



## November 22, 2016

8:30 am -9:15 am

### Delegate Registration

9:15 am - 9:30 am

### Symposium Opening & Welcome to Country

MC Glen Sorenson, Managing Director, Age Communications Pty Ltd

9:30 am - 10:15 am

### 2017 reforms - Overview and the Aged Care Roadmap

Paul Sadler, President, Aged & Community Services Australia

10:15 am - 11:00 am

### My Aged Care and Assessment Framework 2017

Rajan Martin, Director, Access Reform Branch, Department of Health

11:00 am - 11:30 am

### MORNING TEA

11:30 am - 12:00 pm

### Cross Sector Collaboration- The potential mutual benefits of community housing and aged care services working together

Wendy Hayhurst, CEO, NSW Federation of Housing Associations Inc

12:00 pm - 12:30 pm

12:30 pm - 1:00 pm

1:00 pm - 1:45 pm

1:45 pm - 1:55 pm

1:55 pm - 2:25 pm

2:25 pm - 3:10 pm

3:10 pm - 4:10 pm

4:10 pm - 4:30 pm

**Managing Bad Debts**

Isaac Parry, National Sales Manager, Slater Byrne Recoveries

**Technology as an Enabler**

Anne Livingstone, Chair National Home Care Committee, Aged Care Industry IT Council

***LUNCH***

**Exhibitor Prize Draws**

**Using social media to market your service**

Andrew Cavallaro, Digital Strategist, Australian Business Consulting & Solutions

**Value Based Customer Engagement**

Tanya Perry, Consultant, Tanya Perry & Associates

**Are you ready? Practical steps for preparing for 2017**

**Symposium wrap up and summary**

MC Glen Sorenson, Managing Director, Age Communications Pty Ltd