

A7 – Innovation and Technology Innovation Hub		
2.00pm	Digitalisation of the Finance Function in Aged Care	Damon Hauenstein , Chief Financial Officer and Chief Operating Officer, Weel
2.30pm	Invasion of the Body Snatchers: The Insidious Insider	Mazino Onibere , Head Of Cyber Security, Risk And Compliance, Regis Aged Care
3.00pm	A Framework to Support the Implementation of Digital Technologies in Home Care	Adjunct Professor Tanya Davison , Director, Research Discovery, Silverchain
A8 - Research and Data Room L1		
2.00pm	Evidence-Based Pricing Advice for Residential Aged Care	Rachel Hauenschield , Acting Director, Aged Care Pricing, Independent Health and Aged Care Pricing Authority Cindy Feng , Acting Director, Aged Care Policy, Independent Health and Aged Care Pricing Authority
2.30pm	Big Data Insights: Improving Data Quality in the National Aged Care Mandatory Quality Indicator Program	David Sanders , Chief Operating Officer, MOA Benchmarking
3.00pm	Data and Digital Transformation	Faye Flevaras , First Assistant Secretary Digital Transformation & Delivery, Department of Health and Aged Care
3.30pm	Afternoon Tea	
Plenary Session 3 Halls CD		
4.00pm	Platinum Sponsor Address	Simon Lockyer , Chief Executive Officer and Co-Founder, The Lookout Way
4.05pm	Global Perspectives: Aged Care Insights from International Leaders. <i>Join global leaders in this dynamic session as they share key insights into the evolving landscape of aged care across various regions. By exploring diverse approaches and solutions, this panel will offer fresh perspectives on improving care standards, addressing workforce challenges, and fostering innovation in aged care.</i>	Facilitator: Tom Symondson , CEO, ACCPA Graeme Prior , President, International Federation on Ageing & CEO, Hall and Prior Aged Care Group Femada Shamam , CEO, TAFTA Cathy Hecimovich , CEO, Ontario Retirement Communities Association Dr Donald Macaskill , Chief Executive, Scottish Care Janice Chia Hui Chen , Founder & Managing Director, Ageing Asia
4.55pm	Welcome Reception Sponsor Address	Tom Enright , National Manager for Health, Foxtel
5.00pm	Welcome Reception - Trade Exhibition Hall Sponsored by Foxtel	



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B8 – New Aged Care Quality Standards Hall B		
11.00am	Preparing for the Strengthened Aged Care Quality Standards	<p>Amanda Allen, Head of Services, ACCPA</p> <p>Filomena Ciavarella, Executive General Manager, Strategy, Quality And Improvement, Regis Aged Care</p> <p>Melissa Centofanti, Director, Regulatory Strategy - Operational Policy and Support Quality Standards Reform, Aged Care Quality & Safety Commission</p>
11.45am	The future of food, nutrition and dining	<p>Facilitator: Amanda Allen, Head of Services, ACCPA</p> <p>Julie Dundon, Managing Director, Nutrition Professionals Australia</p> <p>Samantha Murray, Director, Food Solutions Diet Consultants</p> <p>Dr Cherie Hugo, Founder, Lantern Alliance</p>
12.30pm	Lunch Break	
Fishbowl Conversations C		
2.00pm	C1 – Cultural Immersion Workshop (Room E3)	<p>Sharon Wood-Kenney, Executive Cultural Navigator Consultancy South West Kinships Cultural Immersions Co-design Community Engagement Lead</p>
2.00pm	C2 – Deep Dive: the Journey Towards an Aged Care Act (Hall A)	<p>Facilitator: Liz Behjat, WA and NT State Manager, ACCPA</p> <p>Chris Hampton, Head of State & Territory Government Relations, ACCPA</p> <p>Roald Versteeg, General Manager Policy & Advocacy, ACCPA</p> <p>Jay Moran, Head of Federal Government Relations, ACCPA</p> <p>Peter O’Dempsey, Head of Media & Public Relations, ACCPA</p> <p>Dr Robyn Sampson, CEO, Baptist Care Australia</p>
2.00pm	C3 – Migration and Workforce (Hall B)	<p>Facilitator: Belinda Allen, General Manager Services & Sector Capacity, ACCPA</p> <p>Sarah-Loch-Wilkinson, Co-Director, Visa Executive</p> <p>Charles Johanes, Partner, Fragomen</p> <p>Alice Chen, Director, EY</p> <p>Andrew Hayward, Head of Workforce Strategy, ACCPA</p> <p>Frank Price, CEO Royal Freemason’s Benevolent Institution</p>
2.00pm	C4 – The Bed-Block Challenge (Room E2)	<p>Facilitator: Amanda Allen, Head of Services, ACCPA</p> <p>Nicky Sloan, CEO, Community Industry Group</p> <p>Paul Sadler, Principal, Paul Sadler Consultancy</p> <p>Peter Williams, CEO, OneCare Ltd</p> <p>Mark Sewell, Consultant, Community Industry Group</p>
2.00pm	C5 – Preparing for the Support at Home Program – Expert Insights for Home Care Providers (Hall CD)	<p>Facilitators: Jane Floyd, Home Care Member Advisor, ACCPA & Tim Moore Home Care Member Advisor, ACCPA</p> <p>Lorraine Poulos, Managing Director, Lorraine Poulos & Associates (LPA)</p> <p>Anita Courtney, Principal, Russell Kennedy</p> <p>Nicki Doyle, Lead Partner for Ageing, KPMG</p>

