



# evolvingpractices

Framing Case Management for the Future

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## Case Management Society of Australia (CMSA) 13th National Conference 16-17 September 2010, Melbourne

### International Keynote speaker:



**Dr Michal Boyd, RN, NP, ND, FCNA (NZ)**  
Gerontology Nurse Practitioner at Waitemata District Health Board (WDHB) and a Senior Research Fellow with the Department of Geriatric Medicine at the University of Auckland.

From 2006 to 2009, she was Clinical Leader for Community Services for Older Adults. She has been a provider, leader and researcher of care management for older people since the early 1990's. She developed the "Residential Aged Care Integration Programme" at Waitemata DHB and was primary investigator for "Changes in Aged Care Residents' Characteristics and Dependency 1988 to 2008". Her continued research aims are proactive assessment and innovative care of older people in community and residential aged care sectors. Dr Boyd will present a paper titled Case Management Conundrums, during which she will explore current literature to discuss the characteristics of effective case management systems.

### Plenary speakers:



**Scott Trueman**  
Manager, Mental Health Education Unit, Remote Area Mental Health Services, Qld Health

Scott is the Chairperson of the Case Management Society of Australia (CMSA); elected to the position in 2009. Scott has practiced law in various jurisdictions, including the High Court of Australia and worked overseas within the merchant banking sector having obtained further qualifications in commerce and accounting.



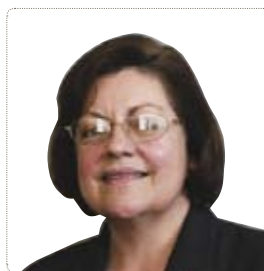
**Susan Moylan-Coombs**  
Advocate of rights & social justice for Indigenous Australians

Susan Moylan-Coombs was born in Darwin, Australia. Her name at birth was Susan Calma and she is a proud Aboriginal woman born of Guringi heritage on her father's side and Nganjikurrungurr lineage from her mother.



**Jude Czernkowski**  
Victorian Bushfire Case Management Service

The Victorian Bushfire Case Management Service was established on 13 February 2009 as a joint initiative of the Australian and Victorian governments. Within days, case managers were assisting people affected by the Black Saturday bushfires.



**Dr Irene Bouzo**  
Policy Officer, Aged Care, Ethnic Communities' Council of Victoria

In her role at the Ethnic Communities' Council of Victoria, Dr Irene Bouzo has been an active advocate on its Elder Abuse Working Group. A Board member of an ethnic aged care facility, she also has a background in ESL teaching, management and policy work in Adult Migrant Education.



**Poppy Hearn**  
Team Leader, Men's & Relationship Counselor, Australian Greek Welfare Society

Poppy is a graduate from the School of Social Work from the Royal Melbourne Institute of Technology. Since graduating from Social Work, she has pursued and completed post graduate qualifications in Alcohol and other Drugs, Family Therapy, Assessment and Training.



**The Choir of Hope and Inspiration**  
(formerly known as the Choir of Hard Knocks)

The Choir began rehearsing in September 2006 under the leadership of Founding Music Director, Dr Jonathon Welch AM. Jonathon established the Choir upon his return to Melbourne, having previously created the Sydney Street Choir in 2001. That choir still performs regularly, with Jonathon now as Patron.



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