



Board Governance for All Providers

Building it Backwards

ACCPA

About this program

This workshop is designed with the older person receiving care services at the centre, and focuses on insight gained regarding the quality of customer experience, as the base indicator of successful governance. The workshop will provide a snapshot of governance obligations and explore tools to build your knowledge of the interface between front line service delivery to meet compliance needs.

With the opportunity to submit key issues or questions prior to the session, participants are encouraged to engage in an interactive discussion of the hot topics facing those responsible for board governance.

Designing your service to deliver a high-quality experience across the entire customer journey will enable your organisation to be equipped to meet governance requirements and prepare for reform.

Learning outcomes

- ✓ A practical approach to understanding the interface between front line service delivery and back-of-house organisational governance
- ✓ Access to tools and resources to confidently plan for change and build your knowledge of organisational governance requirements under the Aged Care Quality Standards
- ✓ Learn how to use consumer feedback to inform continuous improvement at all levels of your organisation
- ✓ Learn adaptive service design concepts to stay ahead of Government reforms and prepare for change
- ✓ Opportunity to answer questions on key issues and hot topics of concern.

Target audience

Board members, senior management, executive management, quality and risk managers in all Aged Care settings.

Program details

Date	26 June 2024
Time	3:00pm - 5:00pm AEST
Location	Online via Zoom

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