



7:30 am - 8:30 am

**Day One Delegate Registration**

8:45 am - 8:55 am

**Welcome to Country**

Viv Allanson, President, Aged & Community Services NSW & ACT  
Stephen Lundin, MC & Keynote Speaker

8:55 am - 9:10 am

**Conference Welcome**

Viv Allanson, President, Aged & Community Services NSW & ACT  
Stephen Lundin, MC & Keynote Speaker

9:10 am - 9:20 am

**2016 budget update**

Grant Corderoy, StewartBrown - Chartered Accountants

9:20 am - 9:50 am

**Resolve, Protect, Improve**

Rae Lamb, Age Care Complaints Commissioner

- What are the areas of concern
- How might we prevent things escalating to a complaint

9:50 am - 10:20 am

**Discover how to do business differently, why fun should be a factor in your strategic plan and how ordinary people achieve the extraordinary.**

Lucy Perry, CEO, Sunrise Cambodia

Lucy Perry will take you on a roller coaster ride of fascinating experiences and business learnings from a 20 year career as a master communicator, world changer and trailblazer.

10:20 am - 10:25 am

**Major Sponsor's Address**

Representative from Paynter Dixon

10:25 am - 11:10 am

***Morning Tea & Networking with the Exhibitors***

11:10 am - 11:40 pm

**Positive Ageing**

Susan Ryan, Age Discrimination Commissioner

11:40 am - 12:20 pm

**Workplace Happiness Is A Strategy**

Mark LeBusque, Thought Leader on Engagement Team Building & Helping Humans to See Different, Be Different and Do Different.

12:20 pm - 1:20 pm

***Lunch***

1:20 pm - 3:00 pm

**"Quality?" Current Experience & Future Directions**

**Presentations to include:**

Innovation Hub - innovation, collaboration and reduced regulation - Aged Care at the edge - Frank Naso, The Society of St Hilarion Inc Aged Care

- Overview of the program and what it entails
- Key learnings to date and how we might expand them further

Quality Indicators - Josh Maldon, A/G Assistant Secretary, Quality & Regulatory Policy Branch, Department of Health

- The status of the program to date and plans for the future

- How the indicators program fits with the accreditation and quality review programs

Outcomes Measurements - Adj. Prof. Michael Fine, Macquarie University

- What are these and how will they be implemented
- How will they support internal quality programs

NRMA Owl's rating - Does using a rating system make a difference? - Rob Freeman, ARV

- Putting your service on the map
- Giving clients a voice
- Using someone else's system

3:00 pm - 3:30 pm

### ***Afternoon Tea***

3:30 pm - 5:00 pm

### **The Giant Balancing Challenge - Consumer Choice & Control balanced with Provider's Duty of Care**

Rodney Jilek, Executive Director of Care Service, St Elizabeth Home

Dr Karen Abbey, Church Resources Foodservice Ambassador

Steve Teulan, CEO, Uniting

Alison Choy Flannigan, Holman Webb Lawyers

Ronda Held, Manager Home Care Today, COTA Australia

Again and again there is a tension for Providers between a client's right to choice and to take risks and the Provider's legal responsibilities and duty of care.

Our expert panelists will explore the complexities of this fraught issue.

5:00 pm - 5:10 pm

**Day One Closing Address**

6:00 pm - 11:00 pm

**Conference Gala Dinner**

6:00pm - 7:00pm: Pre Dinner Drinks

- Roving Entertainment, Canapes and Drinks

7:00pm - 11:00pm: Dinner