PROGRAM BOOK

LEADERS SUMMIT 2026

THE BUSINESS OF AGEING

HYATT REGENCY SYDNEY 24 & 25 MARCH












TRANSFORMATION

Five Year Horizon Reset

Retirement Living | Support at Home | Residential Care

Presented by

DCM Group

DoComeMonday

PRESENTING THE SPONSORS OF LEADERS SUMMIT 2026

Each of our sponsors are proven suppliers to the sector. They bring experience, wisdom and IP having worked with many operators and sector-related businesses. This is a significant 'value add' for you. We encourage you to meet these businesses here at LEADERS SUMMIT 2025.

PLATINUM SPONSOR

Ausmed

Ausmed helps healthcare organisations build capability while optimising operational costs by uniting learning, competency, performance and policy management. Our new Knowledge Verification feature eliminates repeat training hours, allowing providers to reduce ballooning governance costs and redirect vital resources back to the floor.

GOLD SPONSORS

Anchor Excellence

Sage Study Tours Impactful Leaders

Anchor Excellence provides comprehensive advisory, strategy, and risk services for aged care and retirement operators. Through our specialised brands like SAGE Study Tours and Impactful Leaders, we offer global insights and leadership development. We empower executives to master modern complexity, drive innovation, and achieve sustainable success through expert-led transformation.

Commonwealth Bank

At **CommBank Health** our dedicated team of national specialists understand the challenges and opportunities that the seniors living sector face. From delivery of care through to development needs, you can access our extensive range of innovative solutions - all focused on the specific needs of your organisation.

GOOD CONSTRUCTIONS
Bringing care to building

Good Constructions are specialists in refurbishments for the retirement living and aged care sector. With over 30 years of experience as registered builders, we partner with providers and owners to deliver high quality refurbishments and capitital works tailored to their needs

MinterEllison.

MinterEllison is uniquely positioned to support the aged care and retirement living sectors with market leading legal services, complemented by specialist consulting. We deliver deep industry knowledge, practical insight, and multi disciplinary expertise to help sector participants confidently navigate an evolving landscape.

PROTECHT

Protecht helps aged care providers manage risk with confidence. Our AI-enabled governance, risk and compliance platform delivers visibility across clinical, operational and regulatory risks, supporting safer care, stronger compliance and resilient, high-performing organisations.

woollam CONSTRUCTIONS

Woollam has been building places where people live, heal and age well for over 140 years. We construct aged care and seniors living environments that protect dignity, routines and safety — while your teams keep caring. Calm, thoughtful buildings. Deep sector understanding. Trusted delivery.

workday.

With **Workday ERP**, healthcare organisations like yours can unify finance, HR and planning on a centralised, AI-powered platform. With integrated workflows and real-time insights, it'll be easier than ever to attract and retain talent and make smart decisions that drive care forever forward.

Umps

Umps builds personal alarms for retirement living. Our technology goes beyond response, giving on-site teams a clear view of what is happening day to day. By turning alarm calls into insight, we help operators see who needs support and offer care with clarity and confidence.

BUSINESS LOUNGE SPONSOR

AlayaCare
Better technology. Better outcomes.

AlayaCare is a leading technology provider for the aged and disability sectors. Our all-in-one platform, supported by a dedicated local team, streamlines operations, offers real-time data insights, enhances personalised care, and enables seamless customisation. Contact 1300-ALAYACARE or visit alayacare.com.au to speak with an expert about this transformative, world-class technology.

SILVER SPONSORS

aware super

Aware Super is one of Australia's largest profit-to-member superannuation funds, investing more than $210 billion (as of December 2025) around the world on behalf of our 1.2 million members. We strive to deliver strong long-term returns for our members and the help, guidance and advice they need to prepare for and enjoy their best possible retirement. Aware Super has been a long-term supporter of the aged care and retirement living sectors.

BESTMED®

Safer. Easier. Better.
BESTMED is Australia's favourite connected medication management network for aged care. Cloud-based, real-time and transcription-free BESTMED unites prescribers, pharmacists, management, and care staff through a single consumer record to enhance transparency, safety, efficiency and reporting across Residential Aged Care, Home Care and

BOSTON PROJECTS

Boston Projects delivers end-to-end strategy, specialising in marketing and sales expertise tailored to new developments in the Retirement Living sector. With deep insight into the over-55s market, we create engaging brands, data-driven campaigns and high-performing sales programs that build confidence, drive demand and deliver outstanding results for Australia's leading retirement developers.

epicor

With over 50 years of ERP expertise and deep knowledge of aged care, **Epicor** Senior Living delivers a fully integrated, scalable solution tailored for Australian providers. Designed to address compliance, efficiency, and cost challenges, it empowers organisations to maintain high standards and navigate industry complexity with confidence.

FOXTEL Business

Foxtel is a leading Australian subscription television company offering the world's best content and entertainment technology for businesses. We provide the aged care industry with new and classic tv shows, movies, docos, live sport and more to keep residents entertained. Foxtel can create a more comfortable environment, reduce feelings of isolation and anxiety and help residents feel more at home.

eCase

Established in 2008, **Health Metrics** is a proudly Australian owned and operated software company. Our **eCase** software platform is a single unified system designed to help aged care providers operate efficient and sustainable businesses whilst at the same time supporting them to deliver the highest quality care and resident experience. Fully scalable, eCase is designed to grow with your business and easily adapt to changing models of care.

onetouch

OneTouch delivers cloud-based software for home, community and residential aged care. Purpose-built for Australian providers, OneTouch connects care, compliance and operations in one intuitive platform, helping organisations improve care quality, visibility and efficiency at scale.

Talius

Talius Group is a leading ASX-listed company that has transformed the way the health and aged care providers support, deliver care and services to their consumers. The Talius™ Care Platform uses advanced AI to collect and analyse data into a single platform, by autonomously collecting and bringing together all vital information from ubiquitous sensor devices and applications into a single

Health

At **Telstra Health**, we're here for life — working alongside governments, clinicians and communities to support better care for all. With a unique footprint across Australia and internationally, we bring deep expertise across health, aged care and social services. Our capabilities span national cancer screening, social support programs and secure, integrated software solutions.

COFFEE CART SPONSOR

lookout

Lookout is the only digital care management platform built by care, for care. Its end-to-end platform supports staff across care management, rostering, finance, clinical and customer services, and executives, enhancing efficiency, profitability, governance, and client outcomes. Extensible APIs and automation enable fast integration for measurable value.

BREAKFAST SPONSOR

Dynamis

Dynamis Projects is a trusted leader in delivering high-quality built environments, specialising in the education and seniors living sectors. We provide seamless, end-to-end solutions, overseeing every stage from strategy and design to construction. Our purpose is to elevate well-being and quality of life through the mastery of built environments locally.

PRESENTING THE SPONSORS OF LEADERS SUMMIT 2026

GOLD SPONSORS

Advance Care™ provides turn-key solutions for all your system needs when it comes to Nurse Call, Access Control and IP CCTV including any integration required between any of the systems. The Advance Care IP Nurse Call System offers a myriad of configuration options to suit any Aged or Healthcare Environment.

AssetOperate is a fully integrated Work Order Management Solution that enables teams to create, assign, track, and complete work orders via mobile or desktop, syncing outcomes and Actuals data back into AssetFuture for accurate AMP reporting, compliance, and real-time operational execution.

Aon exists to shape decisions for the better — to protect and enrich the lives of people around the world. Through analytic insight, globally integrated Risk Capital expertise, and locally relevant solutions, we provide clients with the clarity and confidence to make better risk decisions that help protect and grow their businesses.

Biarri transforms rostering and scheduling for home care providers who need operations to be efficient and care-focused. Our planning tool, Darcie, optimises and automates processes in a way that maximises efficiency, manages disruption and always considers the human element for support workers and clients.

We are an Australian-owned and operated company with over 50 years of expertise in crafting fit-for-purpose, premium furniture. Specialising in seniors living (aged care and retirement living) and healthcare (hospitals, mental health and corrections) sectors, we design and manufacture furniture that combine functionality, durability, and style.

Eevi provides cloud-based nurse call systems that intelligently triage care needs across aged care and healthcare facilities. Our modular, hybrid solutions adapt to diverse care environments and modern facilities, enhancing resident safety while streamlining operations. As a Leaders Summit sponsor, we're here to talk to you about advancing the future of ageing services in Australia.

Emergent Consulting drives provider success through digital transformation. We bridge the gap between organisations and software vendors - monitoring, selecting, and implementing the best technology across Finance & ERP, HR & Payroll, CRM, Aged Care-specific, and BI & AI. With deep industry insight and unbiased expertise, we align people, systems, and strategy to deliver scalable, profitable, and sustainable business outcomes.

We are trusted specialists in seniors housing development, marketing, sales and operations. We are end-to-end specialists, bringing retirement communities to life, from initial vision to a vibrant community atmosphere and everything in between. Why entero? We work collaboratively with our partners to ensure they benefit from our innovative approach, extensive knowledge of their target market, proven sales performance, and our focus on delivering results.

For 20 years, **Expr3ss!** has helped leading aged, home care and retirement living providers overcome workforce and operational challenges by giving them a quiet advantage in hiring. When roles can attract hundreds of applicants and others rely on CVs and gut feel, our predictive assessments reveal who will truly fit, care and stay - reducing risk and turnover before it becomes unavoidable.

Heidi Health empowers aged care teams to spend more time with clients and less time on paperwork. AI-powered voice documentation and smart summarisation cut admin burden and lift documentation quality. Evidence-based clinical guidance supports AN-ACC funding optimisation and helps teams deliver safer, more personalised, compliant care.

The air-resistance technology optimises training of muscles while minimising the load on joints and connective tissue. The computerized SmartTouch option automatically sets up the resistance, records training sessions and allows individual evidence based reporting.

Impact Group is a multi-service organisation providing Development Management and Project Management consultancy to government, not-for-profit and private sectors of the property industry. We have over twenty-five years' experience in delivering successful projects for our clients. One of the principal requirements of successful project management is to manage the project risk on behalf of the client to achieve a successful outcome that meets the client's stated objectives.

INS LifeGuard is a leader in innovative health and safety solutions, offering Personal Emergency Re-sponse Systems, Tele-Health services, and ad-vanced Nurse Call Hardware. Our INS Life-Guardian? app, a world-first premium solution, redefines personal safe-ty and healthcare with TeleHealth monitoring, GPS tracking, fall detec-tion, and 24/7 nurse support via Android and iOS phones and watch-es.

Insicon Cyber is an Australian cybersecurity partner delivering comprehensive protection for aged care providers across Australia and New Zealand. From strategic board-level advisory to 24/7 managed security operations, we help facilities navigate the Aged Care Act 2024, achieve Essential Eight compliance, and protect sensitive resident information while maintaining care continuity.

TBA

At **Generator**, our mission is to help create happier, healthier, more connected communities. Our resident experience and property management platform brings people together, automates everyday operations like bookings and maintenance and delivers real-time insights into community health.

LPA Consulting is a leading Australian aged care and home care consultancy, supporting providers through regulatory reform, governance, clinical excellence and operational improvement. With deep sector expertise, LPA delivers practical training, audit readiness, and strategic advice to help organisations achieve compliance, quality outcomes and sustainable growth.

Business Solutions by Mable is an end-to-end solution leveraging technology built for Aged Care Providers alongside expert account management.

Mirus Australia is a trusted partner to Australian aged care providers, combining sector expertise with data and technology through its integrated MirusPlus platform to support clarity in decision-making, operational efficiency, and better care outcomes.

Person Centred Software is a leading global technology company that aims to help im-prove the quality of life for people living and working in residential aged care and retire-ment living. Person Centred Software Australia offers a variety of unique solutions for providers who value the integrity and individuality of each of their residents and the dedication and contribution of their workforce.

Programmed delivers a comprehensive range of property and maintenance services, providing you a reliable partner for all your facility needs. From painting, landscaping, and refurbishments to electrical, signage, and data solutions, we offer tailored programmes and flexible options to help you manage assets efficiently and focus on your core business.

RTM Cloud provides integrated IoT facility management solutions for aged care. Our cloud-based platform unifies nurse call systems, CCTV, access control, and critical messaging into one real-time dashboard. With 24/7 monitoring and advanced reporting, we enhance resident safety, streamline compliance, and optimise operational performance.

The Pure Food Co was founded in 2013 to nourish the world's seniors, after a loved one lost their ability to eat and suffered from malnutrition. We provide aged care and hospitals across Australia and New Zealand with an innovative food and nutrition system for healthier ageing that helps seniors live a fuller life.

With over 50 years of hands-on experience in the retirement living industry, **Vision** delivers strategic advisory, sales & marketing and operational management services to the retirement living industry. With our combined expertise and services, we can provide holistic but tailored solutions to developers, owners and operators in the retirement living sector.

Workspace Commercial Furniture is Australia's #1 provider of furniture solutions, specialising in aged care and senior living. Proudly Australian-made, we deliver end-to-end service—from design and manufacture to freight and installation. Our certified Australian manufacturing ensures every project supports wellness, dignity, and circular design using local, environmentally responsible materials.

aware super

Make Aware Super your organisation's fund of choice today

As one of Australia's largest profit-for-members super funds, we're here to make super easy for your organisation and simple for your teams.

Our local dedicated team are ready to provide quick and efficient support and guidance when you need it. That's super helpful.

super helpful



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WELCOME TO THE LEADERS SUMMIT 2026

THE BUSINESS OF AGEING

THEME:
TRANSFORMATION
Five Year Horizon Reset

I have been reporting on the retirement living, home care and residential aged care sectors for 20 years. The future has never been as uncertain – or exciting – as today.

With the first wave of Baby Boomers turning 80 this year, demand for ageing service will jump by 40% over the next five years. It is inevitable.

But we have not built 40% more retirement villages, a 40% bigger home care workforce or 40% more aged care beds. In fact we haven't built any of these. Nor have we built the extra hospital beds, which are already jammed.

Added to this, 60% of Baby Boomers have real wealth and will spend it. This is an opportunity for operators. But 40% have little or no wealth. This is a real challenge for us as a country.

Retirement living and care

In response, retirement villages are transitioning from independent living to dependent living with care support, driven by older residents buying in already with frailty, and the intention that they will stay in the village and never enter residential care.

This changes the village business model significantly, driven by the legal responsibility of Duty Of Care not only for the residents but the village staff as well.

Operators will be required to deliver home care themselves or through partnerships, and the residents will have to top up the care financially.

Private & NFP village operators

We expect that there will be a departure from the sector of the smaller village operator who does not want to take on the care responsibility.

Not For Profit operators will likely move in and acquire these villages if they are well maintained.

Home care

Government restructuring of revenue for the sector is likely to cause many small home care providers to reconsider if they have a future.

The workforce will gravitate to the operators that have the best technology to support them in the field as the customer increasingly is seeking clinical services rather than daily living support.

With a larger workforce, home care will evolve into a logistics business to generate the required efficiencies.

Residential care

With a 40% growth in demand, very few new beds being built and older beds reaching their end of life, the residential, care providers will be forced to ration their services, leaning to end of life palliative care and dementia.

They will have to consider new in-home services if they are to grow.

Dementia

New national dementia strategies will be required as the number of people with dementia is forecast to grow from 450,000 today to over 900,000 by 2035 – 10 years from now.

With no new beds available, these people will be in their homes, requiring a whole new workforce and carer support strategy.

This is perhaps the most challenging gnarly problem facing our sectors.

Executive talent

The good news is that our sectors enjoy an incredible depth in executive talent and commitment to the purpose of supporting older Australians.

A review of the 45 speakers at this, our 15th LEADERS SUMMIT, gives encouragement that challenges outlined here will be met and met with fresh thinking and energy.

Across retirement living and aged care, the annual turnover will exceed $50 billion in 2025. It is a big and important sector.

We are in good hands.



Christopher Baynes
CEO
DCM Group

Release the pressure on BALLOONING governance costs.



How much is repeat training costing your organisation?

New governance requirements have caused a *doubling* of learning items and training time. **This has increased compliance costs.**

Ausmed helps providers reduce compliance costs without adding risk or reducing quality. Here's how:

Ausmed Knowledge Verification NEW

You can now assess what knowledge your staff already have and only invest in training where identified gaps exist.



Reduce up to 5 hours of **repeated training cost** per staff member with Ausmed Training Modules and Knowledge Verification.

Visit the our booth to calculate how much cost you could cut.

Ausmed®

ausmed.com.au/organisations

DAY ONE TUESDAY 24 MARCH

8:30am



Christopher Baynes
CEO
DCM Group

WELCOME

8:35am



Christopher Baynes
CEO
DCM Group

RETIREMENT LIVING AND AGED CARE NATIONAL LANDSCAPE STRATEGIC REVIEW

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

A bold discussion and critical review of where each sector is today and likely to be tomorrow – the markets, the economic and structural challenges, the emerging products and services, an analysis of the strengths and weaknesses

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9:15am



Chris Blake
CEO
St Vincent's Health

VILLAGES AND AGED CARE ARE DECADES OLD BUSINESS MODELS. ALL CHANGES WITHIN 5 YEARS

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | HOME HEALTH

Care as we know it and where it is delivered will be unfundable within five years. Every business needs to re-engineer. St Vincent's is building industrial-scale virtual care designed to sit across hospitals, villages, homes and aged care, with 24/7 remote monitoring of medical-grade wearables, AI-assisted triage, and logistics-style coordination.

9:45am



Sam Rae
Minister for Ageing and Seniors
Australian Government

VIDEO: THE TRANSFORMATION PATH

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

The Government response to ageing demographics, housing construction challenges and increasing demands on Government funding.

9:55am



Grant Corderoy
Senior Partner
StewartBrown



Tim Hicks
Executive General Manager – Policy & External Relations
Bolton Clarke



James Wiltshire
Executive Director
DCM Group

PLAN T: TRANSFORMATION INITIATIVE

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | HOME HEALTH

Announcing the sector initiative to proactively identify productivity efficiencies within the village and aged care systems for presentation to government, plus a vision for a community wide engagement program over the next five years.

9:55am — NETWORKING BARISTA COFFEE BREAK

60 MINUTES WITH 550+ COLLEAGUES
Barista coffee and premium patisseries.

9:55am



Tony Randello
CEO
Aveo

President
Retirement Living Council

REVIEWING THE RETIREMENT VILLAGE BUSINESS MODEL, WHY THE ESCALATING VALUATIONS AND WHY GOVERNMENT NEEDS TO ENGAGE

RETIREMENT LIVING

Announcing the sector initiative to proactively identify productivity efficiencies within the village and aged care systems for presentation to government, plus a vision for a community wide engagement program over the next five years.

11:45am



Luke Yeaman
Chief Economist & Exec GM for Global Economics & Market Research
Commonwealth Bank

A SIGNIFICANT PRESENTATION: AUSTRALIA ENTERING 10 YEARS OF MACRO AND MICRO DISRUPTION AND UNCERTAINTY

THE ECONOMY

Former Undersecretary to the Commonwealth Treasury, former Chief Economist and Head of Economic Policy – Prime Minister's Office and G20 advisor, Luke will explain the forward position of Government and its future impact on ageing support, plus the four dominant macro themes that will dictate Australian life over the next five to ten years.

12:10pm



Will Egan
CEO
Ausmed

WILL AI DELIVER THE PRODUCTIVITY IN WORKFORCE TO SUPPORT BABY BOOMERS AT HOME?

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | WORKFORCE & AI

The Government strategy is for ageing Australians to stay at home or in villages to end of life, increasing the workforce requirement by 40%+ within the next three years. Will AI generate the efficiency and release workforce to absorb this 40%+ growth requirement?

12:30pm — NETWORKING SEATED RESTAURANT LUNCH

60 MINUTES WITH 550+ COLLEAGUES
Premium luncheon in the Sailmaker Restaurant

1:30pm



Laurie Boxwell
Group Executive, Seniors Communities
Anglicare



Mark Eagleston
Head of Retirement Living Performance
Calvary Health Care



Jolyon Good OAM
CEO
Good Constructions



Chona Navarro
Head of Capital Works
Uniting NSW.ACT

CAPITAL STRATEGIES FOR 25 YEAR OLD VILLAGES & AGED CARE HOMES

RETIREMENT LIVING BREAKOUT 1

Refresh or repurpose ageing units, beds and infrastructure are obvious strategies in times of strong demand and little new development opportunity. But what are the key considerations to commit the capital?

1:30pm



Cynthia Payne
Founder & MD
Anchor Excellence



Geoff Hogg
CEO
Dovida



Danielle Balantine
CEO
Your Side



Lynda Chalmers
CEO
Care Connect

SINK OR SWIM – THRIVING IN THE RIP TIDE OF SUPPORT AT HOME

AGED CAARE BREAKOUT

The panel will focus on the immediate future of the Home Care business model, analysing provider strategies for business sustainability, then growth in the five months since the commencement of the Support at Home program.

2:10pm



Adam Jahnke
CEO
Umps Research



Josh Byers
Director Customer and Transformation
Bupa Villages & Aged Care - NZ

WHAT ARE THE TECH STRATEGIES AND INFRASTRUCTURE TO CONSIDER BY VILLAGE OPERATORS TO SUPPORT CARE IN VILLAGE HOMES

RETIREMENT LIVING BREAKOUT 2

With the inevitable growth of frail residents residing in village homes to late life, operators face the challenges and risks of delivery across large village campuses, 24/7 coverage and increased staff levels and ratios. What are the solutions?

2:10pm



David Tattam
Co-Founder
Protecht



Sylvia Hadjiantoniou
CEO
Pronia Care



Peter Williams
CEO
OneCare



Lorraine Poulos
Managing Director
Lorraine Poulos & Associates

RISK CULTURE IN AGED CARE: HOW DO YOU MEASURE IT (AND IMPROVE IT)?

AGED CARE BREAKOUT 2

Intentions and systems on their own don't ensure risk is covered – it requires a culture of risk responsibility, but this is not an easy objective. The panel will review how to build staff confidence to report issue, leading vs lagging risk indicators, board engagement and boardroom culture.

2:50pm



Annette Hili
Managing Director Aust. & NZ
AlayaCare



Andrew Dome
Chief Digital Information Officer
Uniting NSW & ACT



Sarah Newman
COO Home Care
Baptistcare

RECLAIMING THE TIME TO CARE; HOW AI CAN CUT COSTS AND FREE STAFF TO FOCUS ON CLIENTS

AGED CARE BREAKOUT 3

This panel will explore practical, near-term use cases for AI in aged care. Learn what it takes to move from pilots to measurable impact, while keeping clients, families, and staff at the center.

2:50pm



Esther Monks
Industry Advisor: Healthcare, Public Sector
Workday



Yvette McDonald
Chief People and Customer Officer
Anglicare Sydney



Shan Moorthy
Chief Technology Officer
Workday Asia Pacific

WHAT IF YOU COULD REIGNITE THE FORCE BEHIND YOUR WORKFORCE?

RETIREMENT LIVING BREAKOUT 1

Your workforce is 70%+ of your operating costs, the front line of your service offering and your biggest risk. It deserves a strategic ambition. The panel will review strategies to optimise workforce cost, performance and stability, backed by global case studies.

3:30pm — NETWORKING BARISTA COFFEE BREAK — **60 MINUTES WITH 550+ COLLEAGUES**
Barista coffee and premium patisseries.

4:30pm



Duncan McKimm
CEO
Clarence Village

TWO CEOs SPEAK OUT: IS IT CATCH 22?

CARE ACROSS AUSTRALIA

One is a mid level metro aged care provider, the other a single location but an essential service in their town. Both want to innovate and grow but face a new system they believe is designed to fail. They have advice.

4:50pm



Tom Symondson
CEO
Ageing Australia

THE PEAK BODY'S ASSESSMENT OF THE CARE AND SUPPORT LANDSCAPE FOR OLDER AUSTRALIANS

AGEING OF AUSTRALIA

The new Act is in place and for the first time in seven years the care sector has a high degree of future certainty. Is it a good future?

5:05pm



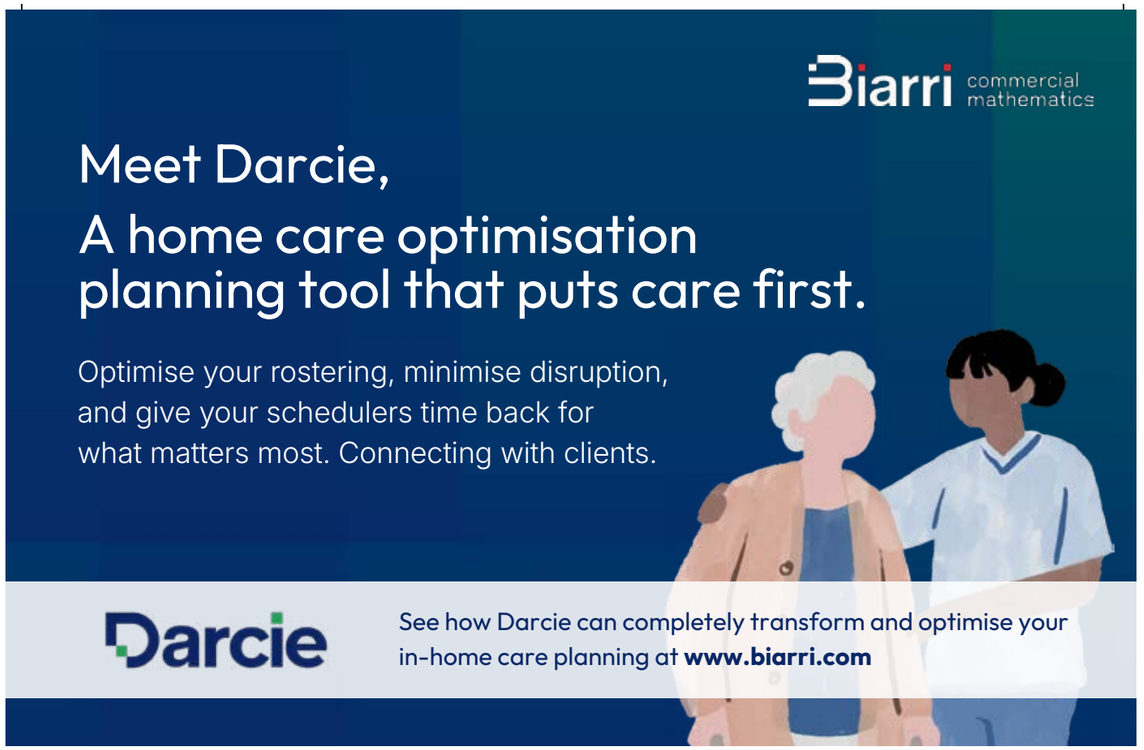
Daniel Gannon
Executive Director
Retirement Living Council

DEMAND EXCEEDS SUPPLY: WHERE IS THE FUTURE SENIORS HOUSING?

AGED CARE BREAKOUT 3

An assessment of the next five years in new housing for seniors and what existing villages will look like in five years given the changing resident makeup.

5:20pm — CLOSE FOR DINNER DEPARTURES — **HATTED RESTAURANT DINNER**
Exclusive for retirement and aged care operator executives



LEADERS SUMMIT 2026
THE BUSINESS OF AGEING

DAY TWO - WEDNESDAY - 25 MARCH

TRANSFORMATION
Five Year Horizon Reset

Presented by DCM Group DoComeMonday

DAY ONE TUESDAY 24 MARCH

8:30am



Tracey Burton
Chief Executive
Uniting NSW.ACT

FROM REFORM TO REALITY: ARE THE NEW AGED CARE SETTINGS DELIVERING FAIRNESS AND SUSTAINABILITY?

RETIREMENT LIVING | AGED CARE

With the new Aged Care Act now in place and Support at Home underway, the sector has moved from reform design to real-world impact. Tracey Burton will reflect on what we are already seeing under the new funding and contribution settings, and whether they are delivering fairness and sustainability across aged care, especially for older people with limited means.

9:00am



Robert Read
CEO
Amplar Health

AMPLAR HAS REIMAGINED TRADITIONAL MODELS OF HEALTH TO PERSONALISED ON-DEMAND HEALTH SUPPORT AND DELIVERY, INCLUDING VILLAGE AND AGED CARE HOMES

RETIREMENT LIVING | HOME HEALTH | SUPPORT AT HOME | RESIDENTIAL CARE

Medibank's healthcare arm, Amplar has a ten-year lead in the acceleration of the health transition from traditional health models to personalised on-demand treatment in the home, and virtually. Amplar is also investing heavily in proactive, preventative care models.

9:25am



Natalie Siegel-Brown
Inspector-General of Aged Care Australian Government

REDESIGNING SENIORS HOUSING, HOME SUPPORT AND CARE IS NON-NEGOTIABLE

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

The Inspector General's responsibility is to investigate, review and monitor the aged care system and hold Government accountable for how it delivers. Natalie says unless we redesign the system around prevention, home care and housing – including retirement villages – we'll deliver institutions with nicer language, not transformation.

9:55am



Josh McFarlane
CEO
Catholic Healthcare

DO VILLAGE AND CARE OPERATORS HAVE A COMMUNITY RESPONSIBILITY TO SUPPORT THE INDIVIDUAL?

WORKFORCE

Announcing the sector initiative to proactively identify productivity efficiencies within the village and aged care systems for presentation to government, plus a vision for a community wide engagement program over the next five years.

10:20am — NETWORKING BARISTA COFFEE BREAK — 60 MINUTES WITH 550+ COLLEAGUES
Barista coffee and premium patisseries.

11:20am



Penelope Eden
Partner
MinterEllison



Tammy Berghofer
Partner
MinterEllison

THE LEGAL LANDSCAPE ACROSS AUSTRALIA FOR RETIREMENT LIVING, SUPPORT AT HOME AND RESIDENTIAL CARE: WHAT YOU NEED TO KNOW TODAY AND LOOKING FORWARD

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

The complexity and obligations continue to grow for all sectors, but what are the core components every executive needs to understand. As business models are being forced to pivot with demand/supply/funding pressures, what are the legal implications for operators.

12:00pm



Andrew Thorburn
CEO
Hammond

A DISCUSSION ON DEMENTIA: THE LANDSCAPE, THE COMMUNITY, RETIREMENT VILLAGES, RESIDENTIAL CARE, FAST TRACKED RESEARCH

TRANSFORMATION IN DEMENTIA

Dementia requires a serious discussion and a responsible strategy in every business. Real value research is a priority.

12:10pm



Jane Thomson
General Manager Major Client Group NSW
Commonwealth Bank of Australia



Jeremy Dawson
General Manager Major Client Group and Commercial Banking Risk
Commonwealth Bank of Australia

FUNDING RETIREMENT LIVING AND AGED CARE TODAY. OPTIMISM AND NEW THINKING IS CREATING NEW SOLUTIONS

FUNDING

Even small Not For Profits are now strategising $100M retirement living and aged care projects, while consolidation strategies are real for both private and Not For Profit operators, requiring transaction finance and reinvestment capital. What is the landscape to secure funds and what do you need to know.

12:40pm — NETWORKING SEATED RESTAURANT LUNCH — 50 MINUTES WITH 550+ COLLEAGUES
Barista coffee and premium patisseries.

1:30pm



Jennene Buckley
Founding Partner
Enkindle



Voni Leighton
Co Founder and Clinical Director
Vitalis Healthcare at Home

AN UNDERSTANDING OF HOW SUPPORT AT HOME IS ACTUALLY PLAYING OUT IN THE FIELD AND LESSONS FROM ROLLING OUT HOSPITAL IN THE HOME

SUPPORT AT HOME | HOSPITAL IN THE HOME

Not to be missed. With Support at Home now five months in action, what are the learnings and is the future now clear. Plus learn from Vitalis what it takes for a home care providers to 'muscle up' to deliver true health support in the home.

2:00pm



David Cochran
CEO
Harbison



Stuart Hutcheon
Managing Partner
StewartBrown

TWO VERY GOOD INITIATIVES – ONE FOR RESIDENTIAL AGED CARE AND ONE FOR RETIREMENT VILLAGE OPERATORS

RETIREMENT LIVING | AGED CARE

A good news story: David will introduce a genuine 'wellness' program for residential aged care homes. Another good news story: Stuart will reveal the advanced StewartBrown Retirement Village survey dashboard. It will positively impact village pricing and sales.

2:30pm — NETWORKING BARISTA COFFEE BREAK — 30 MINUTES WITH 550+ COLLEAGUES
Barista coffee and premium patisseries.

3:00pm



Christopher Baynes
CEO
DCM Group

WALKING, NOT TALKING.
DCM's NEW COMMUNITY INITIATIVE TO CHANGE THE NATIONAL CONVERSATION ON AGEING, ONE SUBURB AT A TIME

DCM INVESTING IN THE FUTURE

After reporting on the leading operators in the retirement living and aged care sector for 20 years, DCM has summarised the key challenge and needs looking forward and established a unique business model, to be launched in Q4, and revealed at the SUMMIT.

3:30pm — CLOSE



MEET THE SPONSORS



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LEADERS SUMMIT 2026
THE BUSINESS OF AGEING

TRANSFORMATION
Five Year Horizon Reset

Presented by
DCM Group
DoComeMonday

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LEADERS SUMMIT 2026
THE BUSINESS OF AGEING

TRANSFORMATION
Five Year Horizon Reset

Presented by DCM Group
DoComeMonday

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MEET THE SPONSORS

workspace commercial furniture
Make — Space — Work



Lisa Van Trump
Project Consultant
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8:35am | RETIREMENT LIVING AND AGED CARE NATIONAL LANDSCAPE STRATEGIC REVIEW

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

A bold discussion and critical review of where each sector is today and likely to be tomorrow – the markets, the economic and structural challenges, the emerging products and services, an analysis of the strengths and weaknesses of each business model, and a vision for the sectors through to 2030.



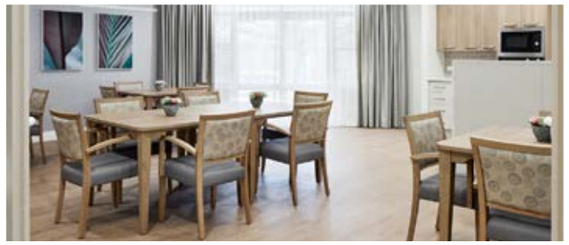
STRATEGY & SERVICES

Chris established **DoComeMonday Media** in 2005. It is now Australia's leading retirement living and aged care media group. Chris Baynes is a a regular writer, speaker and radio commentator on the retirement and ageing sector.

Christopher Baynes
CEO
DCM Group







AGED CARE & SENIOR LIVING FURNITURE SPECIALISTS

WORKSPACE COMMERCIAL FURNITURE

Workspace Commercial Furniture has long provided our expertise to the Aged Care and Senior Living segments through the design, manufacture and supply of Aged Care & Senior Living specific and complimentary furniture products. With our company history richly planted in domestic furniture commencing from 1911 and through the best part of the twentieth century, Workspace identified our expertise to deliver quality and character commercial furniture requirements to the Aged Care market. Our skilled joinery, chair making and custom cabinet making divisions, linked with our effective and efficient automated manufacturing results in aged care furniture that is both timeless and appropriate.

workspace commercial furniture

Make — Space — Work

AGED CARE — RESIDENTIAL CARE — HOSPICE FACILITIES — HEALTH — INDEPENDENT LIVING — SPECIAL DISABILITY LIVING

NOTES

9:15am | VILLAGES AND AGED CARE ARE DECADES OLD BUSINESS MODELS. ALL CHANGES WITHIN 5 YEARS

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | HOME HEALTH

Care as we know it and where it is delivered will be unfundable within five years. Every business needs to re-engineer. St Vincent's is building industrial-scale virtual care designed to sit across hospitals, villages, homes and aged care, with 24/7 remote monitoring of medical-grade wearables, AI-assisted triage, and logistics-style coordination.



HEALTHCARE TRANSFORMATION

Chris leads the transformation of Australia's largest not-for-profit provider of health and aged care services, with 30,000 staff (one-third of all GPs and psychologists in Australia), including 26 aged care homes. He plans to deliver health support to half his 250,000 customers in their home by 2030.

Chris Blake
CEO
St Vincent's Health

ADVANCE CARE™

Smarter Nurse Call for Modern Healthcare

Built to improve safety, accountability, and visibility of care – without ongoing licence fees.

Advance Care delivers integrated nurse call solutions purpose-built for Health & Aged Care providers. The Advance Care IP Nurse Call System combines intelligent call buttons, real-time location services (RTLS), staff duress, asset tracking, and comprehensive web-based reporting into a single, unified platform.

By automatically detecting caregiver presence and logging staff attendance to rooms, even when no call is placed, Advance Care provides clear, defensible insight into care delivery while supporting faster response times and safer outcomes.

- **Built-in RTLS** – no third-party infrastructure required
- **Automatic staff presence detection** and attendance history reporting
- **Integrated staff duress** and wireless pendants
- **Active High Care Room Monitoring**
- **Flexible system** that upgrades rooms from low to high care
- **No ongoing software licensing fees**

Advance Care Pty Ltd | Australia-wide: 1300 552 035 | sales@advancecare.com.au | www.advancecare.com.au

NOTES



DAY ONE - 24 MARCH

ARTICLE FEATURE #1

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Care, even when you're not there.

Remove the guesswork from managing medication risks as you expand your clinical services with BESTMED Home Care.

- Live medication lists
- Real time escalations
- Medication self-administration robots
- Specialist pharmacy support
- Home care software integration

BESTMED®

Safer. Easier. Better.

9:45am | VIDEO: THE TRANSFORMATION PATH

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

The Government response to ageing demographics, housing construction challenges and increasing demands on Government funding.



GOVERNMENT

By Video. **Sam** was appointed to lead the Government's ageing and aged care ministry, as well as government policy for seniors, in May 2025.
He was first elected at the 2022 Australian federal election. Prior to his election he was a state secretary for the Labor Party and a partner at PwC.

Sam Rae
Minister for Ageing and Seniors
Australian Government



NOTES

Anchor Excellence

Anchor Excellence

Scan to unlock excellence and drive sustainable change.

Founded in 2018, **Anchor Excellence** specialises in providing comprehensive business advisory services, with expertise in strategy, operational excellence, risk and assurance, training and development, compliance, and due diligence.

As the home of **Anchor Consulting, Anchor Policy and Anchor Academy**, we are dedicated to delivering sustainable change and empowering residential, home care, and retirement living operators to thrive in a competitive landscape.







Impactful Leaders

Scan to empower your leadership and shape the future.

Impactful Leaders specialises in building high-performing leadership and teams by unlocking collaboration potential and driving organisational success. Industry-agnostic, these programs address the complexities of modern leadership by mastering *The Six Contexts of Leadership*. With strategies to thrive through change and cultivate a strategic mindset, **Impactful Leaders** empowers leaders to shape the future.

SAGE Study Tours

Scan to explore global insights in eldercare leadership.

SAGE Study Tours provides a global perspective on eldercare through tailored, immersive international study tours for Boards, Executives, and Management. These tours feature exceptional experiential programs, equipping attendees to stay ahead of the curve, explore new models and ideas, and foster innovative thinking to drive local disruption. Gain insights from world-class facilities, connect with global leaders, and return inspired to implement innovative practices that transform care and strengthen your organisation.

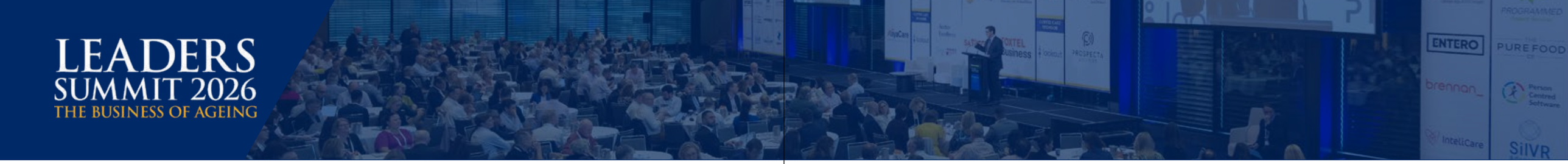






Lead the Change. Shape the Future.

Together, **Anchor Excellence**, **SAGE Study Tours**, and **Impactful Leaders** offer a comprehensive suite of services designed to help organisations achieve their goals. Our unwavering commitment to excellence and dedication to empowering clients make us trusted partners for organisations seeking to drive change and thrive in today's dynamic environment.



9:55am | PLAN T: TRANSFORMATION INITIATIVE

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | HOME HEALTH

Announcing the sector initiative to proactively identify productivity efficiencies within the village and aged care systems for presentation to government, plus a vision for a community wide engagement program over the next five years.



THOUGHT LEADERSHIP

Grant has been a leading voice in the retirement living and aged care space for 30+ years, and is trusted by providers, investors and government. He brings long term commercial and advisory experience that helps organisations plan and improve.

Grant Corderoy
Senior Partner
StewartBrown



POLICY LEADERSHIP

Tim Hicks is a prominent and trusted voice in the sector. He leads policy and advocacy, focusing on challenges and solutions on major issues: aged care bed shortages, nurse recruitment, funding, and regulatory clarity.

Tim Hicks
Executive General Manager – Policy & External Relations
Bolton Clarke



SECTOR LEADERSHIP

James has led operations for both large and small retirement living operators, built national professional development programs for middle and senior managers, represented the sector on industry committees and writes authoritative weekly columns.

James Wiltshire
Senior Partner
StewartBrown

9:55am | **NETWORKING BARISTA COFFEE BREAK** | **60 MINUTES WITH 550+ COLLEAGUES**
Barista coffee and premium patisseries.

NOTES



9:55am | REVIEWING THE RETIREMENT VILLAGE BUSINESS MODEL, WHY THE ESCALATING VALUATIONS AND WHY GOVERNMENT NEEDS TO ENGAGE

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | HOME HEALTH

Announcing the sector initiative to proactively identify productivity efficiencies within the village and aged care systems for presentation to government, plus a vision for a community wide engagement program over the next five years.



RETIREMENT LIVING

Tony has led the country's largest retirement village operators for over 10 years. He has led innovations in product mix, financial models and development, with a track record in value creation. He is the current President of the Retirement Living Council.

Tony Randello
CEO
Aveo

President
Retirement Living Council

AON

**Better Informed.
Better Advised.
Better Decisions.**

We deliver advanced data and analytics backed by our deep sector experience across residential aged care, retirement living, and community care. Through a collaborative, hands-on approach, we uncover your needs and provide tailored solutions, supported by our integrated services.

Contact Us

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Aged Care Practice Leader

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NOTES

LEADERS SUMMIT 2026
THE BUSINESS OF AGEING

DAY ONE - 24 MARCH

ARTICLE FEATURE #2

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Specialists in Off-The-Plan Retirement Living

Boston Projects specialises in the project marketing and sale of new, off-the-plan Retirement Living projects, partnering with developers to bring communities to market with confidence and clarity.

- Supporting projects from early planning, feasibility and funding readiness through to sales delivery
- Deep understanding of the over-55s market and the emotional weight of this important life decision
- A technology-led, system-based approach refined through experience
- A proven track record of over 8,000 new properties sold

Together, these strengths create momentum, build buyer confidence and deliver strong outcomes for every Retirement Living project we represent.

Let's talk Retirement Living

BOSTONPROJECTS.COM.AU

BOSTON PROJECTS

11:45am | A SIGNIFICANT PRESENTATION: AUSTRALIA ENTERING 10 YEARS OF MACRO AND MICRO DISRUPTION AND UNCERTAINTY

THE ECONOMY

Former Undersecretary to the Commonwealth Treasury, former Chief Economist and Head of Economic Policy – Prime Minister's Office and G20 advisor, Luke will explain the forward position of Government and its future impact on ageing support, plus the four dominant macro themes that will dictate Australian life over the next five to ten years.



ECONOMIST

Luke Yeaman is the former Deputy Secretary of Treasury and Head of Economic Policy in the Prime Minister's Office. As CBA's Chief Economist, he uses advanced AI and one of Australia's strongest financial data sets to deliver clear economic insight.

Luke Yeaman
Chief Economist & Exec GM for Global Economics & MarketResearch
Commonwealth Bank



NOTES

On your side. No doubt.

The decisions you make shape communities and outcomes for decades.

With CommBank, you're supported by specialist banking teams dedicated to aged care and seniors living — helping you navigate complex funding decisions with confidence.

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AFSL and ACL 234945.



12:10pm | WILL AI DELIVER THE PRODUCTIVITY IN WORKFORCE TO SUPPORT BABY BOOMERS AT HOME?

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE | WORKFORCE & AI

The Government strategy is for ageing Australians to stay at home or in villages to end of life, increasing the workforce requirement by 40%+ within the next three years. Will AI generate the efficiency and release workforce to absorb this 40%+ growth requirement?



Will is the CEO of Ausmed, an Australian provider of continuous improvement solutions for healthcare. He joined the family business in 2007 and led its transition from print to integrated software and content, now used more than 1.5 million times each year. His focus is improving health outcomes and supporting healthcare workers to deliver strong care every day.

Will Egan
CEO
Ausmed



NOTES

12:30pm | NETWORKING SEATED RESTAURANT LUNCH | 60 MINUTES WITH 550+ COLLEAGUES
Premium luncheon in the Sailmaker Restaurant

1:30pm | CAPITAL STRATEGIES FOR 25 YEAR OLD VILLAGES & AGED CARE HOMES

RETIREMENT LIVING BREAKOUT 1

Refresh or repurpose ageing units, beds and infrastructure are obvious strategies in times of strong demand and little new development opportunity. But what are the key considerations to commit the capital?



Laurie Boxwell
Group Executive, Seniors Communities
Anglicare

RETIREMENT LIVING/RESIDENTIAL CARE

Anglicare is the largest operator of retirement villages in NSW and one of the largest residential care providers. With a background in Operations and Transformation for multinational groups, Laurie leads Anglicare's innovation in seniors living and accommodation.



Mark Eagleston
Head of Retirement Living Performance
Calvary Health Care

RETIREMENT LIVING AND CARE

Mark brings close to 20 years operational leadership of retirement villages to Calvary's strategic development across its 17 villages and broader business, including 57 aged care homes, hospitals and its Eastern State Support at Home network.



Jolyon Good OAM
CEO
Good Constructions

REFURBISHMENTS

Jolyon delivers complete construction and refurbishment projects in active aged care and retirement settings for large and small operators across multi states.



Chona Navarro
Head of Capital Works
Uniting NSW.ACT

RETIREMENT LIVING/RESIDENTIAL CARE

With approaching $2 billion in new development as well as refurbishments to 70+ retirement villages and aged care homes, Uniting is the largest property owner across the state and into the ACT. **Chona** balances the required investment in ageing stock and market aesthetics.

NOTES





ARTICLE FEATURE #3

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eCase

Taking care of care

A unified ecosystem to manage the entire care journey.

Visit us on stand 25 to see how MOA Benchmarking and eCase inform better decision-making aligned to provider needs today.

Health Metrics

1:30pm | SINK OR SWIM – THRIVING IN THE RIP TIDE OF SUPPORT AT HOME

RETIREMENT LIVING BREAKOUT 1

The panel will focus on the immediate future of the Home Care business model, analysing provider strategies for business sustainability, then growth in the five months since the commencement of the Support at Home program.



Cynthia Payne
Founder & MD
Anchor Excellence

RETIREMENT LIVING/RESIDENTIAL CARE

Cynthia's transitioned from residential care leadership to establish Anchor Excellence, which supports senior management and boards to improve quality, compliance, leadership, and financial sustainability across residential aged care, home care and NDIS.



Geoff Hogg
CEO
Dovida

SUPPORT AT HOME

Dovida is ranked in the Top 5 Support at Home providers by size. Geoff leads the private operator with an emphasis on culture, people and business transformation. From outside the sector, he brings deep experience in complex regulatory and compliance environments.



Danielle Balantine
CEO
Your Side

SUPPORT AT HOME

Danielle leads Your Side, an innovative Not For Profit Support at Home provider that also delivers care finder services. She is known for her leadership in navigating sector changes and improving quality of care for vulnerable people.



Lynda Chalmers
CEO
Care Connect

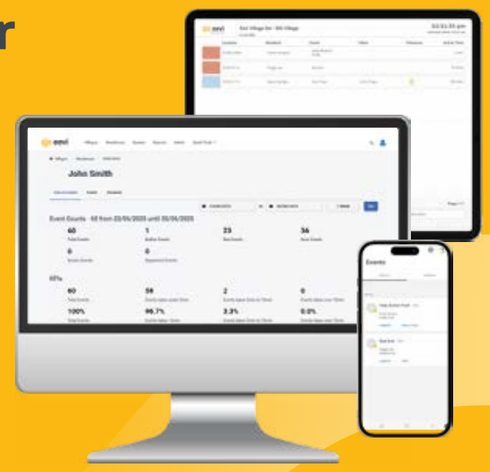
SUPPORT AT HOME

Lynda brings 30 years' experience across health, community and home care, aged care and disability services. She is known for strong operational leadership, team building, change management and delivering practical, results focused programs.

NOTES

The System Built for Private Aged Care

- Feels like a home, not a hospital
- Supports any level of care, anywhere in the community
- Flexible and modular, to meet care needs as they change
- Supports quiet and efficient operations
- Clinically useful data and insights
- Ultra reliable, highly secure and standards compliant



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www.eevi.life
sales@eevi.life

2:10pm | WHAT ARE THE TECH STRATEGIES AND INFRASTRUCTURE TO CONSIDER BY VILLAGE OPERATORS TO SUPPORT CARE IN VILLAGE HOMES

RETIREMENT LIVING BREAKOUT 2

With the inevitable growth of frail residents residing in village homes to late life, operators face the challenges and risks of delivery across large village campuses, 24/7 coverage and increased staff levels and ratios. What are the solutions?



RETIREMENT LIVING/RESIDENTIAL CARE

Adam co founded Umps as a health tech company that designs modern medical support devices for seniors and people with disability. The platform utilises wearables, smart plug-ins and AI to give real time insights, security and support.

Adam Jahnke
CEO
Umps Research





RETIREMENT LIVING/PRIVATE AGED CARE

In the Top Three in NZ village and care providers, Bupa stands out for its higher focus on care delivery in the village and its residential care homes. **Josh** leads the marketing, customer experience, sales, transformation and technology teams.

Josh Byers
Director Customer and Transformation

Bupa Villages & Aged Care – NZ

NOTES

2:10pm | RISK CULTURE IN AGED CARE: HOW DO YOU MEASURE IT (AND IMPROVE IT)?

AGED CARE BREAKOUT 2

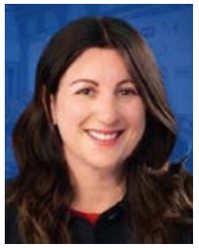
Intentions and systems on their own don't ensure risk is covered – it requires a culture of risk responsibility, but this is not an easy objective. The panel will review how to build staff confidence to report issue, leading vs lagging risk indicators, board engagement and boardroom culture.



David Tattam
Co-Founder
Protecht

RISK MANAGEMENT - GLOBAL

David is a globally respected enterprise risk expert with deep experience in operational and strategic risk. Protecht is a leaders across Europe, the UK and America, redefined the way people think about risk management, increasing performance and achievement of strategic objectives.



Sylvia Hadjiantoniou
CEO
Pronia Care

SUPPORT AT HOME

Pronia Care provides comprehensive care and social support to the Greek community of Melbourne. **Sylvia** has a wide-ranging career and leadership across strategy, capital projects, transformation programs, partner and stakeholder management.



Peter Williams
CEO
One Care

RETIREMENT/HOME CARE/RESIDENTIAL CARE

OneCare is a leading Not For Profit integrated care provider, with six Tasmanian locations. **Peter** has led the group for six years. Previously he held senior clinical and operational leadership roles in the St. Vincent's Health Australia hospital system.



Lorraine Poulos
Managing Director
Lorraine Poulos & Associates

HOME CARE

Lorraine is a seasoned Registered Nurse and healthcare executive with over 35 years of experience in health and aged care. Passionate about enhancing care practices, LPA is dedicated to providing top-tier training and consultancy services to the human services sector. Lorraine is a Board Director of Southern Cross NSW&ACT.

NOTES

EMERGENT CONSULTING

70% of Digital Transformations Fail.

The Leaders Who Succeed Start with Strategy.

The problem isn't technology. It's strategy.

Emergent partners with aged care and retirement living executives to align digital strategy, software selection and implementation, business intelligence, and artificial intelligence with your operating model — not vendor roadmaps.

Technology should empower your staff, enhance outcomes for residents and clients, and give executives confidence in their decisions.
Stop gambling on technology. Start building competitive advantage.

Let's Talk

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2:10pm | RECLAIMING THE TIME TO CARE; HOW AI CAN CUT COSTS AND FREE STAFF TO FOCUS ON CLIENTS

AGED CARE BREAKOUT 3

This panel will explore practical, near-term use cases for AI in aged care. Learn what it takes to move from pilots to measurable impact, while keeping clients, families, and staff at the center.



Annette Hili
Managing Director
Aust. & NZ
AlayaCare

TECHNOLOGY

AlayaCare provides a cloud-based, end-to-end software platform for home and community care agencies, supporting quality care for older Australians and people with disability. The platform focuses on tools that reduce admin, lift efficiency and free staff to focus on people.



Andrew Dome
Chief Digital
Information Officer
Uniting NSW & ACT

RETIREMENT/HOME CARE/RESIDENTIAL CARE

Andrew is a Senior Technology Leader who has built high performing teams to deliver large scale and complex programs for Transgrid, Origin Energy, Stockland and Lloyds Bank. Uniting is 550 services across aged care, retirement and independent living, early learning, disability, chaplaincy and community services.



Sarah Newman
COO Home Care
Baptistcare

SUPPORT AT HOME

BaptistCare is leading the strategic expansion of Not For Profits to achieve size, efficiency and better results for clients. **Sarah** brings her background in psychology and organisational development to build the teams to deliver Support at Home at scale.

NOTES



CHOICE

CONTINUITY

CARE

MinterEllison is uniquely positioned to support the aged care and retirement living sectors with market leading legal services, complemented by specialist consulting.

We deliver deep industry knowledge, practical insight, and multi disciplinary expertise to help sector participants confidently navigate an evolving landscape.

Scan the QR code to find out more

MinterEllison.

2:50pm | WHAT IF YOU COULD REIGNITE THE FORCE BEHIND YOUR WORKFORCE?

RETIREMENT LIVING BREAKOUT 1

Your workforce is 70%+ of your operating costs, the front line of your service offering and your biggest risk. It deserves a strategic ambition. The panel will review strategies to optimise workforce cost, performance and stability, backed by global case studies.



Esther Monks
Industry Advisor:
Healthcare, Public Sector
Workday

WORKFORCE TECH

Esther brings two decades of experience across multiple sectors. Workday supports organisations to modernise Human Capital Management (HCM) and Financial Management, unifying HR, finance, planning, and analytics into a single system.



Yvette McDonald
Chief People and
Customer Officer
Anglicare Sydney

WORKFORCE

Yvette leads workforce strategy, culture and customer experience at Anglicare Sydney, one of Australia's largest not-for-profit providers across aged care, retirement living and community services. Her work focuses on workforce sustainability, leadership capability and aligning people strategy with quality care and service outcomes.



Shan Moorthy
Chief Technology Officer
Workday Asia Pacific

WORKFORCE TECH

Shan Moorthy's expertise includes AI and automation, and the shifts in enterprise software integration models. He highlights the importance of real-time financial data, and combining software engineering, AI, and business understanding to modernize systems with cloud.

3:30pm | **NETWORKING BARISTA COFFEE BREAK** | **60 MINUTES WITH 550+ COLLEAGUES**
Barista coffee and premium patisseries.

NOTES

Expr3ss!
Predictive Hiring Technology

Capterra ★★★★★ 4.9/5

Helping you hire the right people without the CV guesswork

Our predictive assessments reveal who will truly fit, care and stay, reducing risk and turnover before it becomes unavoidable.

STAND 40



"The right screening questions help us really nail the key criteria and quickly determine which applicants are worth a closer look."
Graeme Croft
Founder & Director, Signature Care

"We look for candidates with a passion for helping people, so being able to clearly see these traits helps us to know which candidates to focus on first."
Izabela Sweeney
Talent Acquisition Partner, Community Support Inc.

Our customers say it all
expr3ss.com

4:30pm | WHAT ARE THE TECH STRATEGIES AND INFRASTRUCTURE TO CONSIDER BY VILLAGE OPERATORS TO SUPPORT CARE IN VILLAGE HOMES

CARE ACROSS AUSTRALIA

With the inevitable growth of frail residents residing in village homes to late life, operators face the challenges and risks of delivery across large village campuses, 24/7 coverage and increased staff levels and ratios. What are the solutions?



