#### Preparing for change: Protecting the person and the planet

- Dr Forbes McGain - Anaesthetist and Intensive Care Physician, Western Health
- Fiona Armstrong - Executive Director, Climate and Health Alliance
- Craig Reucassel - Writer, Comedian and TV Personality

Join our panel for a provocative discussion around climate change and its impact on the planet, the person, patients and PPE. Leave feeling inspired and empowered to bring about change in your lives and in healthcare.

#### Baby steps: Breaking the cycle of disadvantage

Wendy Cain - Patient and Carer Experience Manager, Western Sydney Local Health District

Discover the importance of placing customers at the centre of healthcare delivery to break the cycle of disadvantage, keep people healthy and provide world-class clinical care through integrated systems. Learn how Auburn Hospital, part of the Western Sydney Local Health District, reduces risk.



### Breakout session 4 - Goldfields theatre

#### Running on empty: Practical ways to support a depleted healthcare workforce

- Dr Jo Wrench - Manager of Psychology, Austin Health

Discover proven methods for promoting wellbeing for all healthcare workers. Drawing on models of positive psychology and evidence-based interventions, you'll leave this session with practical tools and ways to support your healthcare colleagues.

#### Staying connected during COVID-19 visitor restriction

- Jenny Barr - Community Engagement Manager, The Royal Melbourne Hospital
- Liz Cashill - Patient Experience Manager, The Royal Melbourne Hospital

Hear how The Royal Melbourne Hospital helped patients and their support networks stay in touch when COVID-19 limited hospital visits.



### Breakout session 5 - Courtyard rooms

#### Co-design: A powerful force for creativity and collaboration

- Nina Mulvey - Senior Project Officer, Co-design and Consumer team, Safer Care Victoria
- Nami Nelson - Senior Project Officer, Co-design and Consumers, Improvement Partner, Safer Care Victoria
- Tracy Stanley - Community Support Coordinator, HeartKids Limited
- Kris Pierce - Co-Chair CAC RCH Consumer Lead, Kids to Adults Alliance

In a world of increasingly complex problems, organisations and the individuals who use their services must work together to create innovative ideas to improve systems and services. Join this interactive workshop to learn about the importance of partnering with others to drive real change.

*Please note this session is not available for virtual attendees*

3.10 - 3.40pm

#### Small break

Giant Hall

3.40 - 4.50pm

Clare Bowditch

#### Keynote | How to tame your inner critic – how to tell yourself a better story about yourself

Goldfields theatre

Clare Bowditch is a musician, broadcaster, sometimes actor, speaker, entrepreneur, and just recently became a top-ten, best-selling author. She possesses a unique approach to skill-building, and story-telling, using a novel mix of humour and science to help people develop better relations with their voice of self-doubt.

4.50 - 5.00pm

#### Day 1 wrap up

5.00 - 7.00pm

#### Mix 'n' mingle

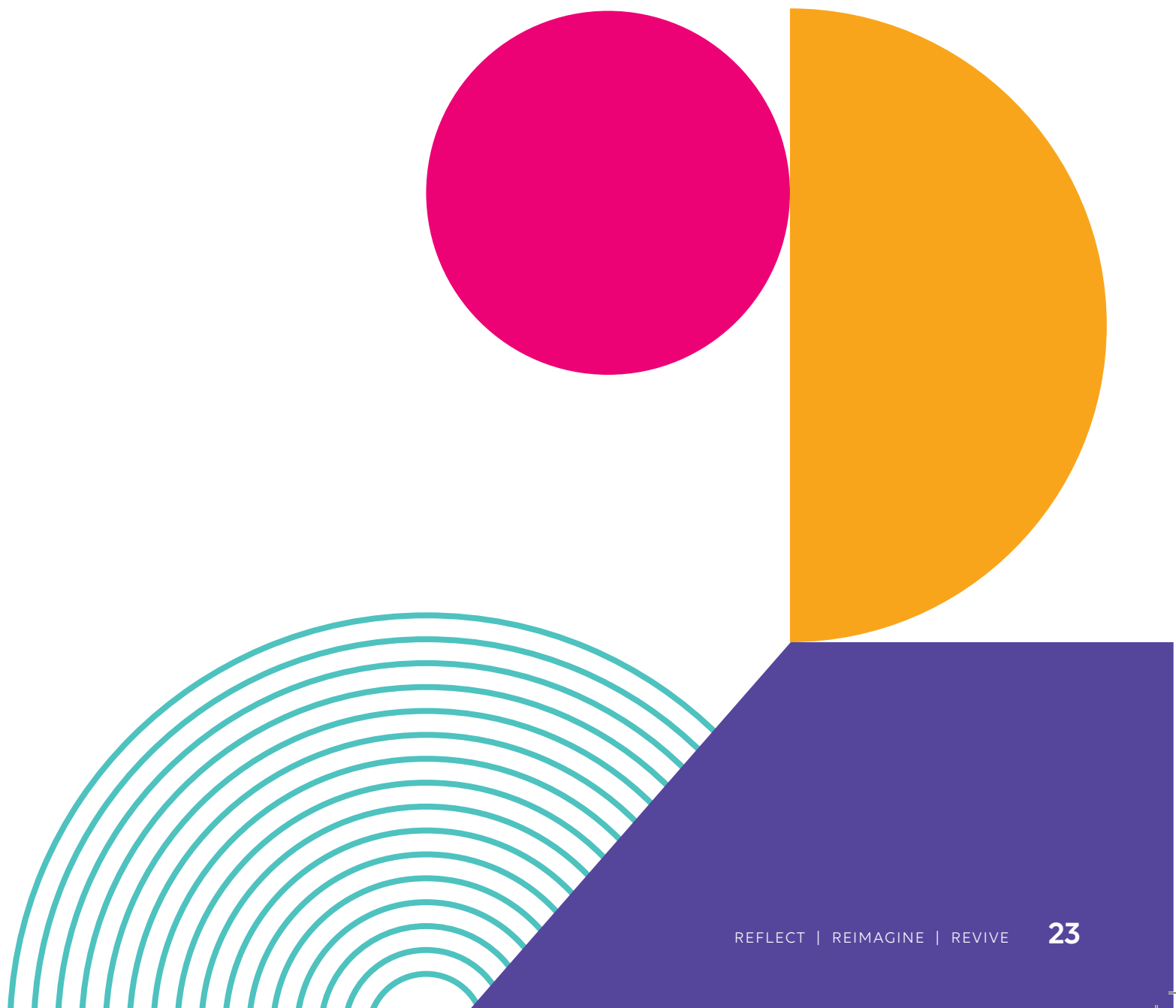
Courtyard

*Please note this is an additional paid event*

# Thank you

**A special thank you to all the passionate healthcare leaders, clinicians, students and consumers who helped us create this amazing event for you, including:**

- those who joined us for a planning session back in 2021
- our programming committee members James Fowler, Jacqui Gibson, Jo-Anne Moorfoot, Jill Sewell, Annie Moulden, Andy Kattula, Kathy Maggs, Susan Kearney, Fiona Macphee.



## DAY 2 | FRIDAY 27 MAY 2022

6.30am

Registration open

Foyer

7.15 - 8.45am



Breakfast session: Hospitals without walls, part 2 of 2

Eureka room 1

Breakfast session: People centred care, part 1 of 2

Eureka room 2

Breakfast session: Workforce reimaged

Eureka room 3

9.00 - 10.05am



**Kedar Mate MD**

President and Chief Executive Officer, Institute for Healthcare Improvement (IHI)

**Keynote | Approaching the future with courage and trust**

Goldfields theatre

Our health systems are under pressure and gaps in health outcomes are wider than ever. We must have the courage to improve our systems, but how do we build trust as we move forward? Join Kedar to learn from international and local stories about forging a new path to the future.

10.05 - 10.55am

**Panel discussion | Reframing Aboriginal health as the key to our future of health**

Goldfields theatre

- Nicole McCartney - Chief Aboriginal Health Adviser, Department of Health
- Michael Graham - CEO, Victorian Aboriginal Health Service
- Pat Turner AM - CEO, National Aboriginal Community Controlled Health Organisation

Have you ever wondered about how to improve care for Indigenous people? Join these expert leaders in a full and ranging conversation.

10.55 - 11.20am

Small break

11.20 - 12.20pm



**Breakout session 1** - Eureka room 1

**Wins on the board in Wyndham Vale: Lessons from a co-designed family hub**

- Tess Hall - Postdoctoral Fellow, Murdoch Children's Research Institute
- Sandie Pullen - Senior Lead Innovation & Growth, IPC Health

Early results are in! Be the first to hear how a child and family pilot hub in Wyndham Vale is supporting wellbeing among people facing hardship and challenges. This session will share lessons in language, understanding, and co-designing services with people experiencing adversity.

**Hold the line: Ensuring quality and safety in digital mental health**

- Chris Boyd-Skinner - Project Manager, Australian Commission on Safety and Quality in Health Care

The use of digital mental health services – including mental health, suicide prevention or alcohol and other drug services – has increased exponentially since the start of the pandemic. This session will discuss how to overcome challenges in implementing accreditation and standards to ensure high-quality, safe care.



**Breakout session 2** - Eureka room 2

**High engagement leads to higher performance**

- Don Tidbury - CEO, DPV Health
- Sophie Gilmour - Chief Clinical Governance & Experience Officer, DPV Health

DPV Health is the largest and most comprehensive community health organisation servicing the northern regions of Melbourne. It has been on a transformative journey since it began four years ago. This session will focus on strategies to facilitate major improvements in clinical governance, service delivery, community participation, employee engagement, data management and organisational performance.



### Breakout session 3 - Eureka room 3

#### You know the drill: Putting patient experience and value first in dental care

- Susan McKee - Chief Executive Officer, Dental Health Services Victoria

Learn from the experience of Dental Health Services Victoria in creating value-based, patient-centred healthcare to improve outcomes. Find out which patient-reported measures it used to transform its service.

#### Patients over patience: Reducing wait times at specialist clinics

- Dr Katherine Harding - Research Fellow, Manager of the Allied Health Clinical Research Office, Eastern Health
- Annie Lewis - Project Officer and PhD Candidate, Eastern Health and La Trobe University

It's a problem as old as healthcare – long wait times for specialist clinics. Hear how the STAT model (Specific Timely Appointments for Triage) was implemented to overcome this problem, and how it might work for you.



### Breakout session 4 - Goldfields theatre

#### Sparkling joy in Victorian healthcare workers

- Dr Jess Kennedy - Respiratory and Sleep Physician, Austin Health, Victorian Respiratory Support Service
- Travis Phelan – Pharmacist, Royal Melbourne Hospital
- Claire Nailon, Allied Health and Ambulatory Rehabilitation Manager, Southwest Healthcare
- Fiona Herco, Project Director, Institute for Healthcare Improvement
- Eleanor Sawyer - Improvement Partner Manager, Safer Care Victoria

This panel conversation brings experts and champions in the healthcare worker wellbeing field alongside teams participating in the wellbeing for healthcare workers initiative. The initiative uses the Institute for Healthcare Improvement's Joy in Work framework and starts by asking 'what matters to you?'

### Breakout session 5 - Courtyard rooms

#### Essential data skills for telling your improvement story

- Rebecca Reed - Acting Director of Improvement Partner, Safer Care Victoria
- Garth Ebelthite - Principal Project Officer, Safer Care Victoria
- Lisa McKenzie, Regional Director | Asia Pacific, Institute for Healthcare Improvement

This workshop will guide you through the essentials of collecting, visualising and learning from improvement data. We will address the elephant in the room - data for research v data for improvement. Practise using data to make decisions during some fun, fast-paced activities.

*Please note this session is not available for virtual attendees*

12.20 - 1.20pm

Lunch break | Giant Hall stage presentations

Giant Hall

1.20 - 2.20pm



### Breakout session 1 - Eureka room 1

#### Preventing delirium: A tale of courageous leadership, engagement and change

- Tamsin Santos - Medical Lead, HELP and Consultant Geriatrician, Grampians Health, Monash Health
- Dr Kerrie Shiell - Senior Clinical Neuropsychologist and Program Manager, Hospital Elder Life Program (HELP), Ballarat Health Services

Follow Ballarat Health Service as it targets a common, though often hidden, condition in older people. Learn how they turned barriers into opportunities using a client-centred, volunteer-driven approach.

#### TelePROMPT: Prompting a best care response for paramedics and mental healthcare consumers

- Lindsay Mackay - Director Operational Triage Services, Ambulance Victoria

Co-designed with consumers, clinicians and system partners, TelePROMPT connects on-scene paramedics with mental health clinicians. Hear how this award-winning initiative has reduced emergency department presentations and improved patient experience.



### Breakout session 2 - Eureka room 2

#### Advocacy and adversity: Stepping up for the young transgender community

- Dr Michelle Telfer - Paediatrician and Adolescent Medicine Physician, The Royal Children's Hospital Melbourne
- Elliot Nicholas - Mayor of Geelong Youth City Council, The Royal Children's Hospital Melbourne
- Amanda and Will Nicholas – Ministers, Uniting Church in Australia

Michelle's work in championing positive change in support of transgender young people has attracted its fair share of criticism from the media. She'll share her experiences with us, and we'll hear from young trans person Elliott about his journey. Elliott's parents, Uniting Church ministers, will join them later for a Q&A session.

1.20 - 2.20pm



### Breakout session 3 - Eureka room 3

#### Keeping up with COVID in regional Victoria

- Dr Bianca Forrester - Clinical Advisor, Western Victoria Primary Health Network
- Fiona Quigley - Senior Manager Workforce Development, Western Victoria Primary Health Network

How does a GP workforce development team respond to the learning needs caused by an unprecedented global pandemic? Learn how rapid learning networks developed new ways of working and integrating services in a regional setting.

#### The future of clinical pharmacy: Using telehealth to improve rural medication safety

- Cristen Flemming - Lead Virtual Pharmacist, Western NSW Local Health District

Tele-pharmacy in rural and remote hospitals is paving the way for improved medication safety and patient and clinician experience. This session will delve into the model of care, medication safety improvements as well as barriers and enablers.



### Breakout session 4 - Goldfields theatre

#### Your sleep, your say: Implementing shared decision making to treat insomnia

- Dr Sasha Bennett - Executive Officer, NSW Therapeutic Advisory Group

Gain a good understanding of how to prevent and treat acute insomnia in hospital, including when (and when not) to use medication. Learn how to implement a whole of hospital strategy to reduce inappropriate and unnecessary use of sleep medication.

#### Creating a healthy future for young people

- Dr Sandro Demaio - CEO, VicHealth

This discussion and Q&A session will inspire and energise by focusing on the importance of putting young people at the heart of recovery. It will highlight the lessons learned from the 2020 bushfires and the pandemic and how those insights can ensure no young person is denied a healthy future. There will also be a look at the wellbeing economy and how to integrate this into the business of government.



### Breakout session 5 - Courtyard rooms

#### Towards the elimination of restrictive practices in Mental Health from a service perspective

- Dr Kerry Rubin - Clinical Director Mental Health Services, Peninsula Health
- Janine Davies - Director of Nursing (Mental Health), Peninsula Health

Peninsula Health have been a leader in reducing restrictive interventions for more than a decade. They will present the framework that they utilise and outline some of their key processes. They will share experiences of barriers and successes and the associated data that details this journey. Finally, they will outline their future plans for further reductions in restrictive interventions.

#### Click, like, share: Engaging consumers through social media

- Jayne Howley - Consumer
- Louisa Walsh - Research Officer, Centre for Health Communication and Participation, La Trobe University

Discover a new evidence-based guide to social media engagement and understand the benefits of using it to engage with consumers. You will learn about the potential risks and how to mitigate them, and how social media can be implemented in your organisation.

*Please note this session is not available for virtual attendees*

2.20 - 2.45pm

Small break

2.45 - 3.30pm



#### Tané Hunter

Cancer Researcher,  
Future Crunch

#### Rebecca Maklad

Managing Director,  
Future Crunch

#### Panel discussion | The adaptability quotient

Goldfields theatre

You've heard of IQ and EQ; this century belongs to those who are quick to read and act on signals of change. These are people with a high Adaptability Quotient: the ability to thrive in unpredictable environments. Instead of being really good at doing one thing, people with a high AQ are really good at learning how to do new things. Drawing on the latest technology, neuroscience and management insights, this session reveals why the best predictor of success is how individuals and organisations embrace uncertainty. Walk away with an understanding of what it takes to foster AQ, how to identify it in others, and how it can be a superpower for anyone looking to maintain an advantage in the next economy.

3.30 - 4.35pm

**Dylan Alcott OAM**

Athlete, philanthropist,  
entrepreneur and  
motivational speaker

**Keynote | Advocacy in action**

Goldfields theatre

At the top of his game, Dylan is determined to smash public perceptions of disability. He discusses how, focusing on being the best person he could be, he was able to overcome physical and psychological barriers to become one of the greatest athletes in sport today. Now he wants the same opportunities made available to young people with or without disabilities, who are aiming for the stars in whatever career they choose.

*Please note this session will not be recorded for viewing after the conference*

4.35 - 4.45pm

**Mike Roberts**

CEO, Safer Care  
Victoria.

**That's a wrap!**

Goldfields theatre

Closing remarks from our CEO, Prof Mike Roberts

See you at our next conference in 2024!

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