

# ACSA RETIREMENT LIVING SEMINAR

*National Online Seminar*

Tuesday 28th & Wednesday 29th July



## Day 1 – Tuesday 28 July 2020

### Session 1: 10:30am – 11:45am AEST (10:00am ACST & 8:30am AWST)

#### Opening Address

Patricia Sparrow, Chief Executive Officer, ACSA

**Major Sponsor Address** Donna Rayner, Principal, Russell Kennedy Lawyers

**Keynote Sessions: Lessons learned from the twin crises of COVID-19 and the bushfire disaster**

Irene Mooney, CEO, My Vista, & ACSA National Housing & Retirement Living

#### Committee Member

Heidi Pendlebury, Village Manager, Banksia Villages

- *Applying key learnings as the industry adapts to the COVID-19 normal*

### Session 2: 12:15pm – 1:00pm AEST (11:45am ACST & 10:15am AWST)

#### Not for profit and proud: Standing out within a crowded market

Lorin Bradford, General Manager - Lifestyle Communities, Adventist Senior Living

### Session 3: 1:45pm – 3:00pm AEST (1:15pm ACST & 11:45am AWST)

#### Promoting the benefits of retirement living

Chris Baynes, Co-Founder, DoComeMonday Media

- *Leveraging the latest research to identify the sales opportunities available to village operators*

#### Enhancing sales & development strategies

Ben Myers, Executive Director, Retirement Living, Property Council of Australia

- *Key takeaways from the 2019 Property Council Retirement Census and how they can be applied*

### Session 4: 3:15pm – 4:15pm AEST (2:45pm ACST & 1:15pm AWST)

#### Panel Discussion: Working collaboratively & enhancing communication with village residents to achieve beneficial outcomes

Rosemary Southgate, Principal, Russell Kennedy Lawyers

Jim Gibbons, President, Retirement Village Residents Association

Natalie Hodi, General Manager Retirement Living, Swancare

**Thank you to our Day 1 Major Sponsor:**



For more information please contact

Emma Nash - 1300 856 904 or email [emma.nash@acsa.asn.au](mailto:emma.nash@acsa.asn.au)

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Aged & Community Services Australia



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## Day 2 – Wednesday 29 July 2020

**Session 1: 10:30am – 11:45am AEST (10:00am ACST & 8:30am AWST)**

**Major Sponsor Address** Cameron Doig, General Manager National Partnerships, **HESTA**

**Navigating the challenges of accommodating village residents with dementia**

Kylie Miskovski, National Policy & Strategy Advisor, **Dementia Australia**

**Panel Discussion: How can villages best address dementia-related care needs?**

Josephine Toral, Senior Investment Analyst - Unlisted Assets, **HESTA**

Kylie Miskovski, National Policy & Strategy Advisor, **Dementia Australia**

Lucy O'Flaherty, Chief Executive Officer, **Glenview Community Services**

**Session 2: 1:00pm – 1:40pm AEST (12:30pm ACST & 11:00am AWST)**

**Techniques for effectively managing complaints**

David McMullen, Special Counsel, **Panetta McGrath**

- *Best practice processes to follow in dispute resolution*

**Session 3: 2:00pm – 2:40pm AEST (1:30pm ACST & 12:00pm AWST)**

**Innovation Snapshot: U City Vertical Living Model**

Simon Schrapel AM, Chief Executive, **Uniting Communities**

- *Adopting a future-focused view towards village planning and development*

**Session 4: 3:15pm – 4:15pm AEST (2:45pm ACST & 1:15pm AWST)**

**Interactive Networking Session for Village Managers**

*In this session you will have the opportunity to interact with your industry peers through a guided group discussion.*

Thank you to our Day 2 Major Sponsor:



For more information please contact

Emma Nash - 1300 856 904 or email [emma.nash@acsa.asn.au](mailto:emma.nash@acsa.asn.au)

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