

PALLIATIVE & AGED CARE FORUM



RE-THINKING AND IMPROVING
END-OF-LIFE & AGEING CARE FOR SENIOR CITIZENS

14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

REGISTER BY 17 MAY 2017 TO SAVE UP TO AU\$100!

MEET THE EXPERTS INCLUDING:



REBECCA BARTEL
Executive Director
Australian Centre for Health
Research (ACHR)



PROF JENNIFER PHILIP
Chair in Palliative Medicine
University of Melbourne, St
Vincent's Hospital Melbourne,
Victorian Comprehensive Cancer
Centre (VCCC)



PROF PAUL GLARE
Chair in Pain Medicine
University of Sydney



ASSOCIATE PROF BRIAN LE
Director of Palliative Care
Victorian Comprehensive Cancer
Centre (VCCC) (Peter MacCallum
Cancer Centre & The Royal
Melbourne Hospital)



DAVID COX
Chairperson
Curtin Care



MADELINE GALL
Chief Executive Officer
Lifview Residential Care

Our Industry Knowledge Partner



Our Supporting Partners



PALLIATIVE & AGED CARE FORUM: RE-THINKING AND IMPROVING END-OF-LIFE & AGEING CARE FOR SENIOR CITIZENS



MAIN FORUM: 14 - 15 JUNE 2017
POST FORUM SITE VISIT AND WORKSHOPS: 16 JUNE 2017
VENUE: RYDGES ON SWANSTON MELBOURNE



5 GROUNDBREAKING STRATEGIES TO HELP YOU DELIVER AN OPTIMUM PALLIATIVE & AGEING CARE:

1. Acquire innovative **PALLIATIVE & AGED CARE APPROACHES**
2. Adopt readily implemented **DIGITAL PALLIATIVE & AGED CARE OPERATION MANAGEMENT**
3. Model best practices from **AWARD WINNING PALLIATIVE & AGED CARE SPEAKERS**
4. Leverage on critically acclaimed industry leaders' insights into **PROVIDING PERSONALIZED AND INCLUSIVE PALLIATIVE & AGED CARE**
5. 360 degree analysis on **ASSISTED DYING & PALLIATIVE CARE**



All delegates are also invited to join us at our **Champagne Networking Session**. Enjoy a perfect glass of champagne, build exclusive networks and exchange powerful insights with delegates.

THE FORUM AT A GLANCE

REGISTER BY
17 MAY 2017 TO
SAVE UP TO AU\$100!

DAY 1: WEDNESDAY, 14 JUNE 2017

- Keynote session: Future of Aged Care Delivery with Palliative Care
- Honoring Elders' Wishes in Life with Advance Care Directives
- Resolving Delayed Intervention in Palliative & Ageing Care with Patients Referral using Consumer Directed Care (CDC) Model
- Enhancing Models of Palliative & Ageing Care for Dementia Patients
- Delivering Quality and Financially Viable Palliative & Aged Care

DAY 2: THURSDAY, 15 JUNE 2017

- Improving Palliative & Aged Care's Access for Rural and Remote Area with Telehealth
- Encouraging Independent Ageing by Utilizing Assistive Technology in Ageing & Palliative Care
- Showcasing an Ageing Friendly Aged Care Facility
- Improving EOL Care for LGBT & Aborigines Elders by endorsing a Culturally and Sexually Inclusive Aged Care Practice
- Enhancing and Strengthening the Aged Care Workforce

POST FORUM SITE VISIT & WORKSHOPS: FRIDAY, 16 JUNE 2017

- **Site Visit:** Award-winning Aged Care Facility - Lifeview Residential Care / Three-generations aged care visionaries - The Australian Aged Care Group
- **Workshop A:** Pain Management in Palliative & Aged Care
- **Workshop B:** Palliative & Aged Care for Oncology Elders

FEATURED SPEAKERS



Chairperson

Rebecca Bartel
Executive Director
Australian Centre for Health Research (ACHR)
Recipient of Victorian Women's Governance Scholarship

Improving Ageing and End-of-Life (EOL) Care with Holistic Personalized and Interactive Care



Prof Jennifer Philip
Chair in Palliative Medicine
University of Melbourne, St Vincent's Hospital Melbourne, Victorian Comprehensive Cancer Centre (VCCC)
Victoria's Newly Appointed Chair in Palliative Medicine 2017

Redesigning Palliative Care: A Pre-Emptive Response for Older People with Deteriorating Health



Prof Paul Glare
Chair in Pain Medicine
University of Sydney
Former Chief of Pain & Palliative Care Services at MSKCC New York

Pain Management for Palliative Care Patients Who Have More Than 6 Months to Live



Associate Prof Brian Le
Director of Palliative Care
Victorian Comprehensive Cancer Centre (VCCC)
(Peter MacCallum Cancer Centre & The Royal Melbourne Hospital)

Design, Implement and Assess Effective Palliative & Ageing Care for Oncology Elders



David Cox
Chairperson
Curtin Care
Former VP of LASA WA

Delivering Quality and Financially Viable Palliative & Aged Care



Madeline Gall
Chief Executive Officer
Lifeview Residential Care
Nominee in 4th Eldercare Awards Changemaker of the Year 2016

Fireside Chat: Supporting Successful Ageing through Award Winning Ageing Program

Meet the Incredible Lineup of Speakers

14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

With key experts from across industry including:



Chairperson

Rebecca Bartel
Executive Director
Australian Centre for Health
Research (ACHR)
Recipient of Victorian
Women's Governance
Scholarship

Improving Ageing and End-of-Life
(EOL) Care with Holistic
Personalized and Interactive Care



Professor Jennifer Philip
Chair in Palliative Medicine
University of Melbourne, St
Vincent's Hospital Melbourne,
Victorian Comprehensive
Cancer Centre (VCCC)
Victoria's Newly Appointed Chair
in Palliative Medicine 2017

Redesigning Palliative Care:
A Pre-Emptive Response for Older People
with Deteriorating Health



Associate Professor Brian Le
Director of Palliative Care
Victorian Comprehensive
Cancer Centre (VCCC)
(Peter MacCallum Cancer
Centre & The Royal
Melbourne Hospital)

Design, Implement and Assess Effective
Palliative & Ageing Care for Oncology Elders



Professor Paul Glare
Chair in Pain Medicine
University of Sydney
Former Chief of Pain &
Palliative Care Services at
MSKCC New York

Pain Management for Palliative Care Patients
Who Have More Than 6 Months to Live



Ilisa Hampton
Chief Executive Officer
Meaningful Ageing
Australia

The Ephemeral made Practical – Tools for
Spiritual Care in Aged Care



Marie Alford
Head of Implementation
Dementia Centre,
HammondCare
Nationally & Internationally
Recognised Leading
Resource and Research
Centre for Aged Care

Enhancing Models of Palliative & Aged Care
for Dementia Senior Citizens



Madeline Gall
Chief Executive Officer
Lifeview Residential Care
Nominee in 4th Eldercare
Awards Changemaker of
the Year 2016

Fireside Chat: Supporting Successful Ageing
through Award Winning Ageing Program



David Cox
Chairperson
Curtin Care
Former VP of LASA WA

Delivering Quality and Financially Viable
Palliative & Aged Care



Dr Rodney Syme
Vice President
Dying with Dignity Victoria

Panel Discussion: Determining the Best
Outcome for Patients - Assisted Dying &
Palliative Care



Danny Vadasz
Chief Executive Officer
Health Issues Centre (HIC)

Panel Discussion: Determining the Best
Outcome for Patients - Assisted Dying &
Palliative Care



Professor Johanna Westbrook
Director
Centre for Health Systems and
Safety Research, Australian
Institute of Health Innovation,
Macquarie University
Australian ICT Professional of
the Year 2014

How Information Technology and Electronic
Medical Records (EMR) can Expedite Quality
Care Delivery for Older Australians?