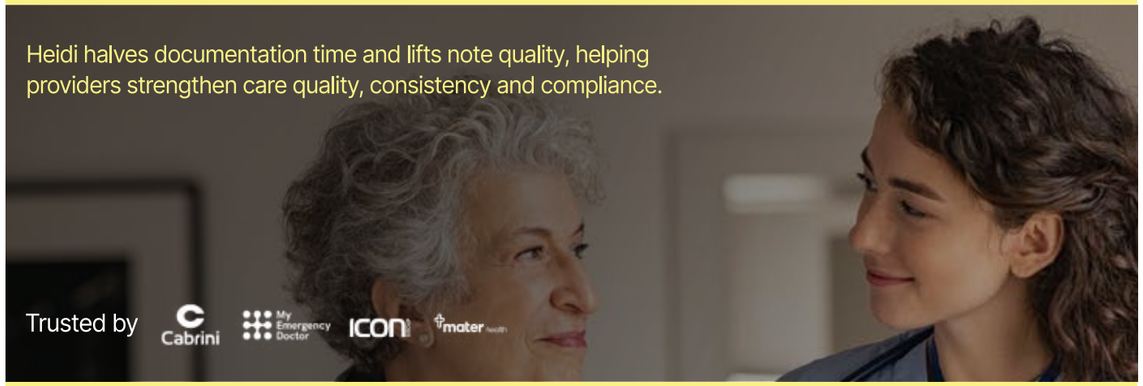
Duncan McKimm
CEO
Clarence Village

RETIREMENT VILLAGE/RESIDENTIAL CARE

Duncan leads the single location community village, supported living and residential care operator. He contributes to national reform discussions and regional innovation to improve service models and financial sustainability.

When documentation improves, *care follows.*

AI-powered clinical documentation support for aged care teams.



Heidi, by your side

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NOTES



DAY ONE - 24 MARCH

4:50pm | THE PEAK BODY'S ASSESSMENT OF THE CARE AND SUPPORT LANDSCAPE FOR OLDER AUSTRALIANS

AGEING OF AUSTRALIA

The new Act is in place and for the first time in seven years the care sector has a high degree of future certainty. Is it a good future?



Tom Symondson
CEO
Ageing Australia

RETIREMENT/SUPPORT AT HOME/RESIDENTIAL CARE

Tom leads the national peak body for Australia's aged care sector, advocating for them to government plus helping members navigate policy changes, improve services, and foster innovation in aged care.

NOTES

Software solutions designed specifically for Aged Care in Australia

Home Care | Residential Care | Retirement Living

Epicor Senior Living (SL) streamlines operational efficiency, supports compliance, and foster greater organisational agility to elevate client experience.

An end-to-end solution, with intuitive, user-friendly interface that simplifies operations, ensures compliance, and controls costs.

Find out how Epicor supports Australian Aged Care here:

LEARN MORE

www.epicor/SL/Home
www.epicor/SL/Residential
www.epicor/SL/Retirement

EPICOR



Bringing care to building

We’re Experts in Retirement Living and Aged Care Refurbishments.

Why we’re different

DELIVERY

Delivery on scope, on budget, on time – every time.

SPECIALISTS

Specialists in Retirement Living & Aged Care refurbishments.

EXPERIENCED

Registered Domestic and Commercial builders for 30 years.

TRAINED

Permanent site staff trained to work in Villages.

REGISTERED

Registered in many WHS portals incl CM3, rapid global.



Who we are

Responsive and reliable, our dedicated team works closely with you to deliver high-quality, on-time, and on-budget solutions tailored to the unique needs of retirement communities.

From minor renovations to large-scale expansions, we are committed to bringing your vision to life through expertly managed retirement living and capital expenditure (CAPEX) projects.

We’d love to chat about your refurbishment needs. Get in touch — we’re here to help.

Craig Law
Business Manager

craig@goodconstructions.com.au

0414 625 413



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Bringing care to building

Visit us on Stand 24 & 25 in the Exhibition Hall

Visit our website to learn more about us:

goodconstructions.com.au

5:05pm | DEMAND EXCEEDS SUPPLY: WHERE IS THE FUTURE SENIORS HOUSING?

AGED CARE BREAKOUT 3

An assessment of the next five years in new housing for seniors and what existing villages will look like in five years given the changing resident makeup.



Daniel Gannon
Executive Director
Retirement Living Council

RETIREMENT VILLAGE/RESIDENTIAL CARE

The RLC champions policies to increase the supply of age-friendly housing and works with federal and state governments on issues like tax, planning, and health advocacy. An arm of the Property Council, it guided the development of voluntary standards designed to ensure high-quality experiences and transparency for residents.



HUR is the world-leading exercise equipment provider for 50+, Active Ageing, Rehabilitation and Inclusive Health and Wellness.

HUR manufactures a wide range of strength and balance training equipment together with related software and consultative services.

The air-resistance technology of the smart training devices optimises the training of muscles while minimising the load on joints and connective tissue.

The equipment is designed to be easy to access for all, catering for all abilities and levels of mobility, with the capability of starting near zero load with a 'stepless' increase of the resistance as people progress in their wellness journey.

HUR's SmartTouch evidence-based assessment, training and management solutions transform every training session into an intelligent, interconnected, and fully integrated computerized exercise system.

HUR SmartTouch allows for independent exercise and rehabilitation that provides a holistic training experience for the customer, and a perfect automated management tool for trainers as well as clinic owners.



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NOTES

5:20pm | **CLOSE FOR DINNER DEPARTURES** | **HATTED RESTAURANT DINNER**
Exclusive for retirement and aged care operator

8:30am | FROM REFORM TO REALITY: ARE THE NEW AGED CARE SETTINGS DELIVERING FAIRNESS AND SUSTAINABILITY?

RETIREMENT LIVING | AGED CARE

With the new Aged Care Act now in place and Support at Home underway, the sector has moved from reform design to real-world impact. Tracey Burton will reflect on what we are already seeing under the new funding and contribution settings, and whether they are delivering fairness and sustainability across aged care, especially for older people with limited means.



Tracey Burton
Chief Executive
Uniting NSW.ACT

RETIREMENT/SUPPORT AT HOME/RESIDENTIAL CARE

Uniting is the largest Not For Profit operator in the retirement and aged care sectors, with a workforce of 12,000 and 150,000 clients. The leader for eight years, Tracey is an advocate for the sector's sustainability and the economically disadvantaged.



NOTES



DAY ONE - 24 MARCH



ARTICLE FEATURE #4

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TELSTRA HEALTH AD.

9:00am | AMPLAR HAS REIMAGINED TRADITIONAL MODELS OF HEALTH TO PERSONALISED ON-DEMAND HEALTH SUPPORT AND DELIVERY, INCLUDING VILLAGE AND AGED CARE HOMES

RETIREMENT LIVING | HOME HEALTH | SUPPORT AT HOME | RESIDENTIAL CARE

Medibank's healthcare arm, Amplar has a ten-year lead in the acceleration of the health transition from traditional health models to personalised on-demand treatment in the home, and virtually. Amplar is also investing heavily in proactive, preventative care models.



HEALTHCARE TRANSFORMATION

Robert leads Amplar Health, the integrated healthcare solutions arm of the Medibank Group, delivering virtual health, at-home care, and primary care services, in partnership with governments, businesses, and not-for-profit organisations across Australia.

Robert Read
CEO
Amplar Health



NOTES

PROTECHT

Simplify governance, safeguard care.

The new Aged Care Act is now in effect. Is your organisation compliant?

The new Aged Care Act 2024 brings tougher audits and stricter expectations. Providers will be assessed against the eight Aged Care Quality Standards. Passing requires clear, auditable evidence across compliance, incidents, feedback, and governance.

With Protecht, you can:

- Prepare for audits with confidence by demonstrating clear evidence of compliance
- Demonstrate audit-ready evidence across seven of the Quality Standards
- Prepare confidently with consolidated data, workflows and reports
- Support your workforce with simple tools and Protecht Academy
- Strengthen governance whilst protecting resident dignity, safety and trust

Protecht helps by centralising evidence, streamlining processes, and making it easier to demonstrate compliance when auditors arrive.



Aged Care bundle

Our Aged Care Bundle helps providers meet the Aged Care Act 2024 with pre-built registers, workflows, and reports aligned to the Aged Care Quality Standards and SIRS, enabling faster implementation, stronger governance, and audit-ready evidence for safer, customer-centred care.



What's included:

- **Functional requirements:**
  ACQS, SIRS/Incidents, feedback and complaints, risk and governance
- **Simple implementation:**
  Expert-led, deployment in less than 12 weeks with minimal disruption
- **Customer journey:**
  OPEX-driven support, with pre-built content and service plans for training and advisory
- **Built for aged care:**
  Designed for providers with up to 400 staff, ensuring fast adoption
- **Transparent pricing:**
  Scales with your growth, no hidden costs

Speak to our Aged Care specialists

Call us (02) 7251 4207
Email info@protechtgroup.com
Website www.protechtgroup.com

About Protecht:

For over 25 years, Protecht has helped organisations embrace risk and build resilience through smarter, informed decision-making. In aged care, where safety, quality and compliance are critical, we empower providers to strengthen outcomes for vulnerable people. Our AI-enabled governance, compliance and risk management solution combines software, training and advisory support. With Protecht ERM, leaders gain visibility to manage clinical, operational, cyber and workforce risks, meet Aged Care Act requirements, and drive continuous improvement across all sites.

9:25pm | REDESIGNING SENIORS HOUSING, HOME SUPPORT AND CARE IS NON-NEGOTIABLE

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

The Inspector General's responsibility is to investigate, review and monitor the aged care system and hold Government accountable for how it delivers. Natalie says unless we redesign the system around prevention, home care and housing – including retirement villages – we'll deliver institutions with nicer language, not transformation.



Natalie Siegel-Brown
Inspector-General of Aged Care
Australian Government

RETIREMENT VILLAGE/RESIDENTIAL CARE

The Inspector General's responsibility is to investigate, review and monitor the aged care system and hold Government accountable for how it delivers. **Natalie** says unless we redesign the system around prevention, home care and housing – including retirement villages – we'll deliver institutions with nicer language, not transformation.



NOTES



DAY ONE - 24 MARCH



9:55am | DO VILLAGE AND CARE OPERATORS HAVE A COMMUNITY RESPONSIBILITY TO SUPPORT THE INDIVIDUAL?

WORKFORCE

No other sector has the experience and IP in supporting ageing Australians. In the face of extraordinary demands on existing resources that will leave many unsupported, should the sector step up with wellness and prevention strategies plus address loneliness at a local level?



RETIREMENT/CARE/WELLNESS

Josh leads the cross-border operator of 13 retirement villages, significant Support at Home clients and 40 residential care homes. Strategically he is leading the business into wellness as a service and long term strategic focus.

Josh McFarlane
CEO
Catholic Healthcare

REAL TIME IoT MONITORING AND 24/7 SUPPORT.

One dashboard
will revolutionise your facility management

Audit Reports
Critical Alerts
Ticket Support
Nurse Call
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NOTES

10:20am NETWORKING BARISTA COFFEE BREAK — 60 MINUTES WITH 550+ COLLEAGUES
Barista coffee and premium patisseries.



