Community Resourcing and CORAL Europe
(The Community of Regions for Assisted Living)
invites you to join us as we embark on our
2015 series of Professional Development Tours in Europe.

Showcasing Excellence in
Innovative Consumer-Directed
Technologies in Aged & Disability
Community Care

Australian Executive Delegation
Geneva- Noord Brabant - Flanders – South Denmark - Catalonia

Held in conjunction with ICOST 2015
13th International Conference On Smart Homes and Health Telematics
Geneva, Switzerland
About the Tours......

Community Resourcing Worldwide has collaborated with CORAL (The Community of Regions for Assisted Living) to conduct three (3) Professional Development Tours, the first option commencing the 8th June 2015 in Geneva and held in conjunction with the 13th International Conference on Smart Homes and Health Telematics (ICOST 2015).

These Professional Development Tours will explore practice, policy and funding models with leading experts and change-makers. Delegates will visit state-of-the-art facilities, visit community initiative programs that exhibit innovative approaches to service delivery, and participate in round-table discussions with key industry members. Site visits are selected to showcase outstanding approaches to service delivery and innovation. Particular focus has been made on the application of assistive, enabling and operational technologies which are significantly changing the service and workforce models deployed as well as achieving greater health and social outcomes for the consumers of services. In constructing the schedule we have focused attention of the world’s greatest issues in community aged and disability care and brought together an array of recognised experts in these fields.

About Us......

Global Community Resourcing (GCR) is an Australian based organisation with extensive networks in all regional, rural and remote areas of the country. We have long term and demonstrated knowledge and understanding of a range of Primary Health and Community Care client service delivery models in Australia. GCR particularly focuses on innovation and the incorporation of leading edge technologies in service provision across operational as well as client enabling and assistive technologies.

Our extensive project portfolio demonstrates where we have worked with organisations in various roles including:

- research and development of Smart Assistive Technology projects,
- provided extensive project management capacity in funded projects including those funded by State and Federal governments such as in the HACC Smart Assistive Technology Projects,
- being involved in numerous service model and workforce design activities in respect to the adoption of Smart Assistive Technology in community based service provision, and
- delivering an extensive array of workshops, webinars, professional development tours and conferences with leading international and national expert presenters. These workshops, webinars, professional development tours and conferences have been presented internationally, nationally and state-wide.

We have combined over 250 years of community care service delivery, our staff are highly trained and experienced Community Care providers across a wide spectrum of roles including administration, executive, service management, policy, allied health, project management, direct service delivery, professional development, financial management, technological, research and development, event management and marketing.
Our specialty area is the implementation, adoption and mainstreaming of operational and smart assistive and enabling technologies in a range of community care settings and services. We have completed numerous projects at state, national and international levels. These projects have been subject of many conference presentations, research papers and industry forums.

The range of projects we have completed have introduced new innovative ways of service provision and new models of service delivery. These projects have reshaped and reformed workforce development and workplace delivery, as well as provided innovative methods of service interaction with the users of services directly.

We have been engaged by various states and the federal government to advise on particular aspects of Smart Assistive Technologies.

Global Community Resourcing has a commitment to work in partnership to pursue excellence in the delivery of community services through advances in service, knowledge and public policy.

Established since 2008 Global Community Resourcing has a track record in delivering high quality innovative solutions, resources, events and conferences, project management and expertise to the primary health and community care sector.

We have a track record in delivering leading edge innovative projects funded by state or commonwealth governments, philanthropic grants or for organisations that may choose to self-fund projects.

Many of these projects have been targeted at providing sustainable solutions and to enhancing viability as well as future proofing organizations.

Community Resourcing Worldwide (CRW)

Community Resourcing Worldwide (CRW) is the commercial arm of Global Community Resourcing and the frontline organisation working within the community health sector, here in Australia and abroad. Over the past years, CRW have demonstrated pioneering advancements in the sector with numerous highly successful projects that have transformed the delivery and outcomes of providing community healthcare. CRW has lead the way by facilitating leading International and National experts in the area of Assistive and Enabling Technology with workshops, conferences, and webinars. This involvement has supported the change management and delivery in local service providers with ease and simplicity. CRW has invested heavily in building relationships and partnerships with leaders in this sector in order to provide support and guidance to the Community Care sector in Australia. Implementing a change management in service delivery increases stress in a highly strained environment but with CRW’s assistance, change management and delivery occurs seamlessly and increases productivity and health wellness outcomes for clients.