Stuart Shaw
General Manager
Village Baxter
Former President of
the Retirement Village
Association (Victoria)

Enabling Continuous Quality Care for Senior
Citizens by Reducing High Turnover of Aged
Care and Palliative Care Takers

Meet the Incredible Lineup of Speakers

14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE



Fiona Onslow
Director of Statewide Operations
The District Nurses
Tasmanian Aged Care
Organization of the Year
2014

Resolving Delayed Intervention In Palliative & Aged Care by Closing the Time Gap for Patients Referral in a Consumer Directed Care (CDC) Model



Anthony Bacon
LifeLink Operations
Manager
Feros Care - Telehealthcare
Award Winning not for profit
Aged & Community Care
Provider

Encouraging Independent Ageing by Utilizing Assistive Technology in Palliative & Aged Care



Professor Peter Shine
Director
Aboriginal Health NSLHD

Delivering a Culturally Inclusive EOL Care to Ageing Aborigines Communities



Paula Trood
General Manager
Residential Services and
Quality & Compliance
Benetas Residential Aged
Care Home
WGEA Employer of Choice
for Gender Equality

Panel Discussion: Determining the Best Outcome for Patients - Assisted Dying & Palliative Care



Samantha Edmonds
Manager, Ageing & Aged
Care Projects (Silver
Rainbow)
National LGBTI Health
Alliance

Improving EOL & Ageing Care for LGBTI Elders



Tim Humphries
Chief Executive Officer
Homestyle Aged Care

Showcasing an Ageing Friendly Aged Care Facility



Matiu Bush
Design Integration Lead
RSL Care + Royal District
Nursing Services (RDNS)
Awarded Peter MacCallum
Cancer Centre - Specialist
Clinics Team 2015

Transforming the Ageing and Aged Care Experience through Disruptive Thinking - A Human Centred Design in Aged Care



Associate Professor Bill Silvester
Chair, End-of-Life Working
Group; Chair, Death and
Organ Donation Committee
Australian and New Zealand
Intensive Care Society

Respecting Senior Citizens' Choices: Examining How Advance Care Directives (ACD) can Better Honor EOL Wishes

Welcome to the PALLIATIVE & AGED CARE FORUM:

RE-THINKING AND IMPROVING END-OF-LIFE & AGEING CARE FOR SENIOR CITIZENS



14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

Dear Colleagues,

“How can our elders live well and eventually die well?” is a question that people working in a compassionate sector like the aged care industry often ask themselves. In the face of a global silver tsunami, ensuring quality of ageing life for elders with escalating health complexities and needs, has become a national and international matter.

The Australian government have begun to address the issue of a growing ageing population by introducing and strongly advocating Palliative Care, a life enhancing care into the aged care system. However, such advocacy was countered with negative connotation as many elders and aged care providers still perceive Palliative Care as a form of care strictly for terminally ill patients. Nevertheless, research has proven that Palliative Care, a comfort oriented, supportive and symptom management care can ensure a better quality of life for people, especially our elders who are entering old age, facing receding physical and mental capability. So how exactly can we, as aged care providers ensure palliative care and aged care to go hand in hand with the ultimate aim to improve the overall quality of life for our senior citizens?

To embrace such life transforming care practice, Clariden Global welcome you to the **Palliative & Aged Care Forum: Re-Thinking and Improving End-of-Life & Ageing Care for Senior Citizens**, a single platform dedicated to providing trending information on critical issues and challenges in the Palliative and Aged Care in Australia that have been concerning the public. This is an event that is carefully researched and crafted with the most desired insights in the palliative and aged care industry. We bring together top visionary evangelists from the palliative and aged care sector to maximize your conference experience with insightful keynote sessions and real case studies in empowering you with highly endorsed, award winning and evidence based practices to enhance your resilience in various critical aged care situations.

Mark 14 - 16 June 2017 in your calendar and book your seat now. It is time for healthcare providers to gather and create one's ageing process as a wonderful experience in life. We look forward to welcoming you to this eye-opening event!

Best Regards,

Shermaine Ong
Conference Director

Book Your Seat Today!

Email:

admissions@claridenglobal.com
or Call +61 3 9909 7310 today for
immediate booking.

Welcome to the PALLIATIVE & AGED CARE FORUM:

RE-THINKING AND IMPROVING END-OF-LIFE & AGEING CARE FOR SENIOR CITIZENS

14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

WHO YOU WILL MEET:

Industries / Sectors:

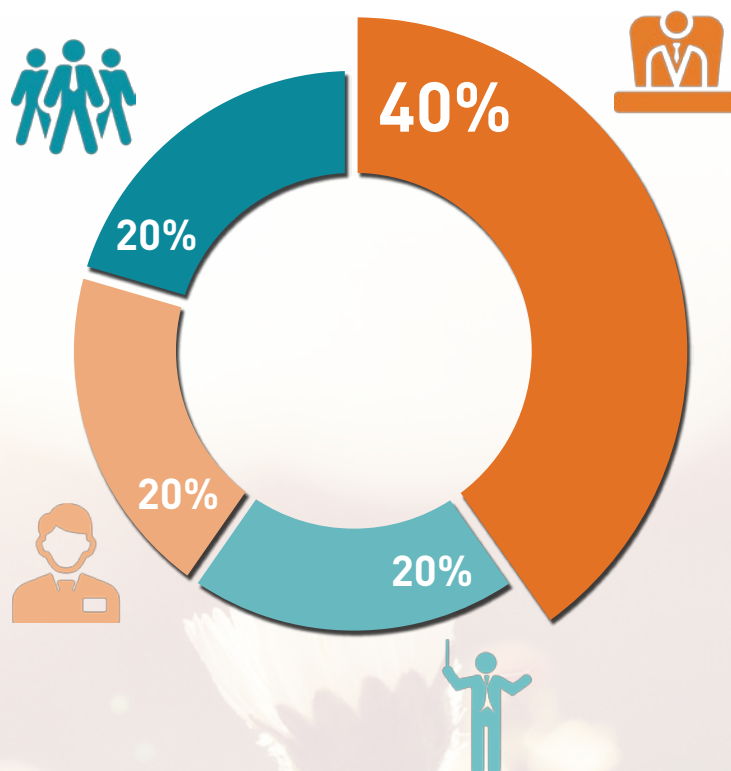
- Aged Care Facilities
- Architecture
- Consulting Firms
- Hospitals (Public & Private)
- Health Care Associations
- Health Care Equipment Provider
- Health Care Information Technology and Services
- Government Regulators
- Government Relations
- Insurance Sector
- Medical Academy and Schools
- Non-Profit Organization
- Nursing Recruitment Agency
- Pharmaceutical

In the Roles of:

Board and senior management level in the following roles would benefit from attending this conference:

- Aged Care Services
- Palliative Care and Supportive Unit
- Residential and Clinical Services
- Medical Quality, Planning Improvement and Innovation
- Gerontology
- Oncology
- Nursing Department
- General Practitioner Department
- Operations, People & Culture
- Government Ministries
- E-Health
- Tele-health Strategy and Development
- Healthcare Technology and Software Provider
- Leisure & Lifestyle Care
- Aged Psychiatry
- Physiotherapy
- Allied Health & Occupational Therapy
- Pastoral and Spiritual Care

Seniority Level of Participants



Seniority Level: 60% of Participants will be Director Levels & Above

- Board / C-Level / President / MD – 20%
- VP / Director / General Manager – 40%
- Manager – 20%
- Head of Departments – 20%

Forum Highlights

14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

10 KEY BENEFITS WHEN YOU JOIN US IN JUNE AT THE PALLIATIVE & AGED CARE FORUM

1

Redesign your aged care delivery in response to the growing ageing population in Australia

2

Gain exclusive insights and solutions from palliative and aged care experts to facilitate elders' smooth transition into ageing

3

Discover groundbreaking new palliative and aged care initiatives to put elders' wellbeing at the forefront

4

Future-proof your organization against the growing complexity of old aged healthcare

5

Explore opportunities in enhancing palliative and aged care services with technology



6

Transform your aged care delivery to be in coherence with elders' needs and government healthcare plan

7

Grasp effective action plan for a personalized and inclusive palliative & ageing care

8

Secure your organization to stay ahead of a deregulated aged care market

9

Foster dialogue with our panellists in addressing what constitutes better palliative & ageing care

10

Strike mutually beneficial partnerships with hospitals, aged care providers, public sectors and other key players

Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

DAY ONE - 14 JUNE 2017

09:00 **Welcome Speech by Conference Producer**

09:05 **Forum Introduction by Chairperson
Highlights on Forum Day 1 Key Sessions**

Rebecca Bartel
Executive Director
Australian Centre for Health Research (ACHR)

Recipient of Victorian Women's Governance Scholarship

Rebecca is the Executive Director of the Australian Centre for Health Research, an independent, not-for-profit public policy research institute specializing in performance, policy and productivity reform across Health, disability and ageing sectors. Rebecca is also an External Advisory Board Member with The Centre for Quality and Patient Safety Research (QPS) at Deakin University. Rebecca, an experienced health strategist and health communicator, is a recipient of the Victorian Women's Governance Scholarship from the Australian Institute of Company Directors (AICD) and the office of Women's Affairs of the Department of Health Services, Victorian Government. She is the founder of www.DeathOverDinner.org.au in Australia and has published on the importance of creating choice in End of Life Care through conversations.



KEY THEME 1

Delivering Excellent Ageing Care in a Competitive and Deregulated Aged Care Landscape

As Australians are living longer, the aged care industry is coming under great pressure. With the government offering older Australians more healthcare choices, aged care providers are competing to provide better and higher quality ageing care. So how can you help Australians to transition into ageing the way they want to?

This session will equip delegates with an interactive framework on how to crack open the "Pandora Box" discussing the notion of death, End-of-Life (EOL) care preferences in a subtle but effective manner. Delegates will also learn how to address issues pertaining to senior citizens with deteriorating health issues, for example, dementia elders. This session will also delve into the longstanding legality with Advanced Care Directives and how to translate senior citizens' care preferences into action.

09:15 **Improving Ageing and End-of-Life (EOL) Care with Holistic Personalized and Interactive Care**

- Exploring the current ageing trends in Australia's Healthcare Industry
- Normalizing death as part of life from a top-down management approach
- Engaging in meaningful conversations about life, ageing and death with senior citizens
- Introducing EOL care pathways coordinating program - Case Study: Death over Dinner project

Rebecca Bartel
Executive Director
Australian Centre for Health Research (ACHR)

Recipient of Victorian Women's Governance Scholarship

Rebecca is the Executive Director of the Australian Centre for Health Research, an independent, not-for-profit public policy research institute specializing in performance, policy and productivity reform across Health, disability and ageing sectors. Rebecca is also an External Advisory Board Member with The Centre for Quality and Patient Safety Research (QPS) at Deakin University. Rebecca, an experienced health strategist and health communicator, is a recipient of the Victorian Women's Governance Scholarship from the Australian Institute of Company Directors (AICD) and the office of Women's Affairs of the Department of Health Services, Victorian Government. She is the founder of www.DeathOverDinner.org.au in Australia and has published on the importance of creating choice in End of Life Care through conversations.



Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

10:00 **Redesigning Palliative Care: A Pre-Emptive Response for Older People with Deteriorating Health**

- The case for palliative care in advanced illness
- Understanding the current complexity of older people with chronic non-malignant diseases (renal, respiratory, cardiology)
- Consider the models of integrated Palliative Care into the care of older people with progressive disease
- Case study: Illustrating how Comprehensive Anticipatory Palliative Care Model may improve care

Professor Jennifer Philip

Chair in Palliative Medicine

University of Melbourne, St Vincent's Hospital Melbourne, Victorian Comprehensive Cancer Centre (VCCC)

Victoria's Newly Appointed Chair in Palliative Medicine 2017

At her incumbent position as the Deputy Director of Palliative Medicine & Unit Head of St Vincent's Hospital Melbourne, Australia's largest Catholic not-for-profit health and aged care provider, Jenny is also the head of St Vincent's Palliative Care Consultancy Service and Co-Deputy Director of the Centre for Palliative Care, a collaborative centre of the University of Melbourne. Her extensive research and clinical experience in Palliative Care has largely contributed to her developing models of palliative care for particular disease types.

10:45 *Morning Refreshment & Networking*

11:15 **Enhancing Models of Palliative & Aged Care for Dementia Senior Citizens by Highly Acclaimed Dementia Centre, HammondCare**

- Exploring the nuance shift of aged care to dementia care
- Understanding challenges with ageing dementia elders and ways to overcome them
- Case Study: Review on Dementia Design Audit Tool & Dementia Support Australia Program

Marie Alford

Head of Implementation

Dementia Centre, HammondCare

Regarded as one of Australia's most innovative health and aged care providers, HammondCare founded the Dementia Centre in 1995. With the aim to improve quality of life for people living with dementia, Dementia Centre of HammondCare is recognized both nationally and internationally as a leading resource and research centre for aged care.

Marie Alford is the Head of Implementation for the Dementia Centre, HammondCare leading the development of the national Dementia Behaviour Management Advisory Services and Severe Behaviour Response Teams. Marie has lectured and tutored at Universities, worked in research and advocacy and presented at major dementia and aged care conferences in Australia and internationally and led the development of a range of innovative dementia training and education resources and packages.



12:00 **Respecting Senior Citizens' Choices: Examining How Advance Care Directives (ACD) can Better Honor EOL Wishes**

- Understanding power of attorney, guardianship and ACD including different legislation in Australia
- The importance of communication, when do I communicate and who with?
- Capacity and Decision Making: discussing the legality of ACD, i.e. when & who (clinician / GP / Palliative Care Specialist) is responsible for enacting ACD

Associate Professor Bill Silvester

Chair, End-of-Life Working Group; Chair, Death and Organ Donation Committee
Australian and New Zealand Intensive Care Society

Assoc Prof Bill Silvester was the founder and Director of Respecting Patient Choices from 2002 until the end of 2015, was the Chair of Decision Assist and is the Immediate Past President of the International Society of Advance Care Planning and End of Life Care. As an intensive care specialist he chairs the Australian & New Zealand Intensive Care Society Death and Organ Donation Committee and the Australian & New Zealand Intensive Care Society End-of-Life Committee.

Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

12:45 Lunch & Networking

KEY THEME 2

Providing Efficient and Affordable Palliative & Aged Care Services

The rise of silver tsunami has opened up a new paradigm of Palliative & Aged Care delivery. Since the emergence of Consumer Directed Care (CDC) and the slash of Aged Care Funding Instrument (ACFI), many aged care takers have struggled to understand its profound impact on not only the organization's operations, its residents / patients but also aged care takers.

This session shall showcase two highly endorsed Aged Care Operational Management. Delegates will gain the know-how to implement evidence-based aged care operational management, improving efficiency and profitability of your organization while delivering high quality palliative & aged care.

13:45 Resolving Delayed Intervention In Palliative & Aged Care by Closing the Time Gap for Patients Referral in a Consumer Directed Care (CDC) Model

- Recognizing the key challenges in delivering a Consumer Directed Care
- Establishing a referral coordinated system from hospitals to community based aged care residences
- Case Study: Sharing a strategic care management in delivering palliative care to home based patients in The District Nurses

Fiona Onslow

Director of Statewide Operations
The District Nurses, Tasmania

Tasmanian Aged Care Organization of the Year 2014

Fiona Onslow is the Director of State Operations at The District Nurses in Tasmania. Fiona is a Registered Nurse with a Post-Graduate in Family and Community Health. Fiona has worked in rural, regional and metropolitan facilities during her 19 year career in nursing and management positions. She is the recipient of the 2015 Aged Care Bursary to attend an International SAGE Tour, the National finalist for HESTA Nursing Awards Team Innovation 2015, and her organisation were Awarded 2014 Aged Care Organisation of the year. Fiona has had two publications in 2016 firstly on a participatory care model that supports connectedness and mental health outcomes in community-dwelling older people and secondly in regards to an after hours model for palliative care helping people remain in their home and reducing the burden the ambulance and emergency departments.



hospice
@HOME

14:15 Delivering Quality and Financially Viable Palliative & Aged Care

- Presenting Budget Financial Analysis in response to Aged Care Funding Instrument (ACFI), commissioned by LASA
- Discussing the financial ripple effect of CDC resulting in the proliferation of a value-based payment model among price conscious elders
- Responding to the cut of Aged Care Funding Instrument (ACFI) by exploring / designing alternative payment models (for e.g. co-payment / bundled payment / Deferred Management Fee, DMF)

David Cox

Chairperson; Board Member; Deputy Chair and Governance Chair
Curtin Care; Leading Age Services Australia (LASA, WA); Therapy Focus

Former VP of LASA WA

With close to 25 years' experience within healthcare, David sits on a number of advisory groups for government, peak bodies and aged care providers. His experiences in a variety of both for-profit and not-for-profit aged care settings across Australasia have enabled him to provide experts advice relating to service planning, governance, sustainability, efficiency and expansion. As a Registered Nurse with post graduate clinical qualifications and an MBA, together with his experience in operational, business development and executive roles, David has the unique ability of applying clinical, governance and business metrics to the aged care environment.



Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

15:00 Afternoon Refreshments and Networking

KEY THEME 3

Promoting Contemporary Positive Ageing- Staying Happy and Active As You Age

With the growing attention on patient participatory model, aged care providers are breaking away from conventional aged care delivery by encouraging senior citizens to embrace ageing as a form of celebration in life.

As dying well starts with living well, this session will equip delegates on how to effectively manage pain suffered by elders as a result of old age. In addition, delegates will also learn from award winning aged care provider on how to encourage older Australians to enjoy their later years in ways that exceed their expectations.

15:30 Pain Management for Palliative Care Patients Who Have More Than 6 Months to Live

- A look into the global approaches of Pain Management in Palliative & Aged Care (e.g. reflect on how Australians fare in Palliative Care Pain Management as compared to the US counterpart)
- Appropriate usage of Opioids in Palliative Care
- Providing psychological perspectives & strategies in managing pain for senior citizens

Professor Paul Glare
Chair in Pain Medicine
University of Sydney

Former Chief of Pain & Palliative Care Services at MSKCC New York

Professor Paul is the Chief of the Pain and Palliative Care Service and Attending Physician in the Department of Medicine at Memorial Sloan Kettering Cancer Centre (MSKCC). Prior to his current roles, Paul was head of Palliative Care at the Royal Prince Alfred Hospital (RPAH) and Sydney, South West Area Health Service. In addition, he was also the Director of Statewide Centre to Improve Palliative Care and the President of the Australian and New Zealand Society of Palliative Medicine (ANZSPM) as well as the NSW Society of Palliative Medicine. As an Associate Editor of the textbook Palliative Medicine, Paul has published more than 60 peer reviewed articles on clinical practice of Palliative Care including pain therapies, opioid pharmacology and many more.



16:15 Fireside Chat: Supporting Successful Ageing

- A look at novel ways to improve old age satisfaction
- Encouraging Wellness and Promoting Healthy Lifestyle in Residential Aged Care
- Discuss Best Active Ageing Special Project & Best Wellness Program

Madeline Gall
Chief Executive Officer
Lifeview Residential Care

Nominee in 4th Eldercare Awards Changemaker of the Year 2016

A cultural change expert Madeline is passionate not only about ensuring Lifeview's residents receive the highest quality of life but also about leading and changing the industry for the betterment of all. A visionary thinker Madeline encourages her team to challenge the traditional model of aged care and introduce more innovative care and lifestyle practices.

Having led Lifeview's senior management team since 2008 Madeline over 15 years management experience in residential aged care, previously holding senior roles with Blue Cross, Third Age and the Sisters of Mercy.

The winner of the 2016 SACS Consulting - Leadership of the Year Award, and a finalist in Ageing Asia's Changemaker of the Year Award, Madeline's modern leadership style sees Lifeview at the forefront of innovative partnerships with organisations such as Alzheimer's Australia Vic., on projects such as The Virtual Forest and the Better Visit Program.

