



7:30 am - 8:45 am

Day One Delegate Registration

9:00 am - 9:10 am

Welcome to Country

9:00 am - 9:25 am

Conference Welcome

Viv Allanson, President, ACS NSW & ACT
Andrew O'Keeffe, Conference MC & Keynote Speaker

9:25 am - 9:55 am

The New ACSA National - The State of the Nation & Everything You Need to Know

Paul Sadler, Chairperson, Aged & Community Services Australia

- ACSA's direction & priorities
- ACSA's national role - strong leadership, expanding possibilities
- ACSA's leadership role in the reforms

9:55 am - 10:40 am

A World Leading Aged Care System

Michael Culhane, Assistant Secretary - Aged Care Policy Branch, Department of Health

- Consumer choice and control - 2017 and beyond
- Financing the care people deserve
- What we have learnt from the reforms so far

10:40 am - 10:50 am

Q & A

10:50 am - 11:35 am

MORNING TEA

11:35 am - 11:40 am

Platinum Sponsor's Address

Paynter Dixon

11:40 am - 12:40 pm

How to Lead in a Changing World

Craig Rispin, Business Futurist and Innovation Expert

12:40 pm - 12:45 pm

Q & A

12:45 pm - 1:45 pm

LUNCH

1:45 pm - 2:45 pm

Keynote Address - Leading Change Using Human Instincts: What Really Works for Humans

Andrew O'Keeffe, Conference MC & Keynote Speaker

2:45 pm - 3:15 pm

The Value of Diversity

Dr Louise Parkes, Director of Research and Development, The Voice Project

- Supporting a diverse workforce
- Measuring success
- Reaping the rewards

3:15 pm - 3:25 pm

Q & A

3:25 pm - 4:00 pm

AFTERNOON TEA

4:40 pm - 4:45 pm

Women in Leadership - Does your communication style help or hinder you...

Candy Tymson, Business Educator & Speaker , Tymson Communications

- How does gender impact on communication?
- Making sure your message is heard
- How to be more influential

4:45 pm - 5:00 pm

Day One Closing Address

6:30 pm - 11:00 pm

Conference Gala Dinner

6:30pm - 7:00pm: Pre Dinner Drinks
Canapes and Drinks

7:00pm - 11:00pm: Dinner

Day Two - Thursday 4 May 2017

7:00 am - 8:30 am

Day Two Delegate Registration

7:45 am - 8:30 am

Welcoming Address and Day One Reflections

8:45 am - 9:00 am

Transiting the Economy of Health and Aged Care

Craig Bosworth, National Director Employee Relations - Interim, Aged & Community Services Australia

9:00 am - 9:20 am

Leadership through Crisis

Sue Morphet, Non-Executive Director

9:20 am - 10:05 am

- Remaining calm and focused while navigating rough waters
- Key characteristics of leadership and management
- The importance of visibility and communication and 'moving the big furniture'
- Importance of lessons and post crisis implementation

10:05 am - 10:15 am

Q & A

10:15 am - 10:45 am

MORNING TEA

10:45 am - 11:30 am

Speak Bravely: how to have the tough conversations that matter most (and which we too often put off!)

Margie Warrell, Best Selling Author, Margie Warrell Global

11:30 am - 12:20 pm

- Crucial Conversations
- Speaking up about the issues that weigh you down
- Building trust and growing influence to lead to better outcomes for everyone

Communications: Under the Spotlight - Lessons Learnt

Chris Hornsey, Media Manager

Pip Carter, CEO, St Andrews Village Ballina

- Working with the Media
- What to say and when - knowing what not to say
- Supporting & protecting your staff, customers and community
- Protecting your reputation

12:30 pm - 12:40 pm

Q & A

12:40 pm - 1:25 pm

LUNCH

1:25 pm - 1:45 pm

Exhibitor Prize Draw

Gotta be in it to win it (and in the room!)

1:45 pm - 2:15 pm

Silo to Synergy: Journey Towards a Unified Organisation

Vijay Singh, NSW General Manager, Cemeteries and Crematoria

- The challenge of engaging staff during a restructure
- Building and using support
- Measuring your success

2:15 pm - 2:45 pm

Where to from Here - Aged Care Roadmap/Aged Care Reforms

Paul Sadler, President, ACSA

2:45 pm - 3:00 pm

Conference Closing Address

Andrew O'Keeffe, Conference MC & Keynote Speaker