



7:30 am - 8:45 am

**Day One Delegate Registration**

9:00 am - 9:10 am

**Welcome to Country**

9:00 am - 9:25 am

**Conference Welcome**

Viv Allanson, President, ACS NSW & ACT

Andrew O'Keeffe, Conference MC & Keynote Speaker

9:25 am - 9:55 am

**The New ACSA National - The State of the Nation & Everything You Need to Know**

Paul Sadler, Chairperson, Aged & Community Services Australia

- ACSA's direction & priorities
- ACSA's national role - strong leadership, expanding possibilities
- ACSA's leadership role in the reforms

9:55 am - 10:40 am

### **A World Leading Aged Care System**

Michael Culhane, Assistant Secretary - Aged Care Policy Branch, Department of Health

- Consumer choice and control - 2017 and beyond
- Financing the care people deserve
- What we have learnt from the reforms so far

10:40 am - 10:50 am

### **Q & A**

10:50 am - 11:35 am

### ***MORNING TEA***

11:35 am - 11:40 am

### **Platinum Sponsor's Address**

Paynter Dixon

11:40 am - 12:40 pm

### **How to Lead in a Changing World**

Craig Rispin, Business Futurist and Innovation Expert

12:40 pm - 12:45 pm

### **Q & A**

12:45 pm - 1:45 pm

### ***LUNCH***

1:45 pm - 2:45 pm

### **Keynote Address - Leading Change Using Human Instincts: What Really Works for Humans**

Andrew O'Keeffe, Conference MC & Keynote Speaker

2:45 pm - 3:15 pm

### **The Value of Diversity**

Dr Louise Parkes, Director of Research and Development, The Voice Project

- Supporting a diverse workforce
- Measuring success
- Reaping the rewards

3:15 pm - 3:25 pm

### **Q & A**

3:25 pm - 4:00 pm

### ***AFTERNOON TEA***

4:40 pm - 4:45 pm

### **Women in Leadership - Does your communication style help or hinder you...**

Candy Tymson, Business Educator & Speaker , Tymson Communications

- How does gender impact on communication?
- Making sure your message is heard
- How to be more influential

4:45 pm - 5:00 pm

### **Day One Closing Address**

6:30 pm - 11:00 pm

### **Conference Gala Dinner**

6:30pm - 7:00pm: Pre Dinner Drinks  
Canapes and Drinks

7:00pm - 11:00pm: Dinner

## **Day Two - Thursday 4 May 2017**

7:00 am - 8:30 am

7:45 am - 8:30 am

### **Day Two Delegate Registration**

8:45 am - 9:00 am

### **Welcoming Address and Day One Reflections**

9:00 am - 9:20 am

### **Transiting the Economy of Health and Aged Care**

Craig Bosworth, National Director Employee Relations - Interim, Aged & Community Services Australia

9:20 am - 10:05 am

### **Leadership through Crisis**

Sue Morphet, Non-Executive Director

- Remaining calm and focused while navigating rough waters
- Key characteristics of leadership and management
- The importance of visibility and communication and 'moving the big furniture'
- Importance of lessons and post crisis implementation

10:05 am - 10:15 am

## Q & A

10:15 am - 10:45 am

## ***MORNING TEA***

10:45 am - 11:30 am

## **Speak Bravely: how to have the tough conversations that matter most (and which we too often put off!)**

Margie Warrell, Best Selling Author, Margie Warrell Global

11:30 am - 12:20 pm

- Crucial Conversations
- Speaking up about the issues that weigh you down
- Building trust and growing influence to lead to better outcomes for everyone

## **Communications: Under the Spotlight - Lessons Learnt**

Chris Hornsey, Media Manager

Pip Carter, CEO, St Andrews Village Ballina

- Working with the Media
- What to say and when - knowing what not to say
- Supporting & protecting your staff, customers and community
- Protecting your reputation

12:30 pm - 12:40 pm

## Q & A

12:40 pm - 1:25 pm

## ***LUNCH***

1:25 pm - 1:45 pm

## **Exhibitor Prize Draw**

Gotta be in it to win it (and in the room!)

1:45 pm - 2:15 pm

## **Silo to Synergy: Journey Towards a Unified Organisation**

Vijay Singh, NSW General Manager, Cemeteries and Crematoria

- The challenge of engaging staff during a restructure
- Building and using support
- Measuring your success

2:15 pm - 2:45 pm

**Where to from Here - Aged Care Roadmap/Aged Care Reforms**

Paul Sadler, President, ACSA

2:45 pm - 3:00 pm

**Conference Closing Address**

Andrew O'Keeffe, Conference MC & Keynote Speaker