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13 – 14 October | Brisbane Convention and Exhibition Centre


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PS1.1 PS2.1 PS3.3 PS4.1
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Upholding the rights of older people
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BETA


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Pearce


NATSIAACC
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Department of Health, Disability and Ageing
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#NACPC2026

Day 1 Opening Plenary
Tuesday 13 October 2026

Great Hall Q1 & Q2

Welcome to Country

Tribal Experiences
Meanjin Aboriginal Dancers


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Day 1 Opening Plenary
Tuesday 13 October 2026

Great Hall Q1 & Q2

Opening Address

The Hon. Sam Rae MP
Minister for Aged Care and Seniors



Australian Government
Aged Care Quality and Safety Commission

#NACPC2026

Day 1 Opening Plenary
Tuesday 13 October 2026

Great Hall Q1 & Q2

Welcome Address and Q&A

Liz Hefren-Webb
Aged Care Quality and Safety Commissioner


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Great Hall Q1 & Q2

#NACPC2026

10:40am - 11:30am | Tuesday 13 October 2026

Day 1 Opening Plenary

Panel discussion

Embedding rights one year in: what's changed?

Chair

Mel Metz

Deputy Commissioner, Sector Capability and Regulatory Strategy

Aged Care Quality and Safety Commission

Panel

Anne Burgess AM

Chair

Aged Care Council of Elders

Selen Akinci

General Manager Diversity & Inclusion

Multicultural Communities Council of Illawarra (MCCI)

Michael Frommer

Ageing Policy and Research Lead

LGBTIQ+ Health Australia

Tom Symondson

Chief Executive Officer

Ageing Australia

Dr Emily Steel

Project Team Leader, Age Discrimination Team

Australian Human Rights Commission


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rights in aged care
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Room: M1 & M2

#NACPC2026

12:00pm - 1:00pm | Tuesday 13 October 2026

PS1.1

Panel discussion

How do I renew or vary my registration?

Chair

Sarah Kelly

Assistant Commissioner, Registrar

Aged Care Quality and Safety Commission

Panel

Mimi Roach

Director, Provider Registration

Aged Care Quality and Safety Commission

Kate Esser

Director, Provider Registration

Aged Care Quality and Safety Commission


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clarifying information during the assessment
If we are considering an adverse decision, we will tell you the reasons and give you an opportunity to respond.
We consider your response before making the final decision
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Registration renewal process
1
Commission sends invite
Fee waiver eligibility?
Attend education session
2
Submit your intention to renew
Which categories?
3
Audit
Renewing in categories 4, 5 and/or 6?
Pay audit invoice
Prepare/ undergo audit
4
Commission sends link to renewal form
5
Application submitted
6
6 - 18 months before registration expiry
2 weeks from date you receive invitation


Application submission
Registration Category Selection (Part D – Service delivery)
Every category must have a selection identified; renewing, not renewing, or not applying.
Check what categories you are currently registered in on GPMS prior to completing form
1.1 For each category below select one of the following:
You must select one option for each category.
Select New registration if you're not currently registered in the category, but you are applying for new registration in that category.
Select Renewal of registration if you're currently registered in the category, and you are applying to continue your registration in that category.
Select Not renewing if you're currently registered in the category, but you are not reapplying for registration in that category.
Select Not applying if you're not applying for registration in the category.
Registration category
New registration
Renewal of registration
Not Renewing
Not Applying
Category 1: Home and community services
Category 2: Assistive technology and home modifications
Category 3: Advisory and support services
Category 4: Personal care and care support in the home or community (including respite)
Category 5: Nursing and transition care
Category 6: Residential care (including respite)
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#NACPC2026

12:00pm - 1:00pm | Tuesday 13 October 2026

PS1.2

Panel discussion

Early identification, assessment and support of changed behaviours: supporting older people with changed behaviours and the use of restrictive practices

Chair

Peter Edwards

Deputy Commissioner, Chief Clinical Advisor Division

Aged Care Quality and Safety Commission

Panel

Loren deVries

Assistant Commissioner Senior Practitioner Behaviour Support

Aged Care Quality and Safety Commission

Mark Peacock

Executive General Manager

Dementia Support Australia

Dr Noel Collins

Consultant Psychiatrist, Older Adult Mental Health

Western Australia Country Health Service and Member of ACQSC Advisory Council

Tamra MacLeod

Executive Manager Clinical and Health Services

Goodwin Aged Care Services


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Room: M3

#NACPC2026

12:00pm - 1:00pm | Tuesday 13 October 2026

PS1.3

Panel discussion

Open disclosure: Promoting transparency and restorative engagement in complaints and incident reporting

Chair

David Pezzanite

Assistant Commissioner, Intake and Complaints

Aged Care Quality and Safety Commission

Panel

Dr Mandy Callary

Chief Clinical Advisor

Aged Care Quality and Safety Commission

Koula Louras

Director, Intake and Complaints

Aged Care Quality and Safety Commission

Dr Michelle King

Research Fellow, School of Health and Rehabilitation Sciences

The University of Queensland


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every day,
one year in


Q&A Session


vely involved in his care and visit regularly.
ice John is unusually drowsy and difficult to wake.
nn may have an infection and is being monitored.
nd he is transferred to hospital.
an incorrect dose of prescribed medication. He requires
ignificant confusion and hallucinations before
been informed that a medication error occurred.
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Great Hall Q1 & Q2

#NACPC2026

2:00pm - 3:00pm | Tuesday 13 October 2026

PS2.1

Panel discussion

Rights in action: Governance under the new Aged Care Act

Chair

Piet Powell

Assistant Commissioner, Risk Intake and Inspectorate

Aged Care Quality and Safety Commission

Panel

Tom Whitmore

Chief Financial Officer

Feros Care

Doreen Punch

Branch Manager

Burringilly Aboriginal Corporation

Michael Dunnett

Partner Government Advisory

McGrathNicol

Neville Zammit

Chief Financial Officer Support Services

BaptistCare


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Room: M3

#NACPC2026

2:00pm - 3:00pm | Tuesday 13 October 2026

PS2.2

Panel discussion

Frailty: How effective clinical governance supports choice

Chair

Dr Mandy Callary

Chief Clinical Advisor

Aged Care Quality and Safety Commission

Panel

Professor Ruth Hubbard

Faculty of Health, Medicine and Behavioural Sciences

The University of Queensland

Judith Covell

Member

OPAN National Older Person's Reference Group

Hannah Sharp

Assistant Director Audit

Aged Care Quality and Safety Commission

Doug Doherty

Chief Executive Officer

Family Based Care Tasmania


effective clinical
erson-centred choices
e at home.
risk, but to support
dignity and maintain
ctive clinical


governance.


Rights and choice, every step, every year
Judith
Older Person's Advocacy Network

Room: M1 & M2

#NACPC2026

2:00pm - 3:00pm | Tuesday 13 October 2026

PS2.3

Panel discussion

Improving incident reporting

Chair

Felicity Walker

A/Assistant Commissioner, Assessment and Early Remediation

Aged Care Quality and Safety Commission

Panel

Kyle Sheldrick

A/Assistant Commissioner, Serious Incident Response Scheme, Provider Performance and Insights

Aged Care Quality and Safety Commission

Leonie Fowke

Chief Executive Officer

Mercy Community

Ross Bell

Member

OPAN National Older Person's Reference Group


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Day 1 Afternoon Plenary
Tuesday 13 October 2026

Great Hall Q1 & Q2

Address and Q&A

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


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Great Hall Q1 & Q2

#NACPC2026

4:10pm - 4:55pm | Tuesday 13 October 2026

Day 1 Afternoon Plenary

Panel discussion

First Nations perspectives on rights and choice in aged care

Chair

Gary Rake

Deputy Commissioner, Regulatory Operations

Aged Care Quality and Safety Commission

Panel

Jodi Cassar PSM

Interim First Nations Aged Care Commissioner

Kim Whiteley

Chief Executive Officer

National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC)


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Conference
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Day 2 Opening Plenary
Wednesday 14 October 2026

Great Hall Q1 & Q2

Address by Liz Kearins

Chair
Aged Care Quality and Safety Advisory Council


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Room: Great Hall Q1 & Q2

#NACPC2026

9:20am - 10:00am | Wednesday 14 October 2026

Day 2 Opening Plenary

Panel discussion

Partnering for sexual safety: Protection and rights in aged care

Chair

Bronwen Jaggers

Deputy Commissioner, Corporate

Aged Care Quality and Safety Commission

Panel

Jane Lloyd

A/Assistant Commissioner, Regulatory Strategy and Partnerships

Aged Care Quality and Safety Commission

Dr Catherine Barrett

Founder and Chief Executive Officer

Celebrate Ageing Ltd

Belinda Wood

General Manager Clinical Care, Practice and Governance

BaptistCare

Craig Gear OAM

Chief Executive Officer

Older Persons Advocacy Network


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Day 2 Opening Plenary
Wednesday 14 October 2026

Great Hall Q1 & Q2

Address by Treasure Jennings

Aged Care Complaints Commissioner


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Great Hall Q1 & Q2

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10:20am - 11:15am | Wednesday 14 October 2026

Day 2 Opening Plenary

Panel discussion

Worker complaints and notifications: provider obligations and expectations

Chair

Emma Jobson

Assistant Commissioner, Regulatory Strategy and Partnerships

Aged Care Quality and Safety Commission

Panel

Treasure Jennings

Aged Care Complaints Commissioner

Patricia Sparrow

Chief Executive Officer

COTA Australia

Julie Reeves

Professional Officer, and Member of ACQSC Advisory Council

Australian Nursing and Midwifery Federation (Vic Branch)