We have dedicated Project Management and Event Management resources and technical infrastructure to ensure smooth running of all activities. We extensively adhere to Prince 2 Project Management methodology in undertaking roles.
ABOUT CORAL

The Community of Regions for Assisted Living (CORAL) is an informal community of regions, aiming to improve regional policies for Active and Healthy Ageing. Above all Coral is a learning community working on the implementation and upscaling of innovative solutions for Active and Healthy Ageing. It is a network of mutual learning and co-creation in a process of open innovation. The strength of Coral is the trust between partners that invest energy and creativity in this valuable collaboration.

Coral is about strengthening connectivity between the regions and their innovation clusters in Europe. The member regions of Coral consist of – quadruple helix – clusters of stakeholders in the sectors of research, entrepreneurship, government and civil society. Coral also connects the regions to other European counterparts and networks. It gives the regions a position in the fast growing European community of innovators in the field of Active and Healthy Ageing.

The added value of Coral for the European Commission is that it makes a connection between the supply and the demand side. This is among others because innovative companies, service providers and buyers – users and care institutions – are part of the regional clusters.

Most regions in Coral developed integral regional policies in which all aspects – such as economical, social and spatial – are included. In line with the European Innovation Partnership on Active and Healthy Ageing (EIP AHA), Coral contributes towards the following goals:

- Enabling EU citizens to lead healthy, active and independent lives while ageing, through the promotion of inclusion and independent life for elderly and chronically diseased people.
- Improving the sustainability and efficiency of social and health care systems, through shifting from pilot projects to rooted services and scaling up projects.
- Boosting and improving the competitiveness of the markets for innovative products and services and creating new opportunities for businesses, through solving barriers for the deployment of assisted living solutions on a large scale.
TOUR OPTION A: GENEVA ONLY (8th June – 12th June 2015)

$7,500 excluding GST

Includes:

- 4 nights accommodation in 4-5 star hotels
- Breakfasts
- Lunches
- 2 Dinners
- Registration for the ICOST 2015 Conference
- All tour activities
- Transport between tour activities

Note: Delegates are responsible for the purchase of flights to and from Australia, travel insurance, alcohol, meals other than those listed, accommodation and flights on weekends and personal expenditure.

*PROGRAM SUBJECT TO CHANGE – Full program released upon registration

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<td><strong>Site Visits GENEVA Day 1 - Themes include:</strong></td>
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| Monday 8th June 2015 | ➢ Innovation in the discovery, development, production, policy and delivery of essential health technologies  
                      | ➢ Presentations with key representatives from our areas of interest. |
| **Site Visits GENEVA & GRENOBLE Day 2 - Themes include:** | | |
| Tuesday 9th June 2015 | ➢ Innovations in Gerontology, Disability and eHealth  
                         | ➢ Personalized tele-assistance services for chronic patients |
| **Site Visits GENEVA Days 3 – 5 – Themes include:** | | |
| 10th -12th June 2015 | ➢ Attendance at the 13th International Conference On Smart Homes and Health Telematics |

CONCLUSION OF TOUR A
TOUR OPTION B: Noordt Brabant - Denmark (15th June- 19th June 2015)

$9,250 excluding GST

Includes:
- 4 nights accommodation in 4-5 star hotels
- All Breakfasts
- All Lunches
- 2 dinners
- All tour activites
- Transport between cities and tour activities (including 1 European internal flight)

Note: Delegates responsible for flights to and from Australia, travel insurance outside tour dates, meals other than those listed, accommodation and flights on weekends and personal expenditure.

