

16-17 OCTOBER '19

Spring Hill Estate

1030 Lancefield-Kilmore Rd  
LANCEFIELD VIC

Victorian Community Transport Association Presents:



**STEERING**  
**BEST PRACTICE**  
IN COMMUNITY TRANSPORT  
CONFERENCE | 16-17 OCT '19

**CONFERENCE PROGRAM**

Download the app: <https://vcta.cnf.io/>

09:00 - 10:00	<b>Registration, Morning Tea &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dairy Roundabout
10:00 - 10:15	<b>Conference Opening by MC Justine Sless</b>	Allenwood
10:15 - 10:30	<b>Acknowledgement of Country</b> Jim Golden-Brown   CEO, NATSIC	Allenwood
10:30 - 10:40	<b>Presentation by Cab Charge (Gold Sponsor)</b>	Allenwood
10:40 - 10:55	<b>VCTA EO Update and Introduction to VCTA Committee Members</b>	Allenwood
11:00 - 11:45	<b>Diversity and Inclusion - Towards Best Practice</b> Ro Allen   Victorian Commissioner for Gender and Sexuality	Allenwood
11:45 - 12:30	<b>LGBTI inclusion at VCTA: Principles and Practical Strategies</b> Dr Catherine Barrett   Director, Celebrating Aging and Alice's Garage	Allenwood
12:30 - 01:30	<b>Lunch</b> <b>Networking &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dining Room Dairy Roundabout
01:30 - 03:00	<b>New Aged Care Standards</b> Michael Goldsworthy   Managing Director, Australian Strategic Services	Allenwood
01:30 - 02:00	<b>Cultural Competency Workshop</b> Jim Golden-Brown   CEO, NATSIC	Springfield
02:15 - 02:45	<b>Development of the New Commuter for Wheelchair Access</b> Mark Jasper   Sales and Marketing Manager, Norden	Springfield
03:00 - 03:30	<b>Afternoon Tea, Networking &amp; Vehicle Sponsor Exhibition Outside</b>	Roundabout
03:30 - 04:00	<b>Commonwealth Home Support Programme (CHSP) Update</b> Christine Svarcas   State Manager, Health Grants Network Branch VIC/TAS	Allenwood
03:30 - 05:00	<b>Smart Phone Film Making for Beginners</b> Julie Johnston   North East Neighbourhood House Network	Springfield
04:00 - 04:30	<b>Aged Care Quality Standard 6 – Feedback and Complaints, Using open disclosure to manage complaints</b> Andy Price   Director, Vic/Tas Complaints Operations, Aged Care Quality and Safety Commission	Allenwood
04:30 - 05:30	<b>Volunteering Updates: Tasmania &amp; Victoria</b> Dr Lisa Schimanski   CEO, Volunteering Tasmania Vivienne Cunningham-Smith   CEO, Eastern Volunteers	Allenwood
05:00 - 06:00	<b>Networking &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dairy Roundabout
05:30 - 06:30	<b>Wine Tasting</b>	Dining Room
06:30 - 07:00	<b>Pre-Dinner Drinks &amp; Networking</b> Sponsored by NATSIC	Dining Room
07:00 - 10:00	<b>Conference Dinner</b> Opening by Macedon Ranges Council Mayor Cr Janet Pearce	Dining Room

08:00 - 08:30	<b>Mindfulness Workshop for International Mental Health Awareness Month</b> Sponsored by Spring Hill Estate	Spring Hill Estate Grounds
08:30 - 09:00	<b>VCTA Annual General Meeting</b>	Springfield
08:30 - 09:15	<b>Networking &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dairy Roundabout
09:15 - 09:25	<b>Opening by MC Justine Sless</b>	Allenwood
09:15 - 09:25	<b>Presentation by Cab Charge (Gold Sponsor)</b>	Allenwood
09:35 - 10:20	<b>Transit Fightