



## National Aged Care Provider Conference 2024

# Getting in on the Act!

## Working together for better aged care

23 – 24 April 2024 | Adelaide Convention Centre

**Aged care in Australia is on the cusp of entering a new era with the anticipated introduction of a new Aged Care Act, new regulatory framework and strengthened Aged Care Quality Standards, ensuring a person-centred approach to the delivery of care.**

These changes will require everyone in the aged care sector to adapt to new expectations and obligations as we focus on meeting the care needs of older Australians and promoting their quality of life.

To understand the upcoming reforms and what they will mean in practice, the Aged Care Quality and Safety Commission is hosting a special national conference on 23 – 24 April 2024 at the Adelaide Convention Centre.

This free conference will bring together residential and home services providers to explore and share how the sector can best be prepared, and to look at how the sector is continuously improving to deliver safe, quality aged care.

### Registration is now closed

In-person and virtual registration via the conference web link is now closed. Approved providers that have not yet registered can request virtual registration by 5pm Friday 19 April by contacting [agedcare@thinkbusinessevents.com.au](mailto:agedcare@thinkbusinessevents.com.au).

### Keynote speakers



**The Hon Anika Wells**  
MP, Minister for  
Aged Care



**Richard Morecroft,**  
Master of Ceremonies



**Janet Anderson PSM,**  
Aged Care Quality and  
Safety Commissioner



**Maree McCabe AM,**  
Chair, Aged Care  
Quality and Safety  
Advisory Council



**Michael Lye,**  
Deputy Secretary,  
Ageing and Aged Care,  
Department of Health  
and Aged Care



**Ciara Lancaster,**  
Change fatigue and  
resilience keynote  
speaker and author

## Pre-conference workshops – waitlisting only

Ahead of the conference, on Monday 22 April, a series of parallel workshops will be held at the Adelaide Convention Centre. We have now reached capacity for the workshops.

The workshops offer an opportunity to participate in an informal conversation with peers and Commission executives to discuss and share experiences and ideas across a range of thematic areas.

The workshops are capped at 25 people per workshop and available to people registered to attend the conference. There is no cost for attending the workshops.

## Conference dinner

A ticketed conference dinner will be held on Tuesday 23 April, offering the opportunity to network with colleagues, enjoy great South Australian food and hear from special keynote speaker, Ciara Lancaster. The dinner is \$143.00 per head. Tickets can be paid for at the time of registration. Tickets cannot be purchased on the day.

### Pre-conference workshops | Monday 22 April 2024

**9.30 – 10.00** Registration, refreshments and networking

**10.00 – 11.30** Parallel workshops: Session 1

#### 1. Open disclosure – a provider ‘super-power’

Facilitator:

**Louise Macleod**, Complaints Commissioner, ACQSC

Panellists:

**Michelle Bampton**, Executive Director, Intake and Complaints Resolution, ACQSC

**Corey Irlam**, Deputy Chief Executive Officer, COTA

**Tina Cooper**, Executive Manager, Clinical Governance and Operational Excellence, Resthaven Incorporated

Focus: We talk about the power of open discussions with older people when things go wrong in aged care and how to get this right.

#### 2. Quality care in rural and remote services

Facilitator:

**Anthony Speed**, Executive Director, Quality Assessment and Monitoring, ACQSC

Panellists:

**Emma Jobson**, Executive Director, Regulatory Policy and Intelligence, ACQSC

**Mary Quinlan**, Director, Aged Care Workforce Remote Accord

Focus: Understanding a great aged care experience in rural and remote services and what that means for how we regulate.

#### 3. Caring for people with dementia

Facilitator:

**Dr Melanie Wroth**, Chief Clinical Advisor, ACQSC

Panellists:

**Loren De Vries NP**, Executive Director, Senior Practitioner, Behaviour Support, ACQSC

**Megan Cox RN**, Director, Restrictive Practices Unit, ACQSC

**Anita Francis**, Senior Director, Chief Clinical Advisor Group, ACQSC

**Jenny Summerton**, National Program Manager, Dementia Support Australia

Focus: Myth busting and strategies for delivering great care for people with dementia.



11.30 – 12.00 Morning tea

12.00 – 13.30 Parallel workshops: Session 2

**1. Getting it right  
– assessment of impact  
of serious incidents**

Facilitator:

**Ann Wunsch**, Executive Director, Approvals and Serious Incident Notifications, ACQSC

Panellists:

**Dr Melanie Wroth**, Chief Clinical Advisor, ACQSC

**Catherine Manser**, Director of Nursing and Care Services, Barunga Village

**Dr Helen Courtney-Pratt**, Senior Analyst SIRA, ACQSC

Focus: Unlocking the mystery of impact from serious incidents to improve outcomes for older people.

**2. Turning data  
into insights**

Facilitator:

**Lisa Peterson PSM**, Deputy Commissioner, Sector Capability and Regulatory Strategy, ACQSC

Panellists:

**Tim O'Mahony**, Senior Director, Intelligence and Analysis, ACQSC

**Tim Yap**, Director, Sector Performance and Intelligence, ACQSC

**Filomena Ciavarella**, Executive General Manager, Strategy, Quality and Improvement, Regis Aged Care

Focus: A conversation about the data we hold, the data you want to see and how we can create value for providers and older people by sharing insights from data.

**3. Shifting the regulatory  
gaze from services  
to providers**

Facilitator:

**Peter Edwards**, Executive Director, Compliance Management, ACQSC

Panellists:

**Anthony Speed**, Executive Director, Quality Assessment and Monitoring, ACQSC

**Emma Jobson**, Executive Director, Regulatory Policy and Intelligence, ACQSC

Focus: We lift the lid on provider focused regulation and practical implications for regulatory engagement.

13.30 – 14.00 Lunch



14.00 – 15.30 Parallel workshops: Session 3

**1. Making it real  
– culturally safe care for  
every older Australian**

Facilitator:

**Lisa Peterson PSM**,  
Deputy Commissioner,  
Sector Capability and  
Regulatory Strategy, ACQSC

Panellists:

**Andrea Kelly**,  
Interim First Nations  
Aged Care Commissioner

**Nicky Bath**,  
Chief Executive Officer,  
LGBTIQ+ Health Australia

**Dr Kate Smith**,  
Research fellow, University  
of Western Australia

**Mary Patetsos AM**,  
Hon. President, FECCA

**Lisa Orcher**, Chief Executive  
Officer, NATSIAACC

Focus: Join the Commission  
and First Nations, CALD and  
LGBTQI+ partners for practical  
advice on providing culturally  
safe care for all older people.

**2. Hearing the voice  
of older people**

Facilitator:

**Janet Anderson PSM**,  
Aged Care Quality and  
Safety Commissioner

Panellists:

**Louise Macleod**, Complaints  
Commissioner, ACQSC

**Ann Wunsch**,  
Executive Director,  
Approvals and Serious  
Incident Notifications, ACQSC

**Anne Burgess AM**,  
Chair, Council of Elders

**Bryan Lipmann AM**,  
Chief Executive Officer,  
Wintringham

Focus: Getting it right  
– creating genuine  
partnerships with older  
people in the design of their  
care experience.

**3. Connecting the dots  
– governance, financial  
management and quality  
of care**

Facilitator:

**Peter Edwards**,  
Executive Director, Compliance  
Management, ACQSC

Panellists:

**Anthony Speed**,  
Executive Director,  
Quality Assessment and  
Monitoring, ACQSC

**Sally Evans**, Non-Executive  
Director at Ingenia  
Communities, Oceania  
Healthcare and Rest Super

**Sara Blunt**, Chief Executive  
Officer, Kalyra

Focus: Explore how  
governance and financial  
management impact  
on quality care outcomes  
and what that means for how  
we regulate providers.



- 9.00 – 9.30** Registration, refreshments and networking
- 9.30 – 9.40** Welcome and housekeeping, **Richard Morecroft**
- 9.40 – 9.50** Welcome to Country, **Major Moogy Sumner**
- 9.50 – 10.10** Opening address Minister for Aged Care and Sport, the **Hon Anika Wells MP**
- 10.10 – 11.00** Address and open forum, **Janet Anderson PSM**, Aged Care Quality and Safety Commissioner
- 11.00 – 11.30** Morning tea
- 11.30 – 13.00** **Parallel Session 1:** Provider registration unpacked – registration and registration renewal

### **Residential services**

Chair:

**Louise Macleod**,  
Complaints Commissioner, ACQSC

Panellists:

**Lisa Peterson PSM**, Deputy Commissioner,  
Sector Capability and Regulatory Strategy, ACQSC

**Simon Christopher**, Director, Regulatory  
Strategy, Harmonisation and Regulatory  
Strategy Branch, Quality Assurance Division,  
Department of Health and Aged Care

**Belinda Hocroft**, Director, Operational Policy  
and Support, ACQSC

**13.00 – 14.00** Lunch

### **Home services**

Chair:

**Anthony Speed**, Executive Director,  
Quality Assessment and Monitoring, ACQSC

Panellists:

**Emma Jobson**, Executive Director,  
Regulatory Policy and Intelligence, ACQSC

**Sarah Kelly**, Senior Director,  
Operational Policy and Support, ACQSC

**Robert Day**, Assistant Secretary,  
Harmonisation and Regulatory Strategy  
Branch, Department of Health and Aged Care



**14.00 – 15.30** **Parallel session 2: Strengthened Standards – what to expect and how to be ready**

**Residential services**

Chair:

**Lisa Peterson PSM**, Deputy Commissioner,  
Sector Capability and Regulatory Strategy, ACQSC

Panellists:

**Anthony Speed**, Executive Director,  
Quality Assessment and Monitoring, ACQSC

**Sharayne Given**, Senior Director,  
Accreditation and Performance, ACQSC

**Monique Versace**, Director,  
Quality Standards, Choice and Transparency,  
Department of Health and Aged Care

**David Moran**, Chief Executive Officer,  
Southern Cross Care

**Home services**

Chair:

**Emma Jobson**, Executive Director,  
Regulatory Policy and Intelligence, ACQSC

Panellists:

**Nick Holderness**, Director, Operational Policy  
and Support, Regulatory Policy and Intelligence  
Group, ACQSC

**Ingrid Leonard**, Assistant Secretary,  
Choice and Transparency, Department of Health  
and Aged Care

**Belinda Hocroft**, Director, Operational Policy  
and Support, Regulatory Policy and Intelligence  
Group, ACQSC

**Michelle Kotis**, General Manager Governance,  
Risk and Innovation, Blue Cross

**15.30 – 16.00** Afternoon tea

**16.00 – 17.30** **Plenary Provider Panel and Q&A – How providers are preparing for the reforms**

Chair:

**Janet Anderson PSM**, Aged Care Quality and Safety Commissioner

Panellists:

**Julia Lawrence**, Executive General Manager, Service Delivery, St Vincent's Care Services

**Katherine Platt**, Head of Clinical and Service Governance, Bolton Clarke

**Wendy Hubbard**, General Manager, Australian Regional and Remote Community Services Limited

**Justine Barwick**, Chief Executive Officer, The District Nurses

**Richard Styles**, Manager of Governance, Risk and Quality, Kalyra

**18.30 – 21.30** Conference dinner – **Ciara Lancaster**, keynote speaker



- 8.30 – 9.00** Registration, refreshments and networking
- 9.00 – 9.15** Welcome and recap of Day 1, **Richard Morecroft**
- 9.15 – 9.25** Address by Chair, Aged Care Quality and Safety Advisory Council, **Maree McCabe AM**
- 9.25 – 9.55** Address by Deputy Secretary, Department of Health and Aged Care, **Michael Lye**
- 9.55 – 10.45** Consumer perspectives on the new Aged Care Act and strengthened Quality Standards, **Janet Anderson PSM**, Aged Care Quality and Safety Commissioner, **Craig Gear OAM**, Chief Executive Officer, OPAN and **Pat Sparrow**, Chief Executive, COTA
- 10.45 – 11.15** Morning tea
- 11.15 – 12.45** **Parallel session 3:** Governing bodies working with older people in the design of their care

### **Residential services**

Chair:

**Louise Macleod**, Complaints Commissioner, ACQSC

Panellists:

**James Carey**,  
Council of Elders

**Tracey Burton**,  
Chief Executive Officer,  
Uniting NSW, ACT

### **Home services**

Chair:

**Ann Wunsch**,  
Executive Director, Approvals  
and Serious Incident  
Notifications, ACQSC

Panellists:

**Lynda Whiteway**,  
Member, Council of Elders

**Helen Sheppard**,  
Chief Executive Officer,  
Uniting Care Wesley Bowden

### **CHSP – Workplace culture and great care**

Chair:

**Janet Anderson PSM**,  
Aged Care Quality and  
Safety Commissioner

Panellists:

**Shelley Castree-Croad**,  
Executive Director,  
Enterprise Governance  
and Corporate Operations,  
ACQSC

**Major General Vikram  
Madan OAM, VSM (Retd)**,  
Member, Council of Elders

**David Martin**, Chair,  
Southern Cross Care

**Laree Verra**, Chief Executive  
Officer, Better Together

**12.45 – 13.45** Lunch

**13.45 – 15.25** **Plenary – Bringing it all together**

Chair:

**Janet Anderson PSM**, Aged Care Quality and Safety Commissioner

Panellists:

**Amy Laffan**, First Assistant Secretary, Quality Assurance, Department of Health and Aged Care

**15.25 – 15.30** Wrap up and close, **Richard Morecroft**

