



# NATIONAL CONFERENCE

12-14 October 2022 | Adelaide



## PROGRAM

## Day 1 – Wednesday 12 October 2022

8.00am – 5.30pm	Registration Open	
9:00am – 9.05am	ACCPA National Conference 2022 Opening	Master of Ceremonies
9.05am – 9.15am	Welcome to Country	Kaurna
9.15am – 9.25am	Official Opening of National Conference	Dr Graeme Blackman AO, Chairman, Aged and Community Care Providers Association
9.25am – 9.30am	Diamond Sponsor Address	Anwar Khahil, CEO, MartianLogic
9.30am – 10.00am	Ministerial Address	Hon Anika Wells MP, Minister for Aged Care and Minister for Sport
10.00am – 10.15am	Federal Opposition Address	Senator Anne Ruston, Shadow Minister for Health and Aged Care, Shadow Minister for Sport, and a Liberal Senator for South Australia.
10.15am – 10.30am	Australian Greens Address	Senator Janet Rice, Australian Greens Senator for Victoria
10.30am – 11.00am	Morning Tea	
<b>Plenary Session 2 – Quality</b>		
11.00am – 11.05am	Platinum Sponsor Address	Kaizaad Mehta, National Head of Health and Professional Services, Westpac Business Bank
11.05am – 11.50am	Hearing the Voices of Older People – What makes quality aged care	OPAN Consumer Panel Session Facilitated by: <b>Samantha Edmonds</b> , Manager Policy and Systemic Advocacy, OPAN <b>Gwenda Darling</b> , National Older Persons Reference Group, OPAN <b>George Genimahaliotis</b> , National Older Persons Reference Group, OPAN <b>Caroline Carroll</b> , National Older Persons Reference Group, OPAN <b>Scott Hyams</b> , National Older Persons Reference Group, OPAN <b>Kerrie Laurence</b> , National Older Persons Reference Group, Opan
11.50am – 12.20pm	What Next for Aged Care Quality?	Janet Anderson PSM, Aged Care Quality and Safety Commissioner
12.20pm – 12.25pm	Corporate Sponsor Address	Dennis Stark, CEO, Lite n' Easy
12.25pm – 12.30pm	ACCPA Member's Charter	Dr Graeme Blackman AO, Chair, ACCPA Tom Symondson, CEO, ACCPA
12.30pm – 2.00pm	Lunch Break	
<b>CONCURRENT SESSION A</b>		
<b>A1- Market Trends, Sustainability &amp; Finance</b>		
2.00pm – 2.30pm	Unboiling the Frog – Opportunities to Build Resilience and Sustainability into the Aged Care Sector	Stephen Rooke, Principal Consultant, G5 Strategic
2.30pm – 3.00pm	Mergers and Acquisitions – Surfing the Third Wave	Cam Ansell, Managing Director, Ansell Strategic
3.00pm – 3.30pm	Aged Care is Infrastructure: A roadmap to transforming funding and providing choice, certainty & flexibility for ALL families.	Craig Swanger, CEO, Care360