Under Madeline's leadership Lifeview, and a number of its staff, have been recognized for their innovative work and commitment to best practice including being named LASA Vic Large Provider of the Year 2015, LASA Vic Employee of the Year 2015, Australian Aged Care Quality Association - Better Practice Award 2013 for its Positive Ageing Celebration, Ageing Asia Best Active Ageing Program 2016 - Positive Ageing Celebration, and LASA Vic Community Inclusiveness Award 2016 - for work within the LGBTI and multicultural communities.



Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

17:00 **Closing Remarks by Forum Chairperson**

17:05 **Champagne Networking Session**



Enjoy a glass of champagne whilst networking with other like-minded individuals on topics that are of most interest to you and fellow delegates.

Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

DAY TWO – 15 JUNE 2017

09:05 **Forum Introduction by Chairperson**
Highlights on Forum Day 2 Key Sessions

KEY THEME 4

Innovative, Practical & Visionary Digital Palliative & Aged Care: Assessing Real Life Implementation Tele-health, EMR, Virtual Reality Therapy, Smart Residence Home and Assistive Technology Initiatives

As the digital health industry grows, continuity of elderly care via digital platform has become the future of healthcare. However, how well exactly do aged care takers effectively utilize technology designed around ageing to improve quality of care?

The session will feature sharing sessions on successful digital initiatives in Palliative & Aged Care, allowing delegates to examine the effectiveness and viability of technology enabled care. Moreover, the use of technology coupled with ageing friendly residence design will allow delegates to garner immediate insights into providing and honoring senior citizens' wish to live out their lives at a homely setting environment.

09:10 **How Information Technology and Electronic Medical Records (EMR) can Expedite Quality Care Delivery for Older Australians?**

- Using information communication technologies to enhance the safety and quality of care in Hospitals, Aged Care Facilities and the community
- The potential for leveraging electronic data to target interventions to improve care management in hospitals, residential aged care facilities and the community
- Results from an Australian study conducted across over 70 aged care facilities demonstrating the innovative use of electronic information systems to investigate key quality

Professor Johanna Westbrook

Director

Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University

Australian ICT Professional of the Year 2014

Professor Johanna Westbrook, is internationally recognized for her research evaluating the effects of information and communication technology (ICT) in health care. She has over 390 publications and been awarded > \$40M in research grants. Johanna has led important research in the development and application of approaches to evaluate ICT, including new tools and methods which have been adopted internationally. She has contributed to theoretical models regarding the design of complex multi-method ICT evaluations. Her research has led to significant advances in our understanding of how clinical information systems deliver (or fail to deliver) expected benefits and supported translation of this evidence into policy, practice, and IT system changes. Johanna is currently leading research investigating the role and impact of ICT in the community and aged care sector. Johanna is an elected International Fellow of the American College of Medical Informatics, and an Associate Editor of JAMIA. In 2014 she was named Australian ICT professional of the year by the Australian Information Industry Association for her research contributions. In 2016 she was appointed by the Federal Minister for Health to the Board of the Australian Digital Health Agency.



09:55 **Transforming the Ageing and Aged Care Experience through Disruptive Thinking - A Human Centred Design in Aged Care**

- Virtual Reality Therapy - the potential to enhance wellbeing for long lived adults from entertainment to distraction
- Projection Mapping- creating immersive sensory spaces through 3D mapping to maximize resident interaction in aged care facilities
- Technology Enhanced Reminiscing - using the 5 senses to facilitate reminiscing in older adults

Main Forum Agenda

14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE



Matiu Bush

Design Integration Lead

RSL Care + Royal District Nursing Services (RDNS)

Awarded Peter MacCallum Cancer Centre - Specialist Clinics Team 2015



Matiu Bush is Design Integration Lead at RSL Care + RDNS, one of Australia's largest independent not-for-profit service providers of health, wellbeing, aged care and retirement living. Matiu is part of an accelerator network that helps people across the business to generate, test and implement ideas for transforming the customer experience. Matiu has a Master's degree in Public Health and broad clinical and managerial nursing experience, including working in Tijuana Mexico in international border aid, emergency, oncology, intensive care nursing and is a sexual health nurse practitioner. After working in system redesign Matiu has embraced design thinking to transform healthcare through creative problem-solving, and incorporating customer and employee insights into every step of the improvement and innovation cycle.

10:40 *Morning Refreshment & Networking*

11:00 **Encouraging Independent Ageing by Utilizing Assistive Technology in Palliative & Aged Care**

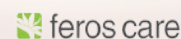
- Review of Award Winning Feros Care's LifeLink Telecare 'Smart Home' Technologies
- How to select functionally viable, affordable and long term care Assistive Technology
- How to overcome challenges faced by non-computer literate senior citizens
- Review on the usage of mHealth, Robotic Therapy and Wearable

Anthony Bacon

LifeLink Operations Manager

Feros Care - Telehealthcare

Award Winning not for profit Aged & Community Care Provider



An multi-award winning, not-for-profit, aged and community care provider operating residential care, Feros Care was lauded as the Outstanding Organization in 2014 HESTA Aged Care Awards and recently won the 2015 Australian Aged Care Quality Agency Better Practice Award. Charting the innovation in the delivery of smart and virtual technologies for aged care in four eastern states, Feros Care continues to lead the way in Smart Home technology, providing assistive technology solutions to support older people with a wide variety of needs to live safely and independently in their own home.

Anthony has background in technology focusing on telehealthcare. Since 2013 he has lead the client technology department to deliver emergency response solutions and developed our safe and smart home offering nationally to over 3000 clients. Additionally, Feros Care have now managed over 500 clients using MHCAH Telehealth, vital signs monitored with Video Conferencing, between Australia and New Zealand.

11:45 **Showcasing an Ageing Friendly Aged Care Facility**

- Exploring the key components of an ageing friendly facility for both palliative & ageing elders
- How to create a home-like, private environment for elderly residents
- Case study: Reviewing successful homely aged care models (from an architectural perspective)

Tim Humphries

Chief Executive Officer

Homestyle Aged Care



Tim is the CEO of Homestyle Aged Care. He joined Homestyle in January 2014 and brings with him over 13 years of health experience including 11 years within aged care. Prior to Homestyle Tim was CEO of Provider Assist, a large aged care consulting service. With over 20 years of business experience the variety of the roles he has fulfilled include, finance - up to CFO, IT up to CIO, Project manager, Recruitment specialist and CEO most recently. He has worked across a variety of industries including: materials handling, acute health, logistics, recruitment, aged care, community/home care, and disability services. Tim has worked within privately owned, publicly listed and not for profit organizations.

Tim is currently a Director, and on the audit and finance committee for the Victorian Cytology Service; and sits on the school council of the Wattle Park Primary School.