ARTICLE FEATURE #5

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Foxtel Business iQ: Your resident-friendly engagement platform



Share information with ease



Send messages direct to residents' TV



A visual, more resident-friendly layout

Easy-to-use layout

Resident engagement platform

Cloud technology

Lifestime value

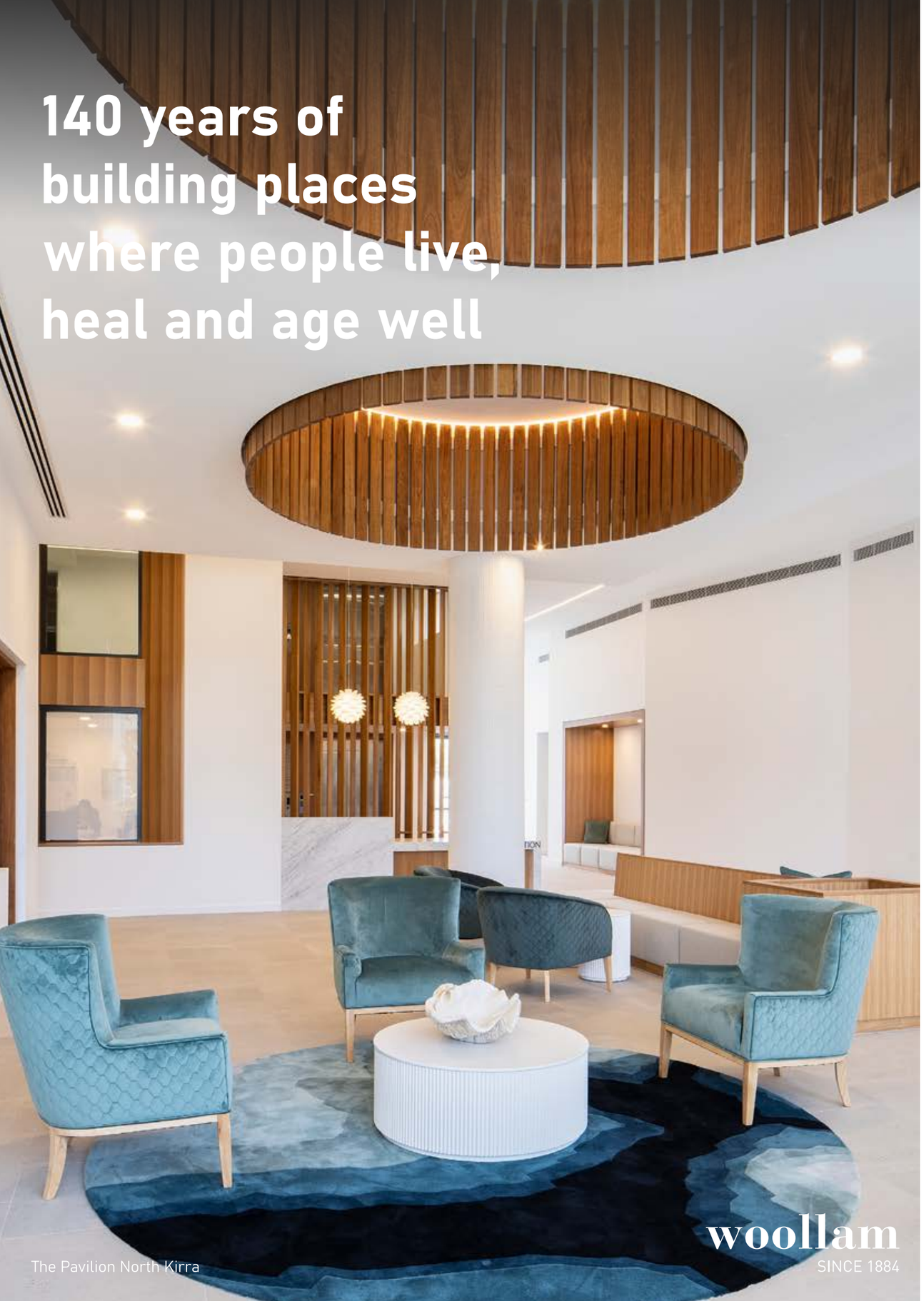
Premium entertainment

Visit our stand at the DCM Leaders Summit for a demo

For more information visit www.foxtel.com.au/biqh

Requires internet connection. Some channels not available in public viewing areas. Business subscribers only. Requires minimum purchase of 10 screens or 10% of screens within the facility (whichever is greater). Foxtel marks are used under licence by Foxtel Management Pty Ltd, ACN 068671938, 5 Thomas Holt Drive, North Ryde NSW 2113

FOXTEL Business



ARE WE UNDERESTIMATING THE OPERATIONAL RISK OF CONSTRUCTION IN AGED CARE?

Refurbishment and new builds are unavoidable — but how they're delivered can directly shape care, staff confidence and reputation.

Craig Percival
Managing Director, Woollam Constructions

Too often, construction in aged care is treated as a technical problem to be solved at the lowest cost and fastest speed. The reality is that every decision made on site has a direct impact on care, routine and trust inside a home.

In aged care, construction is not just a capital exercise. It is an operational risk that needs to be actively managed. When projects prioritise speed or cost over staging and communication, the impact shows up quickly — in disrupted routines, pressured staff and lost confidence.

The projects that succeed take a different approach. They begin by understanding how care is delivered day to day, and they plan construction around that reality. Whether building a new community or upgrading an existing one, respecting daily life is not a 'nice to have' — it is fundamental to protecting care outcomes and reputation.



Craig Percival

"In aged care, construction is an operational risk long before it is a capital one."

As the sector enters its next growth phase, the real test will be who can deliver change without unsettling the people these environments exist to serve. ■

11:20am | THE LEGAL LANDSCAPE ACROSS AUSTRALIA FOR RETIREMENT LIVING, SUPPORT AT HOME AND RESIDENTIAL CARE: WHAT YOU NEED TO KNOW TODAY AND LOOKING FORWARD

RETIREMENT LIVING | SUPPORT AT HOME | RESIDENTIAL CARE

With the new Aged Care Act now in place and Support at Home underway, the sector has moved from reform design to real-world impact. Tracey Burton will reflect on what we are already seeing under the new funding and contribution settings, and whether they are delivering fairness and sustainability across aged care, especially for older people with limited means.



Penelope Eden
Partner
MinterEllison

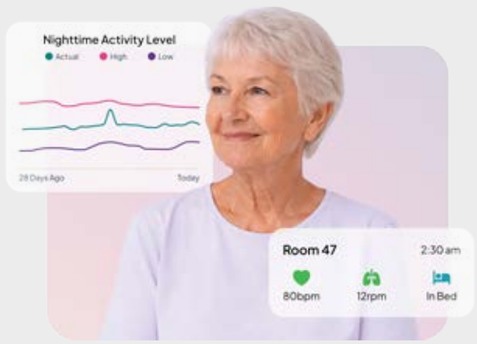
AGED CARE LAW

Penelope specialises in aged care, health and disability, advising on complex legislation and operational pressures. She serves on sector boards and committees and contributes to policy discussions.

InteliCare

From incident response to risk prevention

InteliCare unifies nurse call, falls, vitals, behaviour analytics and real-time location data into one intelligent workflow. Workers respond faster, incidents are prevented and compliance is streamlined.



Early Risk Detection
Rapid Response
Operational Clarity
Data-Driven Decisions

Care teams are supported with clear, prioritised alerts, Executives gain objective data. This is not another nurse call system; it is operational visibility across your entire facility.

Find out more, or call us at:
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Tammy Berghofer
Partner
MinterEllison

RETIREMENT LIVING LAW

Tammy is a real estate lawyer with more than 20 years' experience. She advises landowners, developers and operators on transactions and regulatory matters across retirement villages, land lease communities and aged care assets. Her work covers the full lifecycle from development to compliance.

NOTES

12:00pm | A DISCUSSION ON DEMENTIA: THE LANDSCAPE, THE COMMUNITY, RETIREMENT VILLAGES, RESIDENTIAL CARE, FAST TRACKED RESEARCH

TRANSFORMATION IN DEMENTIA

Dementia requires a serious discussion and a responsible strategy in every business. Real value research is a priority.



Andrew Thorburn
CEO
Hammond

DEMENTIA/VILLAGES/AGED CARE

HammondCare is the respected leader in dementia support and research, in addition to its retirement village and Support at Home operations. **Andrew** has positioned the group to lead complex care nationally, specialising dementia and palliative care.



NOTES

12:10pm | FUNDING RETIREMENT LIVING AND AGED CARE TODAY. OPTIMISM AND NEW THINKING IS CREATING NEW SOLUTIONS.

FUNDING

Even small Not For Profits are now strategising $100M retirement living and aged care projects, while consolidation strategies are real for both private and Not For Profit operators, requiring transaction finance and reinvestment capital. What is the landscape to secure funds and what do you need to know.



FUNDING

Jane heads up the Major Client Group for NSW, a segment focussed on mid and large corporate businesses with turnovers greater than $150 million. She brings to retirement living and aged care significant senior experience and commitment to achieve funding solutions.

Jane Thomson
General Manager Major Client Group NSW
Commonwealth Bank of Australia

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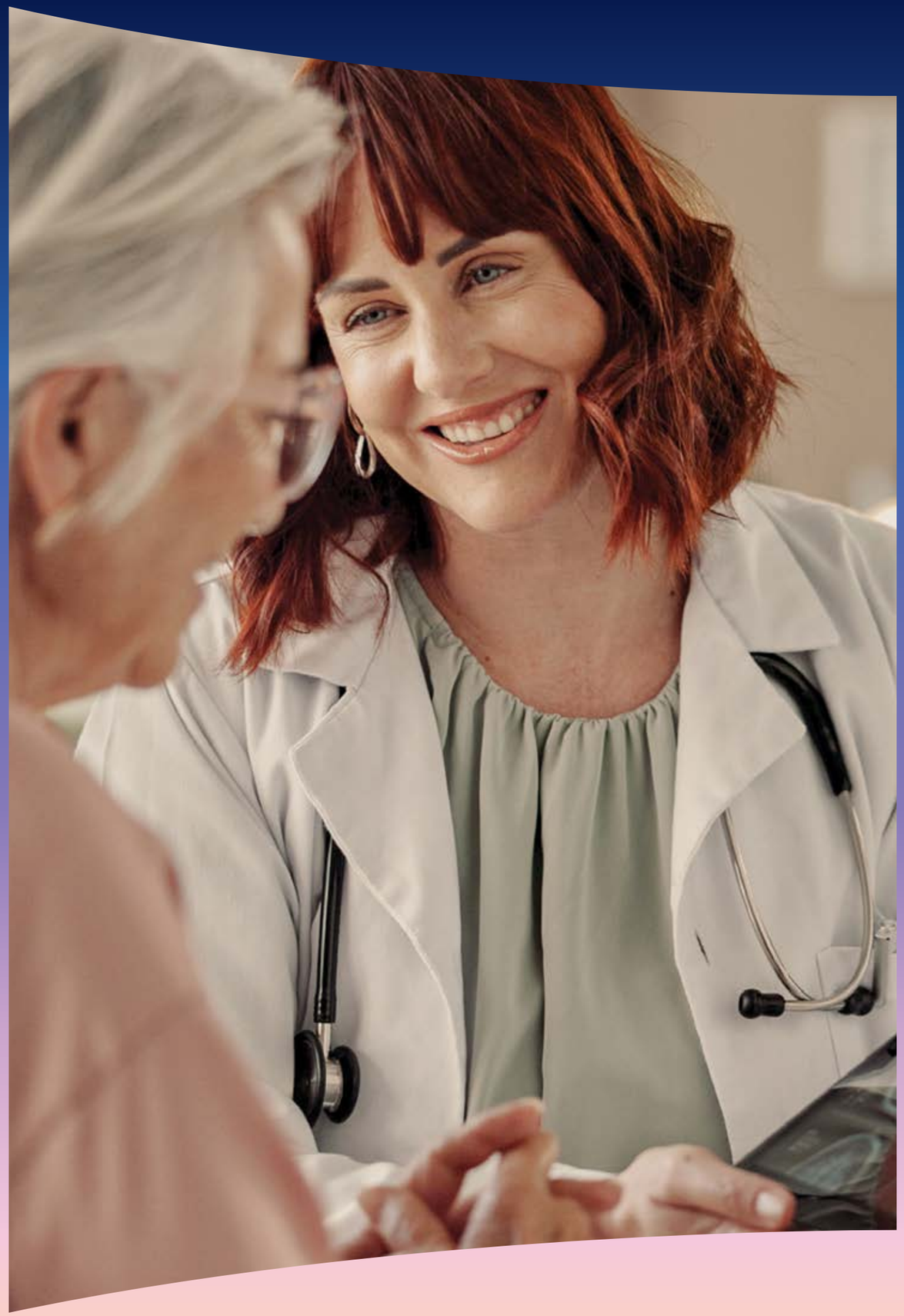
FUNDING

Jeremy leads the credit and risk team for the bank's Major Client Group & Corporate Banking sectors. He brings to the SUMMIT a unique understanding of the requirements to create funding solutions and then management of the funding program.