<b>A2- Technology &amp; Data</b>		
2.00pm – 2.30pm	<b>Technology Roadmap 2.0 – Responding to the Reforms and Positioning with New and Emerging Technology &amp; Innovations</b>	<b>Anne Livingstone</b> , Executive & <b>Dr George Margelis</b> , Independent Chair, Aged Care Industry Information Technology Council
2.30pm – 3.00pm	<b>Counting Those We Count On: Improving Workforce Data in Aged Care</b>	<b>Andrew Nguyen</b> , Aged Care Data Improvement Unit, Australian Institute of Health and Welfare
3.00pm – 3.30pm	<b>From compliance to competitive advantage: setting a course for digital transformation in aged care</b>	<b>Richard Ainley</b> , Partner Aged Care Health & Wellbeing, PwC & <b>Emily Wilhelm</b> , Partner Health & Wellbeing, PwC
<b>A3- Palliative Care</b>		
2.00pm – 2.30pm	<b>ELDAC Home Care App – How co-design processes and a user-centred approach can shape resources for the home care workforce</b>	<b>Dr Amanda Adams</b> , Post-Doctoral Research Associate, Flinders University
2.30pm – 3.00pm	<b>The Palliative Aged Care outcomes Program: A best practice model of palliative and end-of-life care for people living in aged care homes</b>	<b>Prof Claire Johnson</b> , National Director, Palliative Aged Care Outcomes Program (PACOP)
3.00pm – 3.30pm	<b>Hospice in Residential Aged Care</b>	<b>Kate Swetenham</b> , Clinical Lead – End Of Life Care, Department For Health And Wellbeing
<b>A4- The Consumer Voice</b>		
2.00pm – 2.30pm	<b>What 4,562 seniors told us about co-designing aged care and how providers can use it</b>	<b>Professor John McCallum</b> , Director of Research and CEO, National Seniors Australia
2.30pm – 3.00pm	<b>The age of disruption. How communities across Queensland are rising to the challenge to better support their older residents.</b>	<b>Paul Gabbert</b> , Community and Stakeholder Engagement Officer, Council on th Ageing (COTA) Queensland
3.00pm – 3.30pm	<b>Using Supported Decision Making to Uphold the Rights of Consumers under an Enduring Power of Attorney</b>	<b>Karen Williams</b> , Principal Solicitor, ADA Australia
<b>A5- Wellness &amp; Re-ablement</b>		
2.00pm – 2.30pm	<b>Allied Health and Exercise Therapy services are vital to maximise the health outcomes for all</b>	<b>Dr Tuire Karaharju-huisman</b> , Research Lead, Area Account Manager (Vic, Tas, SA), HUR Australia
2.30pm – 3.00pm	<b>The role of social work in Residential Aged Care Facilities – supporting the transition and beyond</b>	<b>Jo Wood</b> , Senior Social Worker – Residential Aged Care Wellbeing Program & <b>Lydia Paterson</b> , Social Work Program Manager, Care Guidance
3.00pm – 3.30pm	<b>Time, Tools, Skills: Using intuitive technology to overcome aged care’s 3 most significant challenges in delivering person-centred care</b>	<b>Dr Kirsten Challinor</b> , Lecturer and Neuroscientist, ACU & <b>Alison Harrington</b> , Founder & CEO, Moove & Groove <b>Stacey Torode</b> , Project Manager: Research, Evaluation & Better Practice at Southern Cross Care (SA & NT)
<b>A6- Transformation</b>		
2.00pm – 2.30pm	<b>Aged Care, A Vital Part of the Australian Healthcare System ... The Challenges and Opportunities for Leaders of Aged Care</b>	<b>Michael Goldsworthy</b> , Principal Consultant, Australian Strategic Services
2.30pm – 3.00pm	<b>Redesigning Aged Care to embrace CDC and remain financially viable</b>	<b>James Saunders</b> , Partner, Financial & Operational Management, Pride Living Group
3.00pm – 3.30pm	<b>Facing a ‘once-in-a-lifetime’ transformation? How to do it and not break your organisation or people</b>	<b>Angela Frith</b> , Director, Fire Up Solutions Pty Ltd & <b>James Langanke</b> , Fire up Solutions Pty Ltd

## A7 - Making Innovation Happen

2.00pm – 2.30pm	<b>Aged Care's Innovation Implementation Evolution</b>	<b>Simon Heaysman</b> , Head of Partnerships and Growth, Hayylo
2.30pm – 3.00pm	<b>Making Change in the Face of the 'New Normal'</b>	<b>Megan Corlis</b> , Associate Director - Aged Care, ANMF (SA Branch)
3.00pm – 3.30pm	<b>Design Labs, Harnessing Ideas, and Training: Developing an Innovation Culture</b>	<b>Petrina Greenwood</b> , BaptistCare NSW & ACT
3.30pm – 4.00pm	<b>Afternoon Tea</b>	

## Plenary Session 3 – Financial Sustainability

4.00pm – 5.00pm	<b>The Financial Performance of the Sector and its Sustainability</b>	<b>Professor Mike Woods</b> , Professor of Health Economics at the University of Technology and Editorial Chair of the Aged Care Sector Report & Grant Corderoy, Senior Partner, StewartBrown
5.00pm – 5.05pm	<b>Welcome Reception Sponsor Address</b>	<b>Tom Enright</b> , National Manager for Health, Foxtel
5.05pm – 7.05pm	<b>Welcome Reception</b>	