*PROGRAM SUBJECT TO CHANGE – Full program release upon registration

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<td>Sunday 14th June</td>
<td>Meet in Eindhoven on Sunday evening for welcome drinks for Tour B</td>
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Site Visits Eindhoven – Themes include:

- Focus on research, business, government, institutions for healthcare and care and civil society collaborating on serious scaling and implementing smart ICT tools and services for independent living and integrated care.
- Wide range of examples and experiences and overall presentation of the strategy and vision and the relation with the policy and strategy of the regional government.
- Visits to Living labs in which housing companies, SME's work and learn together on implementing and using smart solutions for active and healthy living.
- Visit to the “Smartest House” in the Netherlands from the Smart Homes foundation.
- Social Robots in action

Site Visits Ghent, Flanders- Themes include:

- Focus on strategic and applied research in areas such as ICT, Media and Health and translating digital know-how into real-life products and services
- Focus on Active and Healthy Ageing and the implementation of smart solutions for independent living and integrated care.

Site Visits Denmark – Themes include:

- Chronic Disease Management – Reducing hospital visits and admissions
- Emerging Technology – Implementation through Education
- Service Delivery to older people and people with disabilities
- Indoor Design with focus on patient Empowerment

Site Visits Denmark- Themes include:

- Prevention, Health, Physical Exercise & Tele-Assistance
- Clinical Innovation and Telemedicine
- Social and Health Technology in action in everyday life

CONCLUSION OF TOUR B
TOUR OPTION C: Catalonia (22nd June - 23rd June 2015)

$2,750 excluding GST

Includes:
- 1 night accommodation in 4-5 star hotels
- 1 Breakfast
- 2 Lunches
- 2 dinners
- All tour activities
- Transport between cities and tour activities

Note: Delegates responsible for flights to and from Australia, travel insurance outside tour dates, meals other than those listed, accommodation and flights on weekends and personal expenditure.

*PROGRAM SUBJECT TO CHANGE

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<td>Meet in Barcelona</td>
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<tr>
<td>Monday 22nd June</td>
<td>TOUR COMMENCES *Tour C Delegates to join existing Tour A &amp; B Delegates in Barcelona</td>
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Site visits Catalonia – Themes include:
- Health and Social Care in Catalonia and its eHealth Strategy
- From Chronic Care Program to the Health and Social Integrated Care Plan
- Use of Data for Care: Catalan Risk Stratification Model
- Innovation, transformation and Excellence in Health Care and Social Services
- Community Based Integrated Care Partnerships & Model of Implementation

Site visits Catalonia – Themes include:
- Collaborative model in social and health care in rural setting
- Collaborative Care Networks for Better Ageing

CONCLUSION OF TOUR C
Community Resourcing Worldwide/Campus Travel Groups Terms & Conditions of Travel

Please read the following terms and conditions carefully. You must not accept any booking unless you understand and agree with the following terms and conditions.

Prices:
All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed when paid in full.

Cancellation Fees:
All payments are non-refundable once paid. Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Fees will also apply where a booking is changed or, where we incur any liability for a cancellation fee or charge for any booking which you cancel, you agree to indemnify us for the amount of that fee or charge.

Deposit and Payments:
We require a minimum deposit of 50% per delegate. All deposits are non-refundable. Final payment is required no later than 6 weeks prior to departure unless otherwise stated on your invoice. Some airfares or services must be paid in full at the time of booking.

Travel Insurance:
Campus Travel are an authorised representative of Cover-More Travel Insurance Services Pty Ltd. Australian financial services licence number 241713 on whose behalf we act. Financial product advice in this document has been prepared without taking into account your objectives, financial situation or needs. Because of that you should, before acting on it, consider the appropriateness of it having regard to your objectives, financial situation or needs. You should obtain a Product Disclosure Statement relating to the product and consider the statement before making any decision about whether to acquire the product. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. Please complete your travel insurance form, sign it and return it to us. We cannot issue your insurance until this form is provided regardless of whether payment has been made. It is a condition of travel that each passenger is adequately covered by a proper insurance cover. We strongly advise that insurance be taken at time of booking to provide full cover. If you decline travel insurance you will be required to sign a disclaimer.

Liability:
We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part.

Special Requirements:
Please advise Community Resourcing Worldwide of any special requirements you may have, for example, special meals, medical requirements and so on.

Passports & Visas:
It is your responsibility to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility. All travelers must have a valid passport for international travel and many countries require at least 6 months validity from the date of entry.

Health:
It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation. It is a condition of travel that each passenger is adequately covered by a proper insurance cover. We strongly advise that insurance be taken at time of booking to provide full cover. If you decline travel insurance you will be required to sign a disclaimer.

Community Resourcing Worldwide General Conditions:
To secure your place on the tour complete and return the booking registration and please complete one form for each individual traveler. A non-refundable deposit of 50% of advertised tour price is required with the booking form to secure your space on the tour. Your registration on the Professional Development tour is confirmed upon receipt of your deposit. Tour payments are 100% non-refundable once full payment has been received.

Program Changes:
Every effort will be made to deliver the advertised program, however changes may sometimes be required. Where changes are made, we will continue to provide the same quality consistent with the intent of the advertised study tour.

Tour Cancellations:
Community Resourcing Worldwide requires a minimum number of 10 participants for the tour to proceed. If the minimum numbers are not achieved, Community Resourcing Worldwide has the right to cancel the tour. In the case of cancellation your deposit will be refunded.

Cancellation fees will apply in accordance with our nominated travel agent and accommodation terms and conditions. Please read carefully and ensure you are aware of the cancellation penalties. Cancellation notices must be received in writing and applicable penalties will be calculated from the date of receipt. Deposit and second, third and final payments are non-refundable once paid.
DELEGATE REGISTRATION FORM - Page 1 of 2

Register by completing this form and return to: Community Resourcing
Via email liz@communityresourcing.com.au

DELEGATES

Please tick which option you are interested in:

☐ Tour A- $7,500 excluding GST: Geneva Only (8th June – 12th June 2015)
☐ Tour B- $9,250 excluding GST: Noord Brabant to South Denmark Only (15th June – 19th June 2015)
☐ Tour C $2,750 excluding GST: Catalonia Only (22nd June – 23rd June 2015) * 2 day tour

OR DO ALL 3

☐ ALL- $18,250 excluding GST *Discounted Price for delegates planning to undertake the Full tour from Geneva to Catalonia (8th June – 23rd June 2015)

Please note that Delegates responsible for flights to and from Australia, alcohol, meals other than those listed, accommodation on weekends and personal expenditure.

DELEGATE PARTNER RATE (family or friend)

*The following rates exclude facility/site visits. To be eligible for this package, you must be travelling and sharing accommodation with a full delegate.

➢ Accommodation in 4-5 star hotels
➢ Breakfasts
➢ 1 European Internal Flight if attending Tour B

*Please note that Delegate partners are responsible for flights to and from Australia, meals other than breakfast, day activities, accommodation on weekends and personal expenditure. Delegate partner places are strictly limited and will be considered on a first in basis.

Please tick which Delegate Partner option you are interested in:

☐ Tour A: $2,300 excluding GST: Geneva Only (8th June – 12th June 2015)
☐ Tour B: $2,800 excluding GST: Noord Brabant to South Denmark Only (15th June – 19th June 2015)
☐ Tour C: $1,500 excluding GST: Catalonia Only (22nd – 23rd June 2015)

OR DO ALL 3

☐ ALL- $5,800 excluding GST *Discounted Price for delegate partners planning to undertake the Full tour from Geneva to Catalonia (8th June – 23rd June 2015)

Payment Schedule

❖ 80% deposit required on registration remaining 20% required by 1st April 2015.
### Name

### Organisation

### Position

### Address

### City/State

### Post Code

### Email

### Mobile Phone

### Office Number

### Fax

### Any special requirements – additional charges may apply.

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Once completed form is received a tax invoice for payment will be sent to your nominated email address.

**Payment Options**

- **Cheque:** Please send to Community Resourcing Worldwide  
  Gateway Office Park,  
  Building 1, 747 Lytton Road  
  Murarrie QLD 4172

- **Electronic Funds Transfer (PLEASE REFERENCE YOUR INVOICE NUMBER ON YOUR BANK PAYMENT)**
  
  Account Name: Community Resourcing Worldwide  
  Bank: Suncorp  
  BSB: 484 799  
  Account Number: 601 401 750

Please ensure you state your company name and EU2015 when lodging EFT funds with the bank and email confirmation to:

liz@communityresourcing.com.au

- **Credit Card**
  
  Debit my credit card  
  - MasterCard  
  - Visa

### Credit Card Number

### Name on Card

### Expiry Date

### Signature

### Amount $