Jeremy Dawson
General Manager Major Client Group and Commercial Banking Risk
Commonwealth Bank of Australia

NOTES

12:40pm NETWORKING SEATED RESTAURANT LUNCH — 60 MINUTES WITH 550+ COLLEAGUES
Premium luncheon in the Sailmaker Restaurant



Workday: A business foundation to drive care forever forward

Build agility and resilience into healthcare with a centralised platform

The healthcare sector needs to adapt fast to continually serve residents without compromising on the quality of care. With Workday, healthcare organisations can unify finance, HR and planning on a centralised, AI-powered platform to make smart decisions that drive care forever forward.

workday.

1:30pm | AN UNDERSTANDING OF HOW SUPPORT AT HOME IS ACTUALLY PLAYING OUT IN THE FIELD AND LESSONS FROM ROLLING OUT HOSPITAL IN THE HOME

SUPPORT AT HOME | HOSPITAL IN THE HOME

Not to be missed. With Support at Home now five months in action, what are the learnings and is the future now clear. Plus learn from Vitalis what it takes for a home care providers to 'muscle up' to deliver true health support in the home.



Jennene Buckley
Founding Partner
Enkindle

HOME SUPPORT ADVISORY

Jennene led Feros Care through major growth and delivered sector leading culture, product and technology innovation and transformation. She specialises in Support at Home advisory and operations.

NOTES



Voni Leighton
Co Founder and
Clinical Director
Vitalis Healthcare at Home

SUPPORT AT HOME

Voni co-founded Vitalis 10 years ago and grown the provider into one of the largest Support at Home and Private Home Care providers national. Vitalis is emerging as a significant operator of Hospital in the Home as a service.





ARTICLE FEATURE #6

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Digital solutions for aged care leaders navigating reform

Australia's aged care reforms are changing how care is delivered and governed. OneTouch supports providers with focused solutions across home care, workforce capability and recruitment.

Discover:

OneTouch Home Care
Purpose-built for Support at Home and CHSP

OneTouch eLearning
Workforce learning and compliance tracking

OneTouch Recruitment
End-to-end recruitment and onboarding

Because reform changes the way care is delivered, teams are trained, and workforces are built.

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2:00pm | TWO VERY GOOD INITIATIVES – ONE FOR RESIDENTIAL AGED CARE AND ONE FOR RETIREMENT VILLAGE OPERATORS

RETIREMENT LIVING | AGED CARE

A good news story: David will introduce a genuine 'wellness' program for residential aged care homes. Another good news story: Stuart will reveal the advanced StewartBrown Retirement Village survey dashboard. It will positively impact village pricing and sales.



David Cochran
CEO
Harbison

ALLIED & RESIDENTIAL CARE

David leads the two location community care organisation, which has been an innovator in creating allied health and wellness programs, including investing in international programs.

IMPROVING THE QUALITY OF LIFE FOR RESIDENTS AND STAFF

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- Wellbeing & Activities
- Resident Experience

We support
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- Retirement Living
- Home Care

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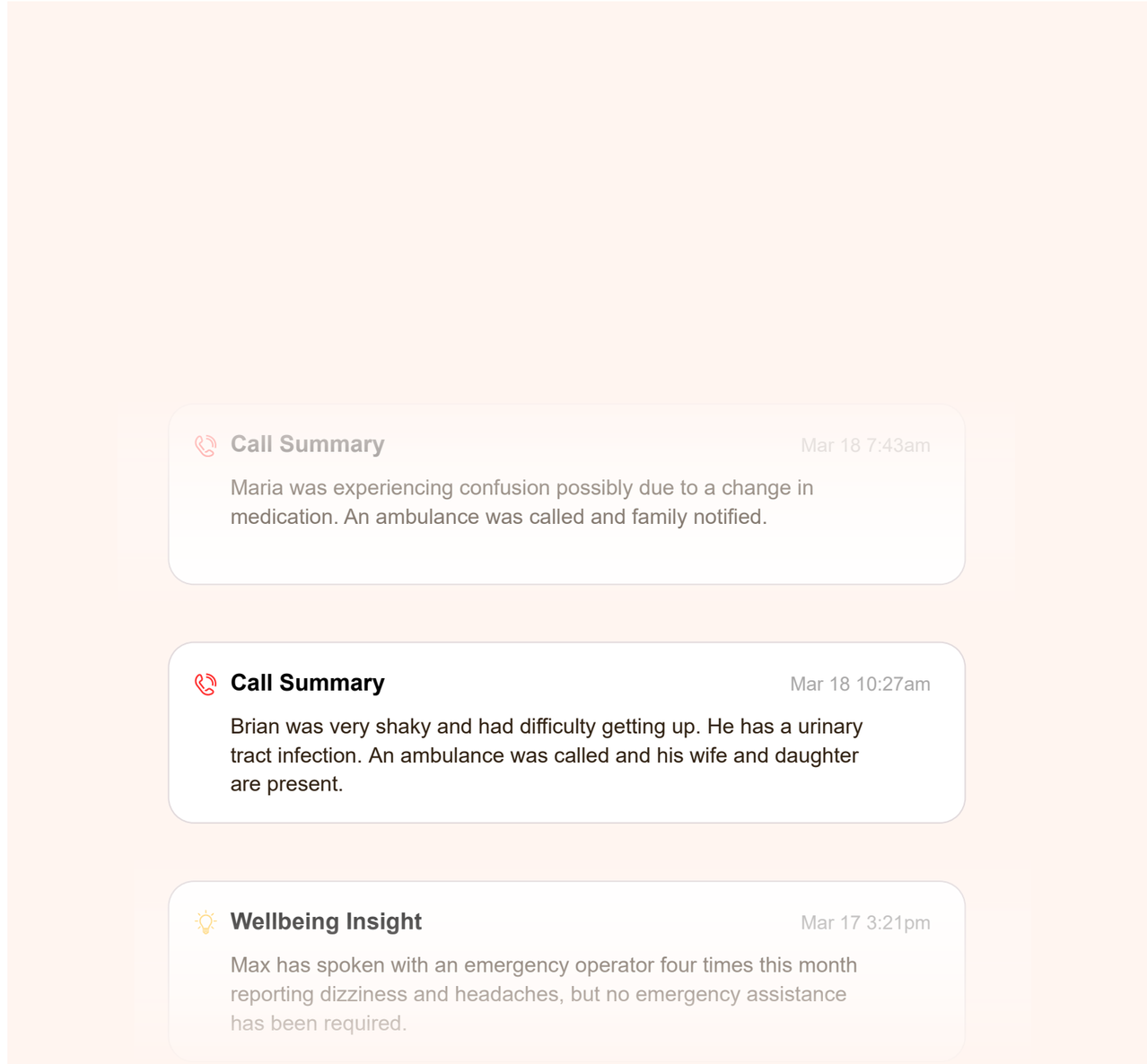
Stuart Hutcheon
Managing Partner
StewartBrown

FINANCIAL PERFORMANCE

Stuart advises retirement living and aged care operators on financial performance and sector trends. The StewartBrown national benchmarking program is utilised by operators and government to guide strategic decisions and support stronger organisational performance.

NOTES

2:30pm NETWORKING BARISTA COFFEE BREAK — **30 MINUTES WITH 550+ COLLEAGUES**
Barista coffee and premium patisseries.



We show who needs support.

Turning alarm calls into insight.

Umps

3:00pm | WALKING, NOT TALKING.DCM's NEW COMMUNITY INITIATIVE TO CHANGE THENATIONAL CONVERSATION ON AGEING, ONE SUBURB AT A TIME

DCM INVESTING IN THE FUTURE

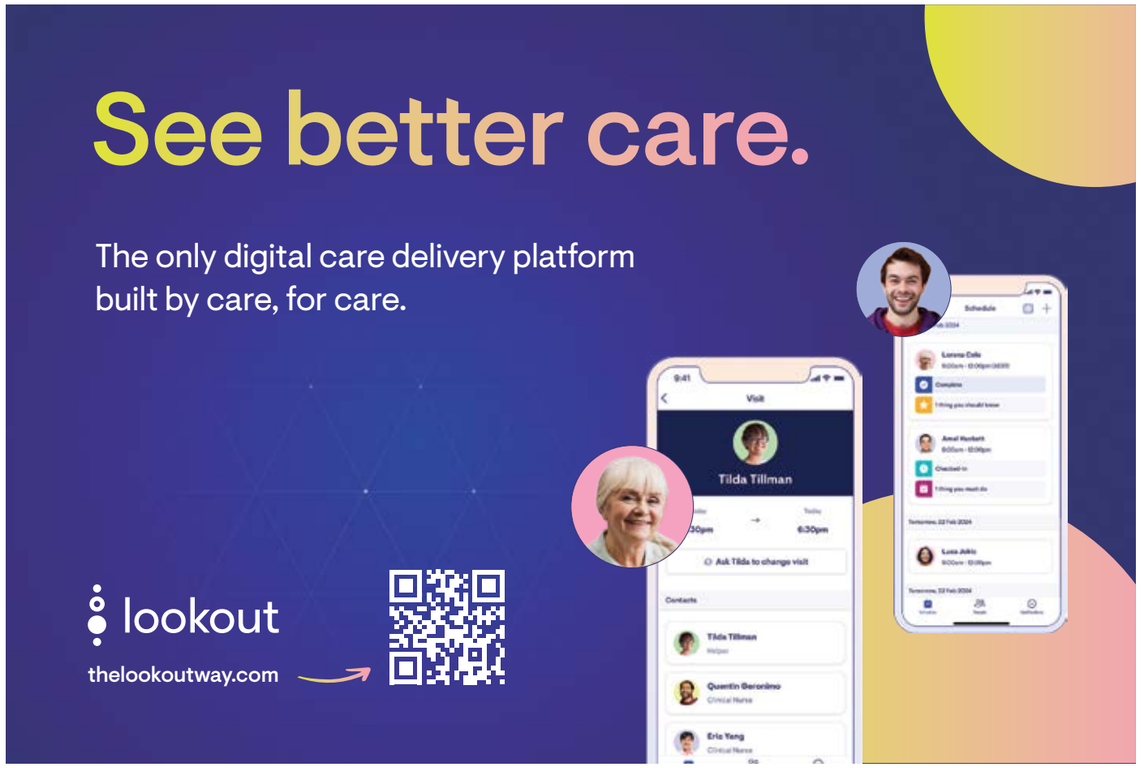
After reporting on the leading operators in the retirement living and aged care sector for 20 years, DCM has summarised the key challenge and needs looking forward and established a unique business model, to be launched in Q4, and revealed at the SUMMIT.



STRATEGY & SERVICES

Chris established **DoComeMonday Media** in 2005. It is now Australia's leading retirement living and aged care media group. Chris Baynes is a a regular writer, speaker and radio commentator on the retirement and ageing sector.

Christopher Baynes
CEO
DCM Group



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3:30pm CLOSE

FULL PAGE PLACEHOLDER

TALIUS GROUP