## Day 2 – THURSDAY 13 October 2022

### Registration Open

Breakfast Session #1			Breakfast Session #2		
7.30am – 9.00am	The corporatisation of Australian residential aged care	<b>Dr Nicole Sutton</b> , Senior Lecturer, University of Technology Sydney	7.30am – 9.00am	The Nursing Workforce: Insights into Aged Care Nurses from Australia's Largest Primary Health Care Nurses Survey	<b>Ken Griffin</b> , CEO, Australian Primary Health Care Nurses Association

## Plenary Session 4 – Reform

9.00am – 9.05am	<b>Welcome to Day Two</b>	<b>Master of Ceremonies</b>
9.05am – 9.50am	<b>Department of Health &amp; Aged Care Panel Session</b>	Facilitated by <b>Tim Hicks</b> , General Manager Policy and Advocacy, ACCPA <b>Dr Nick Hartland</b> , First Assistant Secretary, Home and Residential Division, Department of Health & Aged Care <b>Josh Maldon</b> , Assistant Secretary, Quality and Assurance Division Choice and Transparency Branch, Department of Health & Aged Care <b>Eliza Strapp</b> , First Assistant Secretary, Market and Workforce Division, Department of Health & Aged Care
9.50am – 10.45am	<b>Next Steps for Home Care Reform: Support at Home</b>	<b>Paul Sadler</b> , Former Interim CEO, ACCPA <b>Dr Nick Hartland</b> , First Assistant Secretary, Home and Residential Division, Department of Health & Aged Care
10.45am – 11.15am	<b>Morning Tea</b>	

## Concurrent Session B

### B1 Quality & Continuous Improvement

11.15am – 11.45am	OPAN Presenting Issues Report – A Guide to Quality	Craig Gear, CEO, OPAN
11.45am – 12.15pm	Applying Critical Systems Analysis to Serious Incidents in the Aged Care Sector	Peter Williams, CEO, Onecare Limited
12.15pm – 12.45pm	We know where the danger lies, so why aren't we avoiding it?	Katrina Ong, Partner – Quality Management And Clinical Governance, Pride Living

### B2- Residential Care

11.15am – 11.45am	The development of costing and pricing advice in the aged care sector by the Independent Hospital Pricing Authority	Genevieve Donnelly, Executive Director, Aged Care Policy and Communications & Julia Conway, Director, Aged Care Policy, Independent Health and Aged Care Pricing Authority
11.45am – 12.15pm	Australia's star rating system in residential aged care: what should we expect?	JC Yap, Principal, Pride Living
12.15pm – 12.45pm	Operationalising Additional Service	Claire Ward, Head of Marketing and Communications, Anchor Excellence

### B3- Home Care

11.15am – 11.45am	Quality of care and financial outcomes of home care providers in regional, rural and remote Australia	Professor David Brown, Professor of Management Accounting, University of Technology Sydney
11.45am – 12.15pm	The Changing role of the Care Manager in Home Care- what providers need to do to prepare	Lorraine Poulos, Managing Director, Lorraine Poulos & Associates
12.15pm – 12.45pm	Implementing the Serious Incident Response Scheme	Jane Floyd, Home Care Specialist, ACCPA

### B4- Governance

11.15am – 11.45am	Governance and Strategy ... The Strategic Pathway to Success & Sustainability	Aaron Goldsworthy, Senior Consultant, Australian Strategic Services
11.45am – 12.15pm	Governing through reform to ensure safe high quality care: creating opportunities by legislated advisory boards.	Louise Broekman, Founder & CEO, Advisory Board Centre
12.15pm – 12.45pm	Governance challenges for small to medium aged care boards post Royal Commission – Building and keeping better Boards.	Julie McStay, Partner, Thomson Geer

