

National Aged Care Provider Conference 2025

Na>igating the change

Rights and regulation

29 – 30 July 2025 | Melbourne Convention and Exhibition Centre

Day 1 > Tuesday 29 July

8.30 – 9.30 Registration, refreshments and networking

Plenary session

9.30 – 11.00 Welcome and housekeeping, **Richard Morecroft**

Welcome to Country

Opening address

Welcome address and Q&A with **Liz Hefren-Webb**, Aged Care Quality and Safety Commissioner

Key Address – Voice of the Older Person

11.00 – 11.30 Morning tea

Plenary session

11.30 – 1.00 The new Aged Care Act in practice

Delivering on the Statement of Rights – what you need to know

1.00 – 2.00 Lunch

Parallel session

2.00 – 3.30 Organisational governance under the new Aged Care Act (3 streams)

3.30 – 4.00 Afternoon tea

Plenary session

4.00 – 5.15 The key to successful registration and registration renewal – the strengthened Aged Care Quality Standards

Closing of Day 1

6.30 – 9.30 Conference Dinner



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

National Aged Care Provider Conference 2025

Na>igating the change

Rights and regulation

29 – 30 July 2025 | Melbourne Convention and Exhibition Centre

Day 2 > Wednesday 30 July

8.00 – 9.00 Registration, refreshments and networking

Plenary session

9.00 – 10.45 Welcome and recap of Day 1, **Richard Morecroft**
Address by Chair, Aged Care Quality and Safety Advisory Council
Address by Department of Health and Aged Care and Q&A
Complaints for change with the Complaints Commissioner

10:45 – 11.15 Morning tea

Parallel session

11.15 – 12.15 Clinical governance under the new Aged Care Act (3 streams)

12.15 – 1.15 Workforce governance (3 streams)

1.15 – 2.15 Lunch

Plenary Session

2.15 – 3.30 Turning challenges into best practice aged care
The year ahead - **Liz Hefren-Webb**, Aged Care Quality and Safety Commissioner and panellists
Closing remarks



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard