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Aged Care Quality and Safety Commission

National Aged Care Provider Conference 2025

# **Na>igating the change** Rights and regulation

**29 – 30 July 2025** | Melbourne Convention and Exhibition Centre









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Rights and regulation

29 - 30 July 2025

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Plenary Session 1

9.30am – 11.00am Tuesday 29 July 2025

**Room:** Plenary Hall 3

Plenary Session

# Opening Plenary

## Chair

**Richard Morecroft**

Master of Ceremonies

## Speakers

**Colin Hunter Jnr**

Wurundjeri Woi Wurrung Cultural Heritage  
Aboriginal Corporation

**The Hon Sam Rae MP**

Minister for Aged Care and Seniors

**Commissioner Liz Hefren-Webb**

Aged Care Quality and Safety Commission

**Anne Burgess AM**

Chair, Aged Care Council of Elders

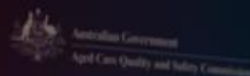


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## Opening Address

# The Hon Sam Rae MP

Minister for Aged Care and Seniors







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## Welcome Address

# Rights and regulation under the new Aged Care Act

**Liz Hefren-Webb**

**Aged Care Quality and Safety Commissioner**



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## Moving to rights-based aged care



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## Keynote Address

# Voice of the Older Person

**Anne Burgess AM**

Chair, Aged Care Council of Elders



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Department of Health, Disability and Ageing

## Council of Elders 2025

Hear what rights mean to some of our members...

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## Gwenda Darling

What do rights mean to me?

'I am delivered trauma informed, culturally safe services, regardless of gender, age, disabilities or my socio-economic circumstances.'





Find out more about the council:

[www.health.gov.au](http://www.health.gov.au)  
[councilofelders@health.gov.au](mailto:councilofelders@health.gov.au)







Plenary Session 2

11.30am – 12.30pm Tuesday 29 July 2025

**Room:** Plenary Hall 3

## Panel Discussion

# Delivering on the Statement of Rights: perspectives and expectations

### Chair

#### **Emma Jobson**

Executive Director, Regulatory  
Strategy and Policy, ACQSC

### Panel

#### **Andrea Kelly**

Interim First Nations Aged Care  
Commissioner

#### **Craig Gear OAM**

Chief Executive, Older Persons  
Advocacy Network (OPAN)

#### **Pat Sparrow**

Chief Executive Officer, COTA  
Australia

#### **Selen Akinci**

Diversity and Inclusion Manager,  
Multicultural Communities Council  
of Illawarra

#### **Nicky Bath**

Chief Executive Officer, LGBTIQ+  
Health Australia



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## Rights based aged care sector

### Older people's Rights

- Be treated with dignity and supported to take personal risks
- Have individual identity, needs, choices and preferences respected and reflected
- Provide feedback and make a complaint when something isn't right
- Receive culturally safe care
- Have their privacy respected and personal information protected
- Be free from all forms of abuse

### Providers Obligations

- Conditions of registration
- Uphold Statement of rights
- Strengthened Quality Standards
- Code of conduct
- Manage Complaints
- Report serious incidents
- Protection of personal information
- Provide access to advocates and supporters
- Restrictive practices
- Advisory body requirements



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Plenary Session 3

1.30pm – 2.30pm Tuesday 29 July 2025

**Room:** Plenary Hall 3

## Panel Discussion

# The new Aged Care Act in practice

### Chair

#### Mel Metz

Deputy Commissioner, Sector  
Capability and Regulatory  
Strategy, ACQSC

### Panel

#### Gary Rake

Deputy Commissioner, Regulatory  
Operations, ACQSC

#### Michelle Bampton

Interim Complaints Commissioner,  
ACQSC

#### Sarah Kelly

a/g Registrar, Regulatory  
Operations, ACQSC

#### Katie Holm

Assistant Secretary, Strengthening  
Providers Branch, Department of  
Health, Disability and Ageing

#### Robert Day

Assistant Secretary,  
Harmonisation and Regulatory  
Strategy Branch, Department of  
Health, Disability and Ageing























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Plenary Session 4

2.30pm – 3.30pm Tuesday 29 July 2025

**Room:** Plenary Hall 3

## Panel Discussion

# Clinical governance under the new Aged Care Act

### Chair

#### **Paula Pearsall**

Executive Director, Chief Clinical Advisor Division, ACQSC

### Panel

#### **Dr Mandy Callary**

Chief Clinical Advisor, ACQSC

#### **Dr Anthony Marinucci**

Specialist GP with specific interest in Aged Care

#### **Dr Tim Henwood**

Principal Consultant, AgeFIT Solutions

#### **Anna Lygopoulos**

Member, ACQSC Consumer and Families Panel

#### **Jo Boylan**

Board Director at Clayton Church Homes and Founder Healthy Ageing in Action





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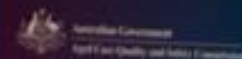
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## Ruth

### Why she thought her pain had worsened

- No longer able to heat her wheat bags
  - Wasn't allowed to use a microwave without supervision

### Because her knee pain had worsened

- She had reluctantly agreed to take Panadeine Forte
- Codeine causes constipation and reduced appetite

### Other factors contributing to her poor appetite

- Limited vegetarian meal choices
- Not able to prepare her own vegetarian meals
  - Wasn't allowed to use a microwave without supervision
- She had become depressed

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Plenary Session 5

4.00pm – 5.15pm Tuesday 29 July 2025

**Room:** Plenary Hall 3

## Panel Discussion

# The Key to Successful Registration and Registration Renewal

## The strengthened Aged Care Quality Standards

### Chair

#### **Sarah Kelly**

a/g Registrar, Regulatory  
Operations, ACQSC

### Panel

#### **Roald Versteeg**

General Manager, Policy and  
Advocacy, Ageing Australia

#### **Christian Hesse**

a/g Executive Director, Risk Intake  
Inspectorate, ACQSC

#### **Ingrid Leonard**

Assistant Secretary, Choice and  
Transparency, Department of  
Health, Disability and Ageing

#### **Sandra Hills OAM**

Chief Executive Officer, Benetas

# The Key to Successful Registration and Registration Renewal

## The strengthened Aged Care Quality Standards

### Chair

**Sarah Kelly**  
A/g Registrar, Regulatory  
Operations, ACQSC

### Panel

**Roald Versteeg**  
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Advocacy, Ageing Australia

**Christian Hesse**  
A/g Executive Director, Risk Intake  
Inspectorate, ACQSC

**Ingrid Leonard**  
Assistant Secretary, Choice and  
Transparency, Department of  
Health, Disability and Ageing

**Sandra Hills OAM**  
Chief Executive Officer, Benetas

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Christian ...  
Executive Director, ...  
Inspectorate, ACQSC



## Today's session

Part 1: Animated walkthrough of the Provider Registration Renewal process (including role of audit)

Part 2: Panel Discussion and Q&A



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## Q&A

Submit your questions  
via the Conference  
App/Virtual Platform

1. Select the session.
2. Tap 'Live Q&A'.
3. Submit your questions.



OR

Ask via the Stand  
Microphones

Say your name,  
organisation



Plenary Session 6

9.00am – 9.35am Wednesday 30 July 2025

**Room:** Plenary Hall 3

# Governance of the system under the new Aged Care Act

## Chair

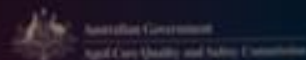
**Richard Morecroft**

Master of Ceremonies

## Speaker

**Sonja Stewart**

Deputy Secretary, Ageing and Aged  
Care, Department of Health,  
Disability and Ageing



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Plenary Session 6

9.35am – 10.45am Wednesday 30 July 2025

**Room:** Plenary Hall 3

## Panel Discussion

# How can we enliven the rights of older people through the complaints process?

### Chair

#### **Michelle Bampton**

Interim Complaints  
Commissioner, ACQSC

### Panel

#### **Pat Sparrow**

Chief Executive Officer, COTA  
Australia

#### **Mel White**

Quality Director, Bupa Aged Care  
Australia

#### **Jane Barnes**

Chief Executive Officer,  
Wintringham

#### **Barbara Hunt**

Member, ACQSC Consumer and  
Families Panel







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## Exhibitors

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Ageing  
Australia

AQIA

Australian Health Practitioner  
Regulation Agency

Australian  
Nursing &  
Midwifery  
Federation

COTA  
For older Australians

Dementia  
Australia

LGBTIQ+  
AUSTRALIA

NACCHO  
National Aboriginal Community  
Controlled Health Organisation

NATSIACC  
National Aboriginal and Torres Strait  
Islander Community Control

OPAN  
Older Persons  
Advocacy Network

Palliative Care  
Australia  
Matters of life and death



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Closing Plenary Session 7

2.20pm – 3.10pm Wednesday 30 July 2025

**Room:** Plenary Hall 3

## Panel discussion

# Ready, Set....Go: Final preparations for the new regulatory framework

### Chair

#### **Bronwen Jagers**

Executive Director, Engagement,  
Education and Communication,  
ACQSC

### Panel

#### **Gayle Smith**

Chief Executive, JewishCare  
Victoria

#### **Filomena Ciavarella**

Executive General Manager,  
Strategy and Care Excellence,  
Regis Aged Care

#### **Ben Poona**

Co-Manager Community Safety &  
Social Services, Tangentyere Council

#### **Fonda Voukelatos**

Deputy Chief Executive, Corporate  
Services, Uniting AgeWell

#### **Maria Filardo**

A/g Assistant Secretary, New Aged  
Care Act Transition Branch,  
Department of Health, Disability  
and Ageing

## Your voice

Let's not over-complicate the transition task

I'm interested in seeing and hearing about best practice beyond basic compliance

The resources are great but also somewhat overwhelming to keep up with

My concern is ensuring our understanding is at a level that makes the adoption of the strengthened Standards a task that is not too demanding

Many providers are concerned about staff burnout and the challenge of maintaining quality care while meeting new regulatory requirements

Our biggest concern is the cultural shift required. Staff will need additional training and support to understand and embrace the changes, and it will take sustained effort to embed the new requirements into everyday practice

How [can we] communicate the necessary changes in a timely and accurate way to all our clients in Home Care



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## Free resources

### Commission

Our website is the central hub  
for all resources

The Sector Readiness Plan sets  
out what we've released and  
what's to come



### Department

Website: Prepare for the new  
Aged Care Act



Thank you









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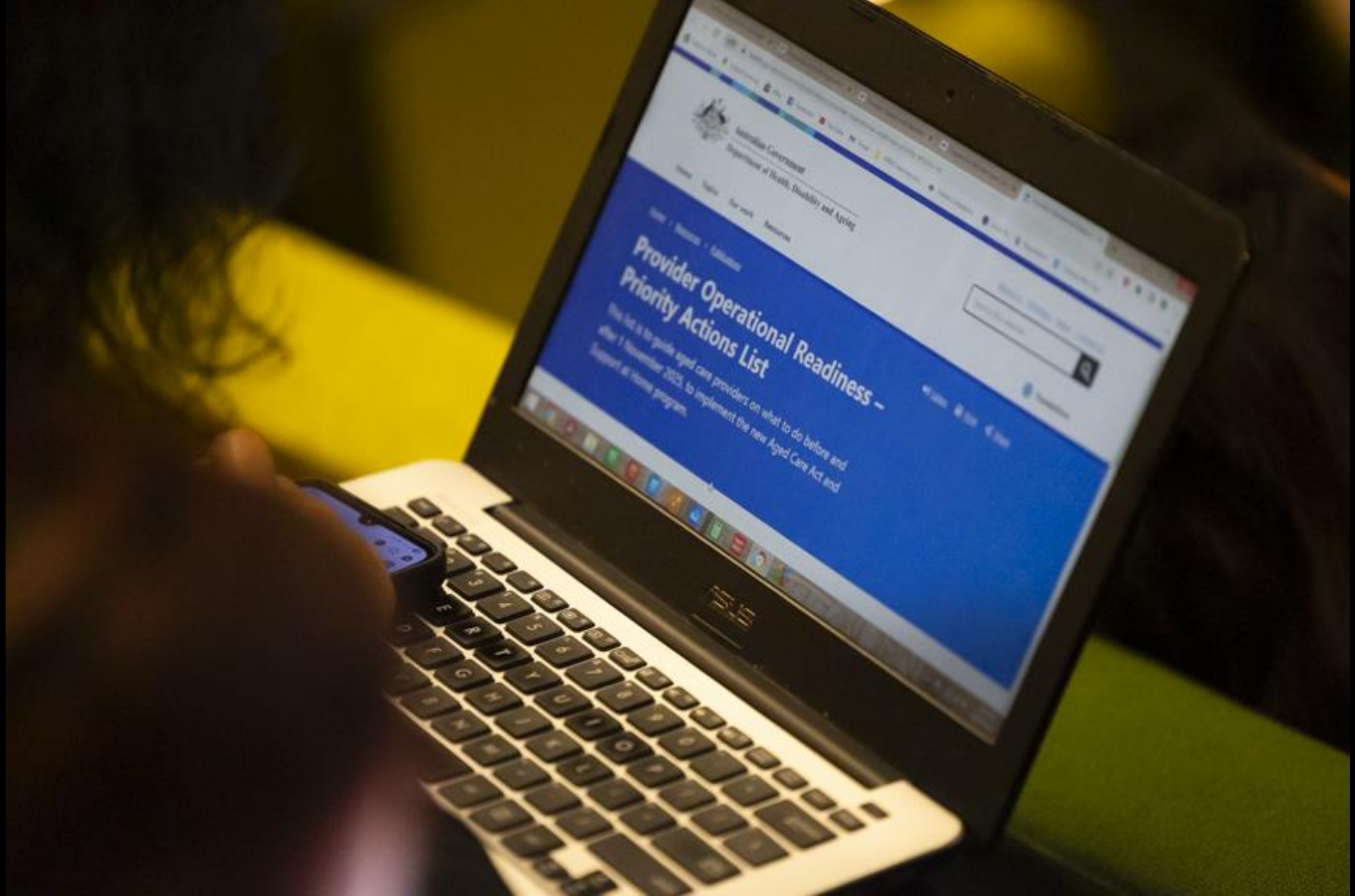
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## Provider Operational Readiness - Priority Actions List

The list is to guide aged care providers on what to do before and after 1 November 2025, to implement the new Aged Care Act and Support at Home program.



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## Parallel Session Group 1

11.15am – 12.15pm Wednesday 30 July 2025

**Room:** Plenary Hall 3

# Organisational governance under the new Aged Care Act

P1.S1 - Residential (Category 6)

### Chair

#### **Peter Edwards**

Executive Director, Compliance  
and Enforcement, ACQSC

### Panel

#### **Linda Mellors**

Managing Director and Chief  
Executive Officer, Regis Aged Care

#### **Jenni Hutchins**

Chief Executive Officer,  
Warrigal Care

#### **Chris Stewart**

Chief Executive Officer, Helping  
Hand Aged Care







## Parallel Session Group 1

11.15am – 12.15pm Wednesday 30 July 2025

**Room:** MR 212 & 213

# Organisational governance under the new Aged Care Act

## P1.S2 - Nursing and Complex Care (Categories 4 and 5)

### Chair

#### **Gary Rake**

Deputy Commissioner,  
Regulatory Operations, ACQSC

### Panel

#### **Wendy Hubbard**

Chief Executive Officer, Australian  
Regional and Remote Community  
Services (ARRCS)

#### **Michael Searle**

General Manager Governance, Risk  
and Compliance – Eldercare  
Australia

#### **Nicole Devlin**

Head of Service Delivery  
Governance Unit, St Vincents Care  
Services



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## Parallel Session Group 1

11.15am – 12.15pm Wednesday 30 July 2025

**Room:** MR 219 & 220

# Organisational governance under the new Aged Care Act

P1.S3 - Personal and Social Care in the Home and Community incl CHSP  
(Categories 1, 2, 3)

### Chair

#### Mel Metz

Deputy Commissioner, Sector  
Capability and Regulatory  
Strategy, ACQSC

### Panel

#### Allyson Warrington

Chief Executive Officer,  
Community Based Care

#### Richard Styles

Director Governance, Risk &  
Quality, Kalyra

#### Ann Wunsch

Executive Director, Assessment  
and Early Remediation  
Group, Complaints Commissioner  
Division, ACQSC

#### Emma Dumbrell

Chief Executive Officer, Yaandina  
Community Services





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## Parallel Session Group 2

12.15pm – 1.15pm Wednesday 30 July 2025

**Room:** Plenary Hall 3

# Workforce governance under the new Aged Care Act

P2.S1- Residential (Category 6)

### Chair

#### **Emma Jobson**

Executive Director, Regulatory  
Strategy and Policy, ACQSC

### Panel

#### **Peter Edwards**

Executive Director, Compliance and  
Enforcement, ACQSC

#### **Janine Renna**

Senior Director Audit, ACQSC

#### **Faye Spiteri OAM**

Chief Executive Officer, Fronditha  
Care

#### **Rachel Argaman OAM**

Chief Executive Officer, Opal  
Health Care





## Residential - Workforce related governance arrangements

- 1 Care aligns to Statement of Principles
- 2 Code of Conduct
- 3 **Qualifications, skills and experience of workers**
- 4 Worker screening
- 5 Supervision requirements
- 6 Suitability of responsible persons
- 7 Change in circumstances
- 8 Workforce reporting requirements
- 9 Complaints and feedback
- 10 Whistleblower
- 11 Continuous improvement
- 12 Quality Care and Advisory Body
- 13 24/7 RN Coverage
- 14 Care minutes
- 15 Specified nursing services
- 16 Standard 2 SQS

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## Parallel Session Group 2

12.15pm – 1.15pm Wednesday 30 July 2025

**Room:** MR 212 & 213

# Workforce governance under the new Aged Care Act

## P2.S2 - Nursing and Complex Care (Categories 4, 5)

### Chair

#### **Paul Heinemann**

a/g Executive Director, Audit,  
ACQSC

### Panel

#### **Marisa Galianzo**

Board Director, Just Better Care  
Australia

#### **Sarah Watson**

Executive Manager, Community  
Aged Care and Disability Services,  
Uniting Communities (SA)

#### **Elly Osborne**

Director, Prudential and  
Governance Monitoring, Risk  
Intake and Inspectorate Group,  
Regulatory Operations Division,  
ACQSC































## Parallel Session Group 2

12.15pm – 1.15pm Wednesday 30 July 2025

**Room:** MR 219 & 220

# Workforce governance under the new Aged Care Act

P2.S3 - Personal and social care in the home and community incl CHSP (Categories 1, 2, 3)

### Chair

#### Christian Hesse

a/g Executive Director, Risk  
Intake Inspectorate, ACQSC

### Panel

#### Mel Ottaway

Executive Manager, Community  
Services & Retirement Living,  
Resthaven Inc

#### Jamie Twidale

Senior Director, Risk Intake and  
Inspectorate, ACQS

#### Jasmin Higlett

Client and Community  
Engagement Manager, St John  
Ambulance QLD

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Closing Plenary Session 7

3.10pm – 3.45pm Wednesday 30 July 2025

**Room:** Plenary Hall 3

Plenary Session

# Panel Discussion – The year ahead

## Chair

**Richard Morecroft**

Master of Ceremonies

## Panel

**Liz Hefren-Webb**

Aged Care Quality  
and Safety Commissioner

**Amy Laffan**

First Assistant Secretary, Quality  
and Assurance Division,  
Department of Health, Disability  
and Ageing









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# Closing Remarks

**Richard Morecroft**

**Master of Ceremonies**

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