C6 – Investing in you: Building Networks and Personal Well-being Room E1		
2.00pm	Building an Impactful Personal Network	Karen Tisdell , LinkedIn Profile Writer & Trainer
2.30pm	My story: Prioritizing your personal safety when travelling for work	Leonie Mulheran , Corporate Accounts Manager – Residential Aged Care, Rauland Australia
2.00pm	C7 – Unlocking the myths and opportunities of AI (Innovation Hub)	Facilitator: George Margelis , Chief Technology Advisor, ACCPA Daniel Pettman , Chief Digital Information Officer, Baptistcare NSW & ACT Robert Covino , Founder & Partner, Mirus Australia Li Lian , Co-Founder and Managing Director, Tetsuyu Healthcare
3.00pm	Afternoon Tea	
Plenary Session 5 Halls CD		
3.30pm	Platinum Sponsor Address	Annette Hili , General Manager ANZ, AlayaCare
3.35pm	Navigating Workforce Challenges: Insights and Solutions for Aged Care. <i>In this high-level discussion, we will examine the critical challenges impacting the aged care workforce and explore potential pathways forward. Expert panellists will provide nuanced insights into the current workforce landscape, addressing both systemic issues and emerging trends. This session will offer a broad perspective on the complexities of workforce management and strategic considerations for navigating the future of aged care.</i>	Facilitator: Tony Jones , MC Emma King OAM , Chief Executive Officer, Human Ability Melinda Cilento , Chief Executive, CEDA Veronica Jamison , CEO, Shepparton Retirement Villages and Board Director, ARIIA Emily Harper , First Assistant Secretary Market and Workforce, Department of Health and Aged Care
4.35pm	Networking Drinks Sponsor Address	Janice Chia Hui Chen , Founder & Managing Director, Ageing Asia
4.40pm	Speed Networking (E Rooms Foyer) <i>This dynamic speed networking session offers a fast-paced and efficient way to connect with fellow professionals. Participants will engage in a series of brief, structured interactions, allowing for quick introductions, idea exchanges, and potential collaborations. Whether you're looking to expand your network, find new partners, or explore opportunities, this session provides a valuable platform for making impactful connections in a short amount of time.</i>	
5.00pm	Networking Drinks - Trade Exhibition Hall Sponsored by Ageing Asia	

Day Three - Friday 25 October 2024

Strategic Spotlight on Retirement Living and Seniors Housing | Riverbank Room 2

8.30am	Opening & Welcome	Mark Prosser , Director Retirement Living & Seniors Housing, ACCPA
8.35am	Strategic Spotlight on Retirement Living and Seniors Housing	Tom Symondson , CEO, ACCPA
8.50am	State of the Nation	Chris Baynes , CEO, DCM Group
9.20am	The Canadian Perspective on Senior Housing and Home Care	Cathy Hecimovich , CEO, Ontario Retirement Communities Association
10.05am	Retirement Living Industry Benchmarking Survey	Stuart Hutcheon , Managing Partner, StewartBrown

Plenary Session 6 | Halls CD

8.40am	Welcome to Day Three	Tony Jones , Master of Ceremonies
8.45am	Platinum Sponsor Address	Ross Macpherson , Executive Relationship Director, Westpac Group
8.50am	Striving for Excellence: The Opposition's Vision for Aged Care Transformation	Senator the Hon Anne Ruston , Shadow Minister for Health and Aged Care, Shadow Minister for Sport and Manager of Opposition Business in the Senate (Invited)
9.00am	Age of Excellence: <i>A Conversation on Quality in Aged Care. In this panel session, regulatory bodies and key stakeholders will engage in a critical discussion on enhancing and maintaining quality in aged care. The discussion will focus on the collective strategies and actions needed to address quality challenges and achieve excellence, providing valuable insights into the ongoing commitment to improving care outcomes across the sector.</i>	Facilitator: Tony Jones , MC Janet Anderson PSM , Aged Care Quality and Safety Commissioner Ian Yates AM , Acting Inspector-General of Aged Care Louise Macleod , Complaints Commissioner, Aged Care Quality and Safety Commission Jane Pickering , Chief Executive, Eldercare Geraldine Lannon , Chief Executive Officer, Bapcare
9.45am	Navigating the New Aged Care Act: Implications and Opportunities. <i>In this panel session, experts will discuss the legislative changes and their potential impact on the aged care sector. Panellists will discuss the broad implications of the new act, highlight key areas of focus, and explore how these developments might influence current practices and future opportunities</i>	Facilitator: Tony Jones , MC Tom Symondson , CEO, ACCPA Victor Harcourt , Principal, Russell Kennedy Andrea Kelly , Interim First Nations Aged Care Commissioner Craig Gear OAM , CEO, OPAN Daniel Parsons , Director Public Affairs, Bupa

10.30am **Morning Tea**

Concurrent Sessions D

D1 – Assessment of Financial Housing Models | Room E1

11.00am	Financial Analysis of Developing a Retirement Village v's an Aged Care Facility	Cameron Kirby , Director, Chanje Partners
11.30am	Small Household Model of Care – Contemporary Practice Research and Practice	Darrell Price , National Head of Health & Aged Care, Grant Thornton
12.00pm	Small Household Model of Care – A Provider's View	Verity Leith , General Manager, Residential Services, Benetas Darrell Price , National Head of Health & Aged Care, Grant Thornton Louise Greene , Director, Ideal Consultancy Clare Douglas , Chief, Mercy Health

D2 - Regional, Rural and Remote Business Strategies Room E2		
11.00am	Overcoming Challenges: The Hardships of Small Independent Aged Care Providers in Regional Areas	Todd Yourell , Chief Executive Officer, St Andrew's Village Ballina
11.30am	An Innovative Approach to Overcoming the Complexities of Community Service Access for Regional Older Australians.	Cherylee Treloar , CEO, Footprints Community Limited Jade Cronan-Thompson , Chief Service Delivery Officer, Footprints Community
12.00pm	A Compelling Case Study on Innovative Turnaround Strategies in Rural Services, Offering Insights that Inspire and Impact the Broader Sector.	John Moore , Director and Principal Consultant, Aged Care Advisory Service John Clark , CEO, Warramunda Village Ltd
D3 – Community and Allied Health Room E3		
11.00am	Revitalising Allied Health Services in Aged Care: Implementing a Multidisciplinary Model for Comprehensive, Quality Care	Christina Wyatt , Professional Practice Advisor - Aged Care, Occupational Therapy Australia
11.30am	Unlocking Lives Through Access to Transport: The Importance of Sustainable Mobility	Murray Coates , CEO, Australian Community Transport Association Limited
12.00pm	What is the Untapped Potential of Community Health Services in Aged Care?	Paul Ostrowski , CEO, Latrobe Community Health Service
D4 - Board Composition – Getting it Right Hall B		
11.00am	Configuring your Governing Body for its Strategic Leadership Role	Aaron Goldsworthy , Senior Consultant, Australian Strategic Services
11.30am	The Raw Reality: The Undoing of Rural Health Services	Andrew Douglas , Chair, Non-Executive Director, Clifton Community Health Services Rose Plater , Non-Executive Director, Paynters
12.00pm	Consumer Advisory Groups - Inspiring Consumer Centricity Across an Organisation.	Kate Flight , Manager of Service Development and Co-ordination, Bapcare
D5 – Palliative Care Excellence Hall A		
11.00am	Best Practice: National Palliative Care Standards to Guide Palliative Care Delivery in Aged Care Services.	Chelsea Menchin , National Projects Manager, Palliative Care Australia
11.30am	Palliative Care Connect: Palliative Care Navigation for Aboriginal People in Regional South Australia	Kate Swetenham , Director of Nursing, End of Life Care, SA Health
12.00pm	Fosgail an dorus: opening the door to palliative care: the importance of story, music and touch	Dr Donald Macaskill , Chief Executive, Scottish Care
D6 - Workforce Retention Halls CD		
11.00am	Tackling Turnover: Key Strategies for Aged Care Providers	Natasha Edwards , Aged Care and Workforce Strategist, Enkindle Consulting
11.30am	Creating an Upward Spiral of Staff Satisfaction and Care Quality - Together!	Dr Cathy Balding , Board Facilitator, Australasian Institute of Clinical Governance
12.00pm	Put on Your Own Oxygen Mask First! Embrace Resilience, Avoid Burnout, and Don't Break Yourself, Your Workforce, or Your Organisation.	James Langanke , Co-Founder, Fire Up Solutions
D7 – Innovation – Enhancing Care Delivery Innovation Hub		
11.00am	Case Study: Co-designing the Next Generation of Care at Home	Sue Cooke , CEO, Anglicare Southern Queensland Adam Jahnke , CEO, Umps Health
11.30am	Technology with Heart - Deploying AI in a People-First Organisation	Daniel Pettman , Chief Digital Information Officer, Baptistcare (NSW, ACT & WA)
12.00pm	Abi the Robot is Bringing Companionship, Connection & Joy to People	Jacinta Jarutis , Group Wellbeing & Community, Medical & Aged Care Group Grace Brown , Cofounder & Robotics Engineer, Andromeda Robotics

D8 – Strategic Spotlight on Retirement Living and Seniors Housing Riverbank Room 2		
11.00am	Retirement Living Delivers a Quality-of-Life Boost	Kevin McCreton , Owner, Catalyst Research
11.30am	Customer and Operator Benefits of Independent Retirement Living Co-Located with Residential Care	Stuart Nicolson , Director, One Fell Swoop
12.00pm	Fireside Chat – Why is this Model the Way People are Moving?	Daniel Aitchison , CEO Palm Lake Care, Mark Prosser , Director Retirement Living & Seniors Housing, ACCPA
12.30pm	Lunch	
Plenary Session 7 Halls CD		
2.00pm	From Building Trust to Creating Confidence in Aged Care	Facilitator: Sue Peden AM , Chair ACCPA Consumer Advisory Board and Independent Director, ACCPA Craig Gear OAM , CEO, OPAN Gwenda Darling , Council of Elders Lesley Forster , National Older Persons Reference Group, OPAN Sandra Hills OAM , CEO, Benetas
2.45pm	The Aged Care Act: Where consumer rights differ to human rights <i>This session will explore the distinctions between consumer rights and human rights within the context of the Aged Care Act. Experts will unpack how these frameworks intersect, where they diverge, and what this means for the delivery of care and support. Attendees will gain a deeper understanding of the legal and ethical considerations at play, along with insights into how these differences shape policy and practice in aged care.</i>	Facilitator: Tony Jones , Master of Ceremonies Robert Fitzgerald AM , Age Discrimination Commissioner Tim Humphries , CEO, Homestyle Aged Care Services Victor Harcourt , Principal, Russell Kennedy Craig Gear OAM , CEO, OPAN
Strategic Spotlight on Retirement Living and Seniors Housing Riverbank Room 2		
2.00pm	Success Strategies in Off the Plan Sales for Retirement Living and Seniors Housing – A Case Study Approach	Kerry Lehman – Co Founder of Brand Partners
2.30pm	Panel Session: Opportunity knocks: The new Aged Care Act is coming... What does it mean for retirement village operators and the delivery of home care?	Darrell Price , National Head of Health & Aged Care, Grant Thornton Matthew Hutchinson , Senior Executive Integrated Living, Peddle Thorp Julie McStay , Partner, Thomson Geer Wayne Jobson , State Director, ANZ Banking Group Limited
3.15pm	Closing Comments	Mark Prosser , Director Retirement Living & Seniors Housing, ACCPA
Plenary Session Halls CD		
3.30pm	Backing yourself, Resilience and What 25 Years in Journalism Has Taught Me About Life	Leigh Sales , AM, Keynote Speaker
4.15pm	Conference Reflections	Tom Symondson , CEO, ACCPA
4.15pm	Conference Close	Tony Jones , Master of Ceremonies
6.30pm	Conference Dinner (Halls LM) Sponsored by HESTA	

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