

National Aged Care Provider Conference 2025

Na>igating the change

Rights and regulation

29 – 30 July 2025 | Melbourne Convention and Exhibition Centre

Key speakers



The Hon Sam Rae MP
Minister for Aged Care and Seniors



Liz Hefren-Webb
Aged Care Quality and Safety
Commissioner



Richard Morecroft
Master of Ceremonies



Anne Burgess AM
Chair, Aged Care Council of Elders



Jean Kittson AM
Advocate for supporting elders
and their carers



Andrea Kelly
Interim First Nations Aged Care
Commissioner



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

The Aged Care Quality and Safety Commission is hosting this key national event aimed at engaging aged care providers as, together, we navigate the changes to rights and regulation under the new Aged Care Act.

To achieve the best outcomes for older Australians, the conference program and networking dinner will explore the changing landscape of rights-based aged care.

You'll hear from our Commissioner Liz Hefren-Webb, the Complaints Commissioner, representatives from the Commission and Department of Health, Disability and Ageing, older people, peak organisations and aged care providers from across the sector.

The conference program will include plenary and parallel sessions for providers of:

- Residential care
- In-home and community personal and social care
- Nursing and complex care management.

The 2-day conference will be held at the Melbourne Convention and Exhibition Centre and includes an exhibition, networking opportunities and a conference dinner.



Australian Government
Aged Care Quality and Safety Commission

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Safeguard

Virtual registration is open

As all in-person spots have been fully booked, virtual registration is open. If you missed out on an in-person ticket, don't worry - you can still be part of the conference.

Free virtual registration is open to providers of residential care, home care, Commonwealth Home Support Programme services, and National Aboriginal and Torres Strait Islander Flexible Aged Care Program services.

Virtual conference registration includes:

- Online access to all conference sessions, including all parallel sessions, streamed live on the virtual platform
- on-demand access to all session recordings and other on-demand content.

Conference dinner

A ticketed conference dinner will be held on Tuesday 29 July, offering the opportunity to network with colleagues, enjoy great food and hear from a special keynote speaker. Attendance at the conference dinner is limited to in-person conference participants. The dinner is \$163.00 per head.

If you have received confirmation for your in-person conference registration and not yet purchased a ticket, you can still register for the conference dinner. Dinner tickets cannot be purchased on the day.



Day 1 > Tuesday 29 July

8.30 – 9.30 Registration, refreshments and networking
All sessions today will be held in Plenary Hall 3

Opening plenary session 1

9.30 – 9.40 Welcome and housekeeping, **Richard Morecroft**

9.40 – 9.50 Welcome to Country, **Uncle Colin Hunter Jr** of the Wurundjeri People

9.50 – 10.00 Opening address, **The Hon Sam Rae MP**, Minister for Aged Care and Seniors

10.00 – 10.40 Welcome address and open forum, **Liz Hefren-Webb**, Aged Care Quality and Safety Commissioner

10.40 – 11.00 Keynote Address – Voice of the Older Person, **Anne Burgess AM**, Chair, Aged Care Council of Elders

11.00 – 11.30 Morning tea

Plenary session 2

11.30 – 12.30 **Delivering on the Statement of Rights: perspectives and expectations**
Bringing the Statement of Rights to life – sharing diverse perspectives on what the Statement of Rights means for older people, providers and workers.

Chair:

Emma Jobson, Executive Director, Regulatory Strategy and Policy, ACQSC

Panellists:

Andrea Kelly, Interim First Nations Aged Care Commissioner

Craig Gear OAM, Chief Executive, Older Persons Advocacy Network

Pat Sparrow, Chief Executive Officer, COTA Australia

Selen Akinci, Diversity and Inclusion Manager, Multicultural Communities Council of Illawarra (MCCI)

Nicky Bath, Chief Executive Officer, LGBTIQ+ Health Australia

12.30 – 1.30 Lunch



Plenary session 3

1.30 – 2.30

The new Aged Care Act in practice

The new Act will introduce universal provider registration, more independent, person-focused complaints processes and a stronger focus on the important role of aged care workers.

Hear from the architects of the new regulatory framework from the Department of Health, Disability and Ageing and the Commission staff responsible for putting the concept of 'proportionate, risk-based regulation' into practice.

Chair:

Mel Metz, Deputy Commissioner, Sector Capability and Regulatory Strategy, ACQSC

Panellists:

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, Quality and Assurance Division, Department of Health, Disability and Ageing

Robert Day, Assistant Secretary, Harmonisation and Regulatory Strategy Branch, Quality and Assurance Division, Department of Health, Disability and Ageing

Plenary session 4

2.30 – 3.30

Clinical governance under the new Aged Care Act

Providing safe aged care is not possible without a person-centred and rights-based approach.

Chair:

Paula Pearsall, Executive Director, Chief Clinical Advisor Division, ACQSC

Panellists:

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

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

Anna Lygopoulos, Member, ACQSC Consumer and Families Panel



3.30 – 4.00

Afternoon tea

Plenary session 5

4.00 – 5.10

The Key to Successful Registration and Registration Renewal – The Strengthened Aged Care Quality Standards

Join us for a practical walkthrough of the registration renewal process following the commencement of the new Act on 1 November 2025. We will set you up for success by helping you understand what will happen and when, including what you will need to do to prepare and apply.

The session will cover the audit process and conformance ratings, the renewal application, fees, star ratings and highlight helpful resources. Bring your questions!

Chair:

Sarah Kelly, a/g Registrar, Regulatory Operations, ACQSC

Panellists:

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

5.10 – 5.15

Closing Remarks, **Richard Morecroft**

6.00 – 10.00

Conference dinner

Keynote Speaker:

Jean Kittson AM, Actor, comedian, author and advocate for our elders and their carers

Arrival by 6.00pm, to be seated by 6.30pm for formalities and entree service.

Tickets: Pre-purchased tickets required

Dress: Relaxed business



Day 2 > Wednesday 30 July

8.30 – 9.00 Registration, refreshments and networking

Plenary session 6

9.00 – 9.05 Welcome and Recap of Day 1, **Richard Morecroft**

9.05 – 9.35 Governance of the System under the new Aged Care Act - **Sonja Stewart**, Deputy Secretary, Ageing and Aged Care, Department of Health, Disability and Ageing

9.35 – 10.45 **How can we enliven the rights of older people through the complaints process?**

This session will cover how we bring rights to life through the Commission's complaints management process. It will include a panel discussion with sector representatives on complaints management in a rights-based context.

Chair:

Michelle Bampton, Interim Complaints Commissioner, ACQSC

Panellists:

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

10.45 – 11.15 Morning tea

Parallel session group 1

11.15 – 12.15 **Organisational governance under the new Aged Care Act**

The new Aged Care Act built upon the reforms introduced shortly after the Royal Commission into Aged Care Quality and Safety to lift the quality of governance across the aged care sector.

This includes the introduction of the provider registration model, and the expanded range of regulatory consequences for providers, responsible persons and governing bodies that fail to actively work to protect the rights of older people and prevent foreseeable harm.

These parallel sessions will share insights from the sector about how governing bodies can identify, understand and manage organisational risk in three different contexts, with a focus on new or changed obligations.



1 Residential

For:

Category 6 providers – Residential care (including respite)

Room: Plenary 3

Chair:

Peter Edwards, Executive Director, Compliance and Enforcement, ACQSC

Panellists:

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

2 Nursing and complex care

For:

Category 4 providers – Personal care and care support in the home or community (including respite)

Category 5 providers – Nursing and transitional care (excluding residential)

Meeting Rooms: 212+213, level 2

Chair:

Gary Rake, Deputy Commissioner, Regulatory Operations, ACQSC

Panellists:

Wendy Hubbard, Chief Executive Officer, Australian Regional and Remote Community Services

Michael Searle, General Manager Governance, Risk and Compliance,
Eldercare Australia

Nicole Devlin, Head of Service Delivery Governance Unit, St Vincents
Care Services

3 Personal and social care in the home and community including CHSP

For:

Category 1 providers – Home and community services

Category 2 providers – Assistive technology and home modifications

Category 3 providers – Advisory and support services

Meeting Rooms: 219+220, level 2



Chair:

Mel Metz, Deputy Commissioner, Sector Capability and Regulatory Strategy, ACQSC

Panellists:

Allyson Warrington, Chief Executive Officer, Community Based Support

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

Emma Dumbrell, Chief Executive Officer, Yaandina Community Services

Richard Styles, Director Governance, Risk & Quality, Kalyra

Parallel session group 2

12.15 – 1.15

Workforce governance under the new Aged Care Act

Under the new Aged Care Act, from 1 November 2025, providers are encouraged to strengthen workforce governance to ensure safe, high-quality care continues even during times of workforce pressure.

This includes having systems in place to support staff with the right training, supervision, and development. These supports will help workers confidently deliver person-centred care that upholds the rights of older people.

These parallel sessions will share insights on how governing bodies can navigate workforce responsibilities, build capability, and foster inclusive, supportive workplace cultures where staff feel valued and are equipped to provide the best possible care.

1 Residential

For:

Category 6 providers – Residential care (including respite)

Room: Plenary 3

Chair:

Emma Jobson, Executive Director, Regulatory Strategy and Policy, ACQSC

Panellists:

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



2 Nursing and complex care

For:

Category 4 providers – Personal care and care support in the home or community (including respite)

Category 5 providers – Nursing and transitional care (excluding residential)

Meeting Rooms: 212+213, level 2

Chair:

Paul Heinemann, a/g Executive Director, Audit, ACQSC

Panellists:

Marisa Galiazzo, 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

3 Personal and social care in the home and community including CHSP

For:

Category 1 providers – Home and community services

Category 2 providers – Assistive technology and home modifications

Category 3 providers – Advisory and support services

Meeting Rooms: 219+220, level 2

Chair:

Christian Hesse, Acting Executive Director, Risk Intake Inspectorate, ACQSC

Panellists:

Mel Ottaway, Executive Manager Community Services & Retirement Living, Resthaven Inc

Jamie Twidale, Senior Director, Risk Intake and Inspectorate, ACQSC

Jasmin Higlett, Client and Community Engagement Manager, St John Ambulance QLD

1.15 – 2.15

Lunch



Closing plenary session 7

2.15 – 2.20 Introduction, **Richard Morecroft**

2.20 – 3.10 Panel Discussion – **Ready, Set....Go: Final preparations for the new regulatory framework**

Providers and their workers, government agencies and older people and their supporters have spent the last several years getting ready for the new Act.

We are now in the final sprint to the 'go live' day of 1 November.

This session will focus on practical strategies for getting ready for the new regulatory framework.

Chair:

Bronwen Jagers, Executive Director, Engagement, Education and Communication, ACQSC

Panellists:

Gayle Smith, Chief Executive, JewishCare Victoria

Ben Poona, Social Services Division Manager, Tangentyere Council

Fonda Voukelatos, Deputy Chief Executive, Corporate Services, Uniting AgeWell

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

Maria Filardo, acting Assistant Secretary, New Aged Care Act Transition Branch, Department of Health, Disability and Ageing

3.10 – 3.45 Panel Discussion with **Commissioner Liz Hefren-Webb** – The year ahead
With:

Amy Laffan, First Assistant Secretary, Quality and Assurance Division, Aged Care Group, Department of Health, Disability and Ageing

3.45 – 4.00 Closing remarks from **Commissioner Liz Hefren-Webb** and **Richard Morecroft**

