



November 22, 2016

8:30 am -9:15 am

Delegate Registration

9:15 am - 9:30 am

Symposium Opening & Welcome to Country

MC Glen Sorenson, Managing Director, Age Communications Pty Ltd

9:30 am - 10:15 am

2017 reforms - Overview and the Aged Care Roadmap

Paul Sadler, President, Aged & Community Services Australia

10:15 am - 11:00 am

My Aged Care and Assessment Framework 2017

Rajan Martin, Director, Access Reform Branch, Department of Health

11:00 am - 11:30 am

MORNING TEA

11:30 am - 12:00 pm

Cross Sector Collaboration- The potential mutual benefits of community housing and aged care services working together

Wendy Hayhurst, CEO, NSW Federation of Housing Associations Inc

12:00 pm - 12:30 pm

Managing Bad Debts

Isaac Parry, National Sales Manager, Slater Byrne Recoveries

12:30 pm - 1:00 pm

Technology as an Enabler

Anne Livingstone, Chair National Home Care Committee, Aged Care Industry IT Council

1:00 pm - 1:45 pm

LUNCH

1:45 pm - 1:55 pm

Exhibitor Prize Draws

1:55 pm - 2:25 pm

Using social media to market your service

Andrew Cavallaro, Digital Strategist, Australian Business Consulting & Solutions

2:25 pm - 3:10 pm

Value Based Customer Engagement

Tanya Perry, Consultant, Tanya Perry & Associates

3:10 pm - 4:10 pm

Are you ready? Practical steps for preparing for 2017

4:10 pm - 4:30 pm

Symposium wrap up and summary

MC Glen Sorenson, Managing Director, Age Communications Pty Ltd