Dr James Grealy

Chief Executive Officer

Carino Care




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Great Hall Q1 & Q2

#NACPC2026

11:45am - 12:45pm | Wednesday 14 October 2026

PS3.1

Panel discussion

Audit in action: Learnings, insights and leading practice under the new Act

Chair

Rochelle Stanwix

A/Assistant Commissioner, Audit

Aged Care Quality and Safety Commission

Panel

Christine Shepherd

Executive Manager of Care Services

Meath Care

Yan Li

Chief Executive Officer

St Catherine's Aged Care Services

Megha Kalra

Director, Audit

Aged Care Quality and Safety Commission


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rights in aged care


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Room: M1 & M2

#NACPC2026

11:45am - 12:45pm | Wednesday 14 October 2026

PS3.2

Panel discussion

Allied health in aged care: Challenges and opportunities

Chair

Jessica Zilujko

Director, Food Nutrition and Dining

Aged Care Quality and Safety Commission

Panel

Richelle Street

Exercise Physiologist

Blue Care QLD

Tracey Gemmill

Chief Executive Officer and Director of Nursing

Cobram Regional Care

Kate Lamont

Director and Occupational Therapist

Thrive Aged Care Consultants

Tiernan McDonough

Consultant Pharmacist and 2026 PSA AMH Aged Care Pharmacist of the Year

Adelaide University


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Admitted to hospital: long stay, treated
or delirium, malnutrition risk,
ommenced on nutritional supplements
ischarge: residential care home
independence, reduced mobility and
socialisation, poor skin integrity
Daughter reports increased confusion,
worried about future care needs
BlueCare


13 – 14 October | Brisbane Convention and Exhibition Centre

Room: M3

#NACPC2026

11:45am - 12:45pm | Wednesday 14 October 2026

PS3.3

Panel discussion

Handling complex complaints: managing challenging behaviour and complex personal dynamics in a rights-based framework

Chair

Treasure Jennings

Aged Care Complaints Commissioner

Panel

Pat Sparrow

Chief Executive Officer

COTA Australia

Loren deVries

Assistant Commissioner Senior Practitioner Behaviour Support

Aged Care Quality and Safety Commission

Dan Stubbs

Victorian Public Advocate

Office of the Public Advocate


s ability to move freely.
s told they had asked her mother to sign a Dignity of Risk
ns to Carole and/or the reason for lowering her bed and
d not adequately explain the reasons for these decisions
l a complaint with the provider.



Great Hall Q1 & Q2

#NACPC2026

1:45pm - 2:45pm | Wednesday 14 October 2026

PS4.1

Panel discussion

Policy in practice: Compliance and enforcement at the Commission

Chair

Jennifer Morser

Director Compliance Case Management, Compliance and Enforcement

Aged Care Quality and Safety Commission

Panel

Tim O'Mahony

Chief Data and Analytics Officer, Assistant Commissioner Data, Analytics and Intelligence

Aged Care Quality and Safety Commission

Craig Gear OAM

Chief Executive Officer

Older Persons Advocacy Network

Angela Sacks

Chief Risk Officer

HammondCare




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Room: M3

#NACPC2026

1:45pm - 2:45pm | Wednesday 14 October 2026

PS4.2

Panel discussion

Food, nutrition and dining: Clinical and rights-based perspectives

Chair

Shelley Castree-Croad

Assistant Commissioner, Chief Clinical Advisor Division

Aged Care Quality and Safety Commission

Panel

Dr Julie Cichero

Director, and Co-Founder

IDDSI Global and Eat Drink Swallow Safe

Steven McNamara

Assistant Director of Nursing Aged Care

Darling Downs Health

Jessica Zilujko

Director, Food Nutrition and Dining

Aged Care Quality and Safety Commission

Rosemary Seam

Member

OPAN National Older Person's Reference Group


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and choice,
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#NACPC2026

1:45pm - 2:45pm | Wednesday 14 October 2026

PS4.3

Panel discussion

Best practice complaints handling: Key pillars of effective complaint management systems

Chair

David Pezzanite

Assistant Commissioner, Intake and Complaints

Aged Care Quality and Safety Commission

Panel

Joanne Mulder

Senior Assistant Ombudsman

Commonwealth Ombudsman

Stephany Leggett

Director, Intake and Complaints

Aged Care Quality and Safety Commission

Nick Hansen

Chief Operating Officer, Community Living & Brand

Ozcare


Chair
Panel
David Pezzanite
Joanne Mulder
Stephany Leggett
Director, Intake and Complaints
Nick Hansen
Chief Operating Officer, Community Living & Branc


6
Capability, confidence and support
5
Clear processes and consistency

Great Hall Q1 & Q2

#NACPC2026

2:45pm - 3:30pm | Wednesday 14 October 2026

Day 2 Afternoon Plenary

Panel discussion

Rights and choice, every day: Enforcing provider obligations

Chair

Michael Rowland

Master of Ceremonies

Panel

Liz Hefren-Webb

Aged Care Quality and Safety Commissioner

Treasure Jennings

Aged Care Complaints Commissioner

Gary Rake

Deputy Commissioner, Regulatory Operations

Mel Metz

Deputy Commissioner, Sector Capability and Regulatory Strategy


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