### B5- Consumer- Centricity

11.15am – 11.45am	What Consumers Want	Veronica Mayne, Managing Director, Faster Horses
11.45am – 12.15pm	How shared value helps aged care providers create a more sustainable aged care future that reflects community needs	Rhod Ellis-Jones, Managing Director, Ellis Jones
12.15pm – 12.45pm	What is dignity of risk and how can we support it through a robust informed consent process?	Judi Coombe, Director – Operations, Ansell Strategic

## B6- Retirement Living and Seniors Housing

11.15am – 11.55am	<b>Retirement Living: regulatory trends and lessons from recent Tribunal decisions</b>	<b>Lucinda Smith</b> , Partner & <b>Arthur Koumoukelis</b> , Partner, <b>Madeline Walsh</b> , Partner, Thomson Geer
11.55am – 12.25pm	<b>Finance &amp; Investment in Seniors Housing</b>	<b>Kaizaad Mehta</b> , National Head of Health and Professional Services, Westpac Business Bank
12.25pm – 12.45pm	<b>Retirement Living Code of Conduct</b>	<b>Megan Hobson</b> , Code Administrator, Retirement Living, Property Council of Australia

## B7 - Supporting Consumers

11.15am – 11.45am	<b>Creating Digital Experiences for Consumers and Workforce</b>	<b>Vivienne Rontziokos</b> , National Manager - Smart Partnerships, CommBank Health
11.45am – 12.15pm	<b>Experience Management – Customer Experience, Employee Experience, People Experience</b>	<b>Grace Smith</b> , Associate Director, KPMG
12.25pm – 12.45pm	<b>Restoring Quality of Life: A Consumer-Centred Allied Health Model</b>	<b>Ksana Playfair</b> , Plena Healthcare
12.45pm – 2.00pm	<b>Lunch</b>	

## Fishbowl Conversations

2.00pm – 3.15pm	<b>C1 – Workforce Solutions You Can Implement Now</b>	<b>Catherine Thorpe</b> , Director And Lead Consultant, D&G HR And Management Solutions <b>Georgia Downes</b> , Chief Operating Officer, Home Instead <b>Kerrie Storey</b> , Executive Lead Aged Care, Lutheran Services <b>Matt Mulvihill</b> , General Manager, P&C, ECH and <b>Dominique Evele</b> , CEO, Amber Aged Care <b>Katherine Graham</b> , Client Engagement Manager, Warner Institute <b>Bronwyn Doyle</b> , Team Leader – Queensland, Industry & Workforce Development, ACCPA
2.00pm – 3.15pm	<b>C2 - Providing Specialised services to meet the needs of older people from complex backgrounds</b>	<b>Dr Amber Mills</b> , Senior Research fellow, Brotherhood of St Laurence <b>Monica Cations</b> , Senior Research Fellow, Flinders University <b>Meg Schwarz</b> , Project Coordinator, Inclusive Communities, Helping Hand Aged Care <b>Nathan Klinge</b> , CEO, RSL Care South Australia
2.00pm – 3.15pm	<b>C3 – Talking Board Governance</b>	<b>Stephen Ratcliffe</b> , Snr Enterprise Risk Management Consultant, Ansvr Insurance Ltd <b>Aaron Goldsworthy</b> , Senior Consultant, Australian Strategic Services <b>Lynn Bailey</b> , Director Seniors Communities, Fresh Hope <b>Bruce Bailey</b> , Managing Director, Pride Living <b>John Picot</b> , Principal, Grant Thornton
2.00pm – 3.15pm	<b>C4 – Lessons from COVID-19</b>	<b>Sandra Hills</b> , CEO, Benetas <b>Judy Lowthian</b> , Head of Research, Bolton Clarke <b>Dan Aitchison</b> , CEO, Palm Lake Care