12:30 *Lunch & Networking*

Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

13:30

Pause & Think - Panel Discussion Determining the Best Outcome for Patients - Assisted Dying & Palliative Care



1 Discussing the notion of "Good Life" and "Good Death"

2 Can Palliative Care ensure a dignified death than Assisted Dying?

3 Is Medical Advancement prolonging life or prolonging death process?

Dr Rodney Syme
Vice President
Dying with Dignity Victoria

A seasoned doctor and medical consultant with extensive years of experience caring for terminally ill and suffering patients, Dr Rodney served as the President of Dying with Dignity Victoria for 12 years and is a renowned author for his book "A Good Death" published by Melbourne University Press. A strong advocate of Assisted Dying and a fellow of the Royal College of Surgeons, Rodney is a frequent presenter and interviewee in numerous talk shows, conferences and printed publications.



Danny Vadasz
Chief Executive Officer
Health Issues Centre (HIC)

Danny Vadasz is the CEO of Health Issues Centre (HIC) the leading consumer health advocacy body in Victoria. Danny's background is in consumer engagement and communications across a range of sectors including health, environment, local government, telecommunications and consumer goods.

HIC operates in the aged care sector to canvass and represent consumer needs, priorities and fears around end of life issues. In particular, HIC seeks to gain a better understanding of the barriers discouraging public discourse about end of life and has pioneered the use of social media as a research tool. In 2016, HIC created and curated a performance art event "Unspoken: What Will Become of Me?" to provide a safe space for consumers to ponder the consequences of physical and cognitive ageing and decline.

Danny currently serves on several government advisory committees addressing legislative reform and implementation around palliative care, advance care planning and voluntary assisted death.



Paula Trood
General Manager Residential Services and Quality & Compliance
Benetas Residential Aged Care Home

WGEA Employer of Choice for Gender Equality

Paula has a background in General Nursing with extensive clinical and management experience in both community and residential aged care sectors.

Paula has had a focus on the quality of life of older people throughout her career; her passion is to drive the type of change, both policy and in practice, that will really make a difference to the quality of life of older Australians.

Paula joined Benetas in 2007 and has held a number of roles within the organization including Regional Residential Services Manager and General Manager of Community Services. She now has responsibility for all aspects of Benetas' residential aged care division and the delivery of the organisation's strategic quality management framework.



Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

KEY THEME 5

Improving Palliative & Aged Care Services Delivery for Minorities

Disparities in the quality of care for minorities have always been a longstanding issue. Studies documenting lower quality of ageing and palliative care for minorities are often attributed to the lack of access to care and poor understanding on the sensitivity of minorities' needs.

This session will prepare aged care takers in meeting the various needs and wants of senior citizens across religion and faith. Delegates will learn from forward thinking thought leaders on how to provide inclusive and personalized ageing care, catering to elders from all walks of life.

14:15 **Delivering a Culturally Inclusive EOL Care to Ageing Aborigines Communities**

- Examining obstacles Aborigines communities faced in accessing EOL care
- Discovering the differences in cultural perspectives for Aborigines communities so as to ensure respect for the different culture aspects of dying
- Sharing on how to develop a culturally diversified approach in aged care centre

Professor Peter Shine

Director Aboriginal Health; Clinical Associate Professor
Northern Sydney Local Health District (NSLHD); Australian Catholic University

Professor Peter Shine has been involved in Aboriginal health and social emotional wellbeing for many years. He is a remarkable writer and healthcare practitioner, having penned numerous guidelines, services plan revolving around ways to improve Aboriginal Health Services, particularly for the elderly and sickly.



14:45 **Improving EOL & Ageing Care for LGBTI Elders**

- Provide a basic understanding of what we mean by 'LGBTI'
- Discuss the key issues and needs of LGBTI elders in aged and palliative care
- Introduce relevant legislation and policy within Australia
- Provide examples of 'best practice' in delivering inclusive care
- Discuss Silver Rainbow and what we do

Samantha Edmonds

Manager, Ageing and Aged Care Project (Silver Rainbow)
National LGBTI Health Alliance

Samantha Edmonds has been working as the Manager – Ageing and Aged Care at the National LGBTI Health Alliance since July 2014 and is responsible for implementing their ageing and aged care project Silver Rainbow. She is passionate about making ageing and aged care inclusive for all lesbian, gay, bisexual, transgender and gender diverse and intersex elders. She is a member of a number of national advisory groups in ageing and aged care and has recently been appointed to the Aged Care Sector Committee, which provides advice to the Government on aged care policy development and implementation and helps to guide the future reform of the aged care system.

Samantha also has over 25 years of experience in working with a range of different people advocating with them and for them around social justice and human rights issues.

Samantha maintains her advocacy work in a voluntary capacity as well and is a palliative care volunteer as well as a member of the Alzheimer's Australia NSW Consumer Advisory Group. She also writes a blog for Alzheimer's Australia on being a carer of a mother with dementia.



15:15 *Afternoon Refreshments and Networking*

KEY THEME 6

Strengthening & Empowering the Aged Care Workforce in a Performance Driven Market

The core of any organization lies in its people; the aged care industry is no exception. To ensure delivery of quality ageing care, welfare of the aged care workforce is of the utmost importance. In tandem with Palliative Care's concept of ensuring comfort and quality of life of patients, families and care takers, the wellbeing of aged care givers must be given equal attention as those requiring elderly care.

Therefore, this session will teach delegates on ways to ensure healthy and happy state of mind of care givers so as to improve the performance of an organization in delivering optimum care services to the ageing community.

Main Forum Agenda



14 - 15 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

15:45 **The Ephemeral made Practical – Tools for Spiritual Care in Aged Care**

- This session features an introduction to two resources produced by Meaningful Ageing Australia
- ConnecTo – a tool to assist with conversations about spirituality
- Spiritual Care Considerations Series – prompts and thought-starters for care staff

Ilsa Hampton

Chief Executive Officer

Meaningful Ageing Australia

Ilsa Hampton has extensive experience in the strategic integration of pastoral and spiritual care in aged care. Prior to joining Meaningful Ageing Australia, Ilsa worked for 8 years at Baptcare in a number of senior roles; and held various sector positions such as Chair of the multi-faith Diploma of Pastoral Care and Ageing Committee, and Chair of Spiritual Health Victoria's Aged Care Advisory Group. Also, Ilsa has a long-standing interest in how life's inevitable losses can be creatively and gently supported in the lives of professionals, volunteers, organizations, and those they are serving.



16:15 **Enabling Continuous Quality Care for Senior Citizens by Reducing High Turnover of Aged Care and Palliative Care Takers**

- Enhancing employment retention and customer engagement through organizational values
- Encouraging professional respect within inter-generational teams
- Identifying key criteria of a potential suitable care taker

Stuart Shaw

General Manager; Founding Member

Village Baxter; International Association of Homes and Services for the Ageing (IAHSA)

Former President of the Retirement Village Association (Victoria)

Stuart Shaw is a seasoned presenter at local, national and international conferences including the US, Austria and most part of Australia, particularly focusing on values and culture as key requirement for a successful and healthy workforce. As the former President of the Retirement Villages Association (Victoria), former Vice President of the Aged Care (Victoria) as well as former Chairperson of the Peninsula Care Planning Group and convener of the Workforce Innovation Network for the Region, Stuart will be joining the upcoming IAHSA Global Ageing Conference in Switzerland.



