



QLD STATE CONFERENCE SPEAKING PROGRAM

Day One Tuesday 18 April		
2.00pm – 2.10pm	Welcome & Opening of Conference	Ian Poalses , State Manager QLD, ACCPA
2.10pm – 2.20pm	Welcome To Country	Uncle John Graham , Proud Kombumerri elder of the saltwater people from the wider Yugambeh Language region
2.20pm – 2.25pm	Platinum Sponsor Address	Ian Colyer , Business Relationship Manager, HESTA
2.25pm – 3.25pm	Using the Adaptability Quotient to Drive Quality Care <i>Tané Hunter is the Co-Founder of Future Crunch. Future Crunch is a thought leadership and media company with a mission to foster intelligent, optimistic thinking about the future.</i>	Tane Hunter , Co-Founder, Future Crunch
3.25pm – 3.55pm	Afternoon Tea	
3.55pm – 4.55pm	What Does Excellent Care Look Like & What Do We Need to Deliver It? <i>What would excellent care look like if we had all the resources we needed and every opportunity to deliver care through innovative & imaginative concepts?</i>	Facilitator: Tom Symondson , CEO, ACCPA Melissa Argent , CEO Rockpool Residential Aged Care Daniel Aitchison , CEO, Palm Lake Care Adrian Morgan , General Manager, Flexicare Heath Shonhan , Partner, Bentleys More Liam Mayo , CEO & Managing Director, Comlink Australia
4.55pm – 5.00pm	Close of Day One	Ian Poalses , State Manager QLD, ACCPA
5.00pm – 7.00pm	Welcome Reception	
7.00pm – 10.00pm	Optional Networking Dinner	

For more information about the Conference, please contact the ACCPA Events Team on 1300 222 721 or events@accpa.asn.au or visit www.conference.accpa.asn.au

Day Two– Wednesday 19 April 2023		
8.45am – 8.50am	Welcome to Day Two	Ian Poalses , State Manager QLD, ACCPA
8.50am – 9.25am	ACCPA CEO Address	Tom Symondson , CEO, ACCPA
9.25am – 10.05am	Government Reform Update	Michael Lye , Deputy Secretary, Ageing & Aged Care, Department of Health & Aged Care
10.05am – 10.30am	Aged Care Quality & Safety Commission Update	Aged Care Quality & Safety Commission
10.30am – 11.00am	Morning Tea	
11.00am – 12.30pm	Concurrent Sessions	
Concurrent One – Residential Care		
11.00am – 11.30am	Residential Care Quality Assessments – What should you be focusing on?	Clare Cameron , Consultant, ACCPA
11.30am – 12.00pm	Understanding the 24/7 RN & 200 Care Minute Requirements	Mathew Brincat , General Manager – Clinical & Quality, Provider Assist
12.00pm – 12.30pm	Insights into Star Ratings & Quality Indicators	JC Yap , Principal Consultant – Finance & Operations, Quality & Clinical Governance, Pride Living
Concurrent Two – Home Care		
11.00am – 11.30am	Understanding Home Care Package Expenditure in a Changing Regulatory Environment	Jane Floyd , Home Care Specialist, ACCPA
11.30am – 12.00pm	Home Care Consumer Survey	Troy Speirs , Senior Policy Advisor, ACCPA
12.00pm – 12.30pm	QLD Home Care Workforce Support Program	
Concurrent Three – Seniors Housing & Retirement Living		
11.00am – 11.30am	QLD Retirement Villages Act Legislation Update	Damian Sammon , Director, Legislation and Reform Strategic Policy and Legislation Housing and Homelessness Services Department of Communities, Housing and Digital Economy
11.30am – 12.00pm	The Changing Face of the Retirement Village	Kim Teudt , Executive General Manager- Retirement Living, Bolton Clarke
12.00pm – 12.30pm	The Seasons Living Journey	Jodie Gaske , CEO, Seasons Living
12.30pm – 2.00pm	Lunch	
Workforce		
2.00pm – 2.30pm	Finding Your Workforce – Thinking Outside the Box	Geraldine Ellis-Maguire , General Manager Member Relations, ACCPA
2.30pm – 3.00pm	Leadership Challenges and Navigating Change through the Reform Agenda	Cynthia Payne , Managing Director, Anchor Excellence
3.00pm – 3.30pm	Valuing Your Workforce - Work Value and the Secure Jobs, Better Pay amendments to the Fair Work Act	Tim Longwill , Partner, McCullough Robertson

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	<p><i>We will explore the status and potential outcomes of the Work Value application made by the Health Services Union and the ANMF to change pay rates and classifications of employees in the aged care industry particularly following the 15% wage increase for many workers on 30 June 2023. We will also look at the Secure Jobs, Better Pay amendments to the Fair Work Act. The cornerstone of these amendments is the opportunity for widespread multi-employer bargaining in the aged care sector starting 6 June 2023.</i></p> <p><i>These workforce issues have the capacity to profoundly change the industrial landscape in the aged care industry.</i></p>	
3.30pm – 4.00pm	Afternoon Tea	
Consumer Experience		
4.00pm – 4.30pm	What Quality Care Means to Consumers	Darren Young , Chief Operations Officer, COTA Queensland
4.30pm – 5.00pm	<p>How to Ensure a Quality Customer Experience</p> <p><i>Increasing customer expectations are challenging providers of residential care, retirement living and home care to rethink the customer experience. Customers and their families are looking for tailored services with a personalised experience in an environment where they feel respected and engaged.</i></p> <p><i>While a negative customer experience undoubtedly turns people away and damages reputation, great customer experience will let providers drive commercial outcomes as customers are prepared to pay more to get them.</i></p>	Sophy Edmonds , Director, Edmonds Marketing
6.30pm – 7.00pm	Pre-Dinner Drinks	
7.00pm – 11.30pm	Conference Dinner	

Day Three – Thursday 20 April		
8.55am – 9.00am	Welcome to Day Three	Ian Poales , State Manager QLD, ACCPA
Maintaining Quality Care		
9.00am – 9.30am	Insights on the Financial Sustainability of the Sector	Darrell Price , Principal & National Head of Health & Aged Care Grant Thornton
9.30am – 10.00am	Meeting the regulatory requirements of the reform agenda	Julie McStay , Partner, Thomson Geer
10.00am – 10.30am	<p>The benefits of building workforce capability</p> <p><i>This session will explore the benefits of building the capability of your workforce for both staff and the quality of care provided and how this can also</i></p>	Dr David Sykes , Director Centre for Dementia Learning, Dementia Australia

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	<i>help with the growing pressures created through staff shortages.</i>	
10.30am – 11.00am	Morning Tea	
Governance & Risk		
11.00am – 12.00pm	Advisory Boards & the Role They Play in Ensuring Quality Care <i>Louise Broekman will lead a discussion and review case studies of best practice in aged care advisory boards for both quality care and consumer bodies. With the regulatory requirement for the implementation of advisory bodies on the 1st December 2023, understanding what best practice is and how they are done in the sector will be shared.</i>	Louise Broekman , Founder and CEO, Advisory Board Centre
12.00pm – 12.30pm	Risk Management – A large provider’s approach	Etienne Geringer , General Manager Risk and Assurance /Internal Audit & Rosemary O’Hagan , Risk Manager, Churches of Christ
12.30pm – 2.00pm	Lunch	
2.00pm – 3.00pm	Are You Thriving or Just Surviving?	Tim Jack Adams , Founder of GreenX7
3.00pm – 3.15pm	Conference Close	Ian Poalses , State Manager QLD, ACCPA

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