2.00pm – 3.15pm	<b>C5 – Incorporating Technology to Enhance Care Services</b>	<b>James Price</b> , Co-Founder, Mirus Australia <b>Donna Foley</b> , Health Business Solutions <b>Julianne Parkinson</b> , CEO, Global Centre for Modern Ageing <b>Assoc/Prof Noleen Bennett</b> , Infection Control Consultant, Victorian Healthcare Associated Infection Surveillance System (VICNISS) Coordinating Centre and National Centre for Antimicrobial Stewardship (NCAS/ Chief Investigator, National Infection Surveillance Program for Aged Care (NISPAC) research project
2.00pm – 3.15pm	<b>C6 – Support @ Home</b>	<b>Tara Russell</b> , Executive Officer, Community Transport Organisation <b>Adrian Morgan</b> , General Manager, Flexi Care <b>Sharon Broer</b> , CEO, Meals on Wheels (SA) Incorporated
2.00pm – 3.15pm	<b>C7 - Creating Better Services: Supporting Consumer Aspirations</b>	<b>Glen Winkler</b> , Partner, KPMG Australia <b>Brian Wong</b> , National Director - Healthcare, Commonwealth Bank <b>Byron Cannon</b> , CEO, LDK <b>Melissa Argent</b> , CEO, Rockpool Aged Care
3.15pm – 3.45pm	<b>Afternoon Tea</b>	
<b>Plenary Session 5 – ACCPA</b>		
3.45pm – 4.15pm	<b>ACCPA CEO Address</b>	<b>Tom Symondson</b> , CEO, ACCPA
4.15pm – 5.00pm	<b>ACCPA Policy Update</b>	<b>ACCPA Policy &amp; Advocacy Team</b>
5.00pm – 5.05pm	<b>Networking Drinks Sponsor Address</b>	<b>Cameron Hare</b> , General Manager Customer Experience and Strategy, Plena Healthcare
5.05pm – 5.10pm	<b>Close of Day Two</b>	<b>Master of Ceremonies</b>
5.10pm – 6.10pm	<b>Networking Drinks</b>	

## Day 3 – FRIDAY 14 October 2022

<b>Registration Open</b>		
<b>Breakfast Session #3</b>		
7.30am – 9.00am	<b>Surfing the Waves of Change</b>	<b>Mr Jason Binder</b> , CEO, Respect
<b>Plenary Session 6 – Workforce</b>		
9.00am – 9.05am	<b>Welcome</b>	<b>Master of Ceremonies</b>
9.05am – 9.10am	<b>Platinum Sponsor Address</b>	<b>William Egan</b> , CEO, Ausmed
9.10am – 9.40am	<b>Duty of Care Report</b>	<b>Cassandra Winzar</b> , Senior Economist, CEDA
9.40am – 10.05am	<b>Workforce supply in aged care – how will the industry deliver on the Governments promise</b>	<b>Darrell Price</b> , Principal – Management Consulting, National Head of Health and Aged Care, Grant Thornton
10.05am – 10.30am	<b>A National Workforce Strategy – Sector Collaboration is Key</b>	<b>Nicky Sloan</b> , General Manager – Workforce & Industry Development, ACCPA
10.30am – 11.00am	<b>Morning Tea</b>	

<b>Concurrent Session D</b>		
<b>D1- Workforce</b>		
11.00am – 11.30am	Help employees choose to stay, amplify the value they provide and find new talent in the vast hidden labour market.	<b>James Langanke</b> , Director, Fire Up Solutions Pty Ltd & <b>Lisa Halloran</b> , Fire Up Solutions Pty Ltd
11.30am – 12.00pm	Solving the \$8M hidden education costs of employee turnover in Aged Care	<b>William Egan</b> , CEO, Ausmed
12.00pm – 12.30pm	Has your organisation got the <b>WOW FACTOR?</b> A how-to guide for being an employer of choice	<b>Laura Sutherland</b> , Founder & Director, Above & Beyond Group   3D Recruitment
<b>D2- Clinical Governance</b>		
11.00am – 11.30am	Learning from healthcare to avoid four deep clinical governance rabbit holes – it's up to us!	<b>Dr Cathy Balding</b> , Director, Qualityworks PL; Australasian Institute for Clinical Governance Facilitator
11.30am – 12.00pm	What does clinical governance mean in aged care in 2022?	<b>Dr Melanie Tan</b> , Independent Clinical Governance and Medico-Legal Consultant
12.00pm – 12.30pm	Managing Risk and Improving Consumer Health Outcomes	<b>Carla Beheram</b> , Chief Operating Officer, Anchor Excellence
<b>D3- Design for the Built Environment</b>		
11.00am – 11.30am	A Journey To Home	<b>Andrew Spilar</b> , Design & Development Manager & <b>Rose Plater</b> , Community, Health & Ageing Manager, Paynters
11.30am – 12.00pm	Designing Seniors Communities for World-Class Care	<b>James Kelly</b> , Partner, Seniors Living & Care, Clarkehopkinsclarke Architects
12.00pm – 12.30pm	Aged Care From a Builders Perspective	<b>Manda Kempthorne</b> , Senior Project Manager, Total Construction
<b>D4- The Role of Allied Health</b>		
11.00am – 11.30am	Transforming allied health services in residential aged care.	<b>Dr Jennifer Hewitt</b> , Clinical Educator (physiotherapy), University Centre For Rural Health, University Of Sydney & <b>Karn Nelson</b> , Executive General Manager Strategy and Innovation, Whiddon
11.30am – 12.00pm	Our Powers Unite: Multi-disciplinary in-home complex care management	<b>Sarah Newman</b> , General Manager – BaptistCare at home, BaptistCare NSW & ACT
12.00pm – 12.30pm	Co-designing ELDAC's Allied Health Toolkit with Allied Health professionals – Developing a resource guiding end of life care in RAC	<b>Professor Jennifer Tieman</b> , Flinders University
<b>D5 - Leadership</b>		
11.00am – 11.30am	Transformation and A High Performing Team	<b>Cynthia Payne</b> , Managing Director, Anchor Excellence
11.30am – 12.00pm	Leadership, Workforce Capability, Team Culture and Engagement: How to measure it and help us attract and retain the right people.	<b>Abby Hunt</b> , Co-Founder & <b>Sasha Burnham</b> , Head of Research, Data Drives Insight
12.00pm – 12.30pm	The Impact of Values Based Leadership on Aged Care Workforce Attraction and Retention	<b>Melia Stone</b> , General Manager People, Eldercare



<b>D6- Crisis Management &amp; The New Normal</b>		
11.00am – 11.30am	<b>Emergency &amp; Disaster Management Planning &amp; Preparedness in Aged &amp; Community Care settings</b>	<b>Patrick Hayes</b> , Aged Care Advisory Service
11.30am – 12.30pm	<b>Panel Session – Constraints &amp; Opportunities for the sector in the New Normal</b>	<b>Darrell Price</b> , Principal – Management Consulting, National Head of Health and Aged Care, Grant Thornton <b>Julie McStay</b> , Partner, Thomson Geer <b>Wayne Jobson</b> , Director, ANZ Health <b>Dr Matthew Hutchinson</b> , Senior Executive Integrated Living, Peddle Thorp
<b>D7- Making Change Happen Through Communities</b>		
11.00am – 11.30am	<b>Empowering Providers Through Community</b>	<b>Mike Jeffrey</b> , CEO, Pluss Communities
11.30am – 12.30pm	<b>Carer’s trusted institutions as communities to become your most important referral source</b>	<b>William Burkitt</b> , Partner and Lead, CaLM with Mercer
12.00pm – 12.30pm	<b>Getting Physical: Using Innovation to Create Active Communities</b>	<b>Simon Kerrigan</b> , CEO, Guide Healthcare
12.30pm – 2.00pm	<b>Lunch</b>	
<b>Plenary Session 7 – It’s Up To Us</b>		
2.00pm – 2.30pm	<b>The Care Economy</b>	<b>Carmela Sergi</b> , Interim CEO, Care Economy CRC
2.30pm – 3.00pm	<b>Human Rights</b>	<b>Lorraine Finlay</b> , Human Rights Commissioner, Australian Human Rights Commission
3.00pm – 3.30pm	<b>Closing Address</b>	<b>Ken Wyatt AM</b>
3.30pm – 3.40pm	<b>Conference Reflections</b>	<b>Tom Symondson</b> , CEO, ACCPA
3.40pm – 3.45pm	<b>Conference Close</b>	Master of Ceremonies
6.30pm – 11.30pm	<b>Conference Dinner</b>	<b>Lisa Samuels</b> , Chief Experience Officer, HESTA