17:00 **Closing Remarks by Forum Chairperson**

Post Forum Site Visit & Workshops



16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

DAY THREE - 16 JUNE 2017

Site Visit A: 09:00 - 12:30

Award-winning Lifeview Residential Care



Delivering excellent aged care services requires a collaborative effort among care takers and the upper management within a central coordinated aged care centre. Clariden Global is pleased to invite you to go on a site visit at one of Australia's multi award winning aged care facility - Lifeview Residential Care.

- Discover the success behind the recipient of the Large Provider Winner awarded by LASA Victoria 2015/16
- Gain insights into how to operate an award winning aged care facility: Recipient of the Employee and Volunteer Winner category awarded by LASA Victoria 2015/16
- Meet and talk to residents and carers to understand the success behind a happy residential aged care facility

OR Site Visit B: 09:00 - 12:30

Three-generations aged care visionaries - The Australian Aged Care Group Pty Ltd



Clariden Global is pleased to invite you to go on a site visit at one of Melbourne's pioneering aged care providers - Kew Gardens of the Australian Aged Care Group Pty Ltd (AACG). AACG has evolved from three generations of experience of the Matthies family, who have been involved in aged care since the 1960s and are highly recognized for the provision of excellent care over the past 50 years. First generation visionaries, Keith and Betty Matthies were acknowledged by the aged care industry as being amongst its earliest innovators and instrumental in guiding the industry towards where it is positioned today.

- Visit AACG's top-tier aged care facility and learn about its perpetuating legacy
- Discover the continued success and shared vision of three generations of progressive aged care providers
- Learn how the Matthies delivers superior level of aged care services by upholding its company motto of *Exceptional Care Built on Solid Foundations*

Post Forum Site Visit & Workshops



16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

Workshop A: 13:30 - 15:00

Pain Management in Palliative Care: What can be Learned from the Pain Clinic

Palliative Care is a special type of medical care that focuses on treatment of symptoms people may have when they are living with illness. However, palliative care needs of elders are often poorly addressed particularly symptoms such as pain are under treated. This workshop is specifically designed to help you to:

- Develop a comprehensive process for designing, implementing and assessing effective contemporary pain management
- Discover tools and skills that assist you in managing elders' pain
- Providing psychological strategies in managing palliative elders' pain

About Your Workshop Leader



Professor Paul Glare
Chair in Pain Medicine
University of Sydney

Former Chief of Pain & Palliative Care Services at MSKCC New York



Professor Paul is the Chief of the Pain and Palliative Care Service and Attending Physician in the Department of Medicine at Memorial Sloan Kettering Cancer Centre (MSKCC). Prior to his current roles, Paul was head of Palliative Care at the Royal Prince Alfred Hospital (RPAH) and Sydney, South West Area Health Service. In addition, he was also the Director of Statewide Centre to Improve Palliative Care and the President of the Australian and New Zealand Society of Palliative Medicine (ANZSPM) as well as the NSW Society of Palliative Medicine. As an Associate Editor of the textbook Palliative Medicine, Paul has published more than 60 peer reviewed articles on clinical practice of Palliative Care including pain therapies, opioid pharmacology and many more.

Workshop B: 15:30 - 17:00

Design, Implement and Assess Effective Palliative & Ageing Care for Oncology Elders

Cancer is one of the leading causes of death among older Australians. Aged care providers dealing with oncology elders are expected to be aware of the various symptoms of their patients and how best to handle senior citizens burdened with co-morbid conditions. This workshop is specifically designed to boost your confidence in:

- Caring for patients with Lung Cancer, Metastatic Prostate and Breast Cancer using Palliative Care
- Developing core skills and clinical competencies dealing with oncology patients with a variety of lifestyles
- Reviewing principles and practices of supportive oncology with Palliative Care

About Your Workshop Leader



Associate Professor Brian Le
Director of Palliative Care
Victorian Comprehensive Cancer Centre (VCCC)
(Peter MacCallum Cancer Centre & The Royal Melbourne Hospital)

Associate Professor Brian is the director of Palliative Care at the Victorian Comprehensive Cancer Centre, including the Peter MacCallum Cancer Centre and The Royal Melbourne Hospital. Brian is a specialist in both Palliative Medicine and Medical Oncology, and is an Associate Professor of the University of Melbourne. He is the current Chair of the Training Committee of the Royal Australasian College of Physicians, responsible for training of all palliative medicine specialists in Australia and New Zealand. Brian is involved with many other Commonwealth and State governmental and not-for-profit organisations concerning Palliative Care, and is a past chairman of Palliative Care Victoria. In addition, he is also actively involved with research in the areas of palliative and supportive care, including clinical trials of novel therapies, and research into palliative care integration and benefits for patients and carers.

Make the most of PALLIATIVE & AGED CARE FORUM:

RE-THINKING AND IMPROVING END-OF-LIFE & AGEING CARE FOR SENIOR CITIZENS

14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

Industry Knowledge Partner



Meaningful Ageing Australia is the Australian national peak body for spiritual care and ageing. We are a not-for-profit, supporting organisations and groups to respond to the pastoral and spiritual needs of older people, their significant others, and their carers. We advocate for spiritual care to be included in all care settings. Our mission is to ensure that all older Australians have access to high quality pastoral and spiritual care. We support our members by providing the information and tools you need to deliver high quality pastoral and spiritual care.

For more information, please visit: <http://meaningfulageing.org.au/>

Media Partners



APO is a research database and alert service providing free access to full text research reports and papers, statistics and other resources essential for public policy development and implementation in Australia, New Zealand and beyond.

For more information, please visit: <http://apo.org.au/>



Hospital + Health Suppliers Guide has been connecting Medical Suppliers with Key Healthcare personnel and decision makers throughout Australia for the past 41 years. Looking for a product or service? Go to www.hospitalsuppliers.com.au



HelloCare is an online magazine. A new way of delivering quality news and education directly to people that want to read it.

Bringing our community the latest articles from around the world on health, well-being, getting older, palliative care, dementia & Alzheimer's and more.

For more information, please visit: <http://www.hellocaremail.com.au/>



SeniorAu is an independent and non-aligned Web only publication dedicated to the provision of news, research and information for, and relevant to, Australia's senior citizens.

SeniorAu publishes information about Australian Federal, State and Territory Government policy, initiatives and proposals affecting and potentially impacting seniors, recognizing the prominence older Australians will play in government considerations as the increasing proportion of the demographic and its needs affect the national economy.

The website publishes the views of Australia's various seniors and care organizations on topical issues and searches out relevant material from international academia and other research organizations for the edification of readers.

SeniorAu also aggregates news articles of interest from the daily press related to seniors, and unrelated topical material of interest for the readership to enjoy. It also highlights events addressing the increasingly complex economic, social and care issues affecting senior Australians.

