



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.

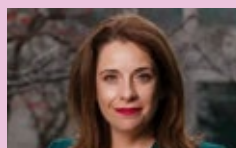
To understand the upcoming reforms and what they will mean in practice, the Aged Care Quality and Safety Commission is hosting a special national conference on 23 – 24 April 2024 at the Adelaide Convention Centre.

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.

In-person registrations are at capacity. Virtual registrations are now open for approved providers to participate remotely during the conference.

**Register today – <https://cvent.me/dDkZ9D>**

### 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

Panellists:

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

**Pat Sparrow**,  
Chief Executive, 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

Panellists:

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

**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

Panellists:

**Loren De Vries NP**,  
Senior Practitioner  
Behaviour Support

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

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

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

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



Australian Government

Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard

## Pre-conference workshops | Monday 22 April 2024

**11.30 – 12.00** Morning tea

**12.05 – 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

Panellists:

**Dr Melanie Wroth**, Chief Clinical Advisor

**Louise Macleod**, Complaints Commissioner

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

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

### 2. Turning data into insights

Facilitator:

**Lisa Peterson PSM**, Assistant Commissioner Sector Capability and Regulatory Strategy

Panellists:

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

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

**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:

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

Panellists:

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

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

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,**  
Assistant Commissioner,  
Sector Capability and  
Regulatory Strategy

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

Join the Commission and First  
Nations, CALD and LGBTIQ+  
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

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

**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

Panellists:

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

**Sally Evans,** Chair, LifeCircle

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 Aged Care Quality and Safety Commissioner, **Janet Anderson PSM**
- 11.00 – 11.30** Morning tea
- 11.30 – 13.00** **Parallel Session 1:** Provider registration unpacked  
– getting registered and re-registration

### **Residential services**

Chair:

**Louise Macleod**, Complaints Commissioner

Panellists:

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

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

### **Home services**

Chair:

**Anthony Speed**, Executive Director, Quality Assessment

Panellists:

**Lisa Peterson PSM**, Assistant Commissioner, Sector Capability and Regulatory Strategy

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

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

**13.00 – 14.00** Lunch



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

### **Residential services**

Chair:

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

Panellists:

**Anthony Speed**, Executive Director,  
Quality Assessment

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

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

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

### **Home services**

Chair:

**Lisa Peterson PSM**, Assistant Commissioner  
Sector Capability and Regulatory Strategy

Panellists:

**Nick Holderness**, A/g Director,  
Operational Policy and Support,  
Regulatory Policy and Intelligence Group

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

**Katie Lever**, Head of Quality, Governance  
and Compliance, Integrated Living Australia

**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

**18.30 – 21.30**    Conference dinner – **Ciara Landcaster**, Keynote Speaker





- 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, **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

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

Panellists:

**Lynda Whiteway**,  
Council of Elders

### **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

**Vikram Madan OAM**, Chair,  
Multicultural Aged Care,  
Council of Elders

**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:

**Lisa Peterson PSM**, Assistant Commissioner Sector Capability and Regulatory Strategy

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

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