For more information, please visit: <http://seniorau.com.au/>

Make the most of PALLIATIVE & AGED CARE FORUM:

RE-THINKING AND IMPROVING END-OF-LIFE & AGEING CARE FOR SENIOR CITIZENS



14 - 16 JUNE 2017 | RYDGES ON SWANSTON MELBOURNE

Capitalize on this Forum

Do you have solutions to assist and contribute to the overall improvement of the aged care industry?
Looking for the ideal platform to raise your profile and to increase your ROI?

Leverage our limited sponsorship packages to strengthen and confirm your market position through consistent and continual branding awareness and take advantage of the plethora of opportunities with high level decision makers.

Your Partnership with us will provide you with:

- **Unparalleled industry exposure**
- **Leads generation and set-up of meetings with key decision makers**
- **Positioning your company as a thought-leader**
- **Reaffirming your position in the industry**

Please contact **Catherine Werner** at **+65 6716 9996** or email catherine@claridenglobal.org to discuss potential exhibition and sponsorship opportunities or to customize your own package.

Benefits as Media Partner or Supporting Organization at **Palliative & Aged Care Forum: Re-Thinking and Improving End-of-Life & Ageing Care for Senior Citizens**

- **Enhance your corporate profile and visibility within your industry** – Your company's logo will be emblazoned on our brochures and distributed to the palliative and aged care visionaries across Australia
- **Affiliation with an internationally recognized commercial event organizer**

Clariden Global events are widely known and trusted internationally for giving best value to senior industry executives. We partner with selected media and supporting organizations, capable of delivering the highest caliber of expert knowledge and key industry insights to the target market.

If you meet the criteria mentioned above and would like to explore the opportunity to partner with us for **Palliative & Aged Care Forum: Re-Thinking and Improving End-of-Life & Ageing Care for Senior Citizens**, please contact **Stefanie** at **+61 3 9909 7310** or email stefanie@claridenglobal.org

REGISTRATION PAGE

Please complete this section.

Booking Contact (Approving Manager) Mr/Mrs/Ms: _____
Job Title: _____ Department: _____
Telephone: _____ Fax: _____
Email: _____
Organization: _____
Address: _____
Postal Code: _____
<input type="checkbox"/> I would like to receive more information on hotel accommodation using Clariden Global corporate rate.

Promotional Code (Optional): _____

Please register the following participant(s) for this Forum

(Please tick to select your Forum packages. You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Forum Package Selected: _____

2nd Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Forum Package Selected: _____

3rd Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Forum Package Selected: _____

4th Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Forum Package Selected: _____

FORUM FEES

Forum Packages	Super Early Bird Fee (If payments and registrations are received by 22 Mar 2017)	Early Bird Fee (If payments and registrations are received by 19 Apr 2017)	Final Early Bird Fee (If payments and registrations are received by 17 May 2017)	Regular Fee
For Industry Professionals				
A: 2-Day Forum Only (Most Popular)	AU\$1,895	AU\$1,995	AU\$2,095	AU\$2,195
B: 2-Day Forum + Site Visit + 2 Workshops (Most Value)	AU\$2,595	AU\$2,695	AU\$2,795	AU\$2,895
C: 2-Day Forum + Site Visit + Workshop A	AU\$2,395	AU\$2,495	AU\$2,595	AU\$2,695
D: 2-Day Forum + Site Visit + Workshop B	AU\$2,395	AU\$2,495	AU\$2,595	AU\$2,695
For Vendors and Solution Providers:				
A: 2-Day Forum Only (Most Popular)	AU\$2,495	AU\$2,595	AU\$2,695	AU\$2,795
F: 2-Day Forum + Site Visit + 2 Workshops (Most Value)	AU\$3,195	AU\$3,295	AU\$3,395	AU\$3,495
G: 2-Day Forum + Site Visit + Workshop A	AU\$2,995	AU\$3,095	AU\$3,195	AU\$3,295
H: 2-Day Forum + Site Visit + Workshop B	AU\$2,995	AU\$3,095	AU\$3,195	AU\$3,295

PLEASE NOTE: The forum fee includes lunch, refreshments and conference documentation. Payments are required with registration and must be received prior to the Forum to guarantee your place.

GROUP DISCOUNTS

Register with your Colleagues Today to Enjoy Group Discount*:
 Group discount of 10% for the 2nd participant from the same organization.
 For limited time only by 17 May 2017, register 3 participants and the 4th participant will receive a complimentary seat.
 For 5 or more registrations, please contact Stefanie at stefanie@claridenglobal.org
 *Only 1 discount scheme will apply. Discount will only be applicable to the package of the lowest value. Discount will compound on top of your early bird discount!

4 WAYS TO REGISTER

 Email: admissions@claridenglobal.com

 Fax: +61 3 9909 7788

 Call: +61 3 9909 7310

 Website: www.claridenglobal.com

PAYMENT METHODS

BY CHEQUE / BANK DRAFT :

Made payable to CLARIDEN GLOBAL INTERNATIONAL LIMITED and mail to: 3 International Business Park, #04-29, Nordic European Centre, Singapore 609927.

BY TELEGRAPHIC TRANSFER TO:

Bank Name: **Standard Chartered Bank**
 Bank Code: **7144**
 Bank Branch Code: **001**
 Bank Address: **6 Battery Road, #01-01 Singapore 049909**
 Bank Account No: **0107775042**
 Bank Account name: **CLARIDEN GLOBAL INTERNATIONAL LIMITED**
 SWIFT Code: **SCBLSG22**

Please note that all bank charges are to be borne by participants. Please ensure Clariden Global International Limited receives the full invoiced amount.

Note: Please include invoice number on all payment types and your company's name in your payment instructions for our reference.

CREDIT CARD:

To make payment by credit card, please call our client services hotline at +61 3 9909 7310.

FORUM VENUE AND ACCOMMODATION INFORMATION

RYDGES ON SWANSTON MELBOURNE

14 - 16 June 2017
 701 Swanston Street, Melbourne, VIC 3000
 Tel: +61 3 9347 7811
 Website:

<https://www.rydges.com/accommodation/melbourne-vic/swanston-melbourne/>

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque made payable to "CLARIDEN GLOBAL INTERNATIONAL LIMITED".

ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

CANCELLATIONS AND SUBSTITUTIONS

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

PLEASE NOTE: CLARIDEN GLOBAL INTERNATIONAL LIMITED reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, CLARIDEN GLOBAL INTERNATIONAL LIMITED will refund the full amount and disclaim any further liability.

ENQUIRIES: If you have any queries about registration or payment please do not hesitate to contact our client services department on +61 3 9909 7310.

PRIVATE DISCLOSURE STATEMENT: Any information provided by you in relation to this event is being collected by CLARIDEN GLOBAL INTERNATIONAL LIMITED and will be held in the strictest confidence. It will be added to our database for the primary purpose of providing you with information about future events and services.

Visit us at www.claridenglobal.com for upcoming events

FOR OFFICIAL USE

FEE RECEIVED

REFERENCE L7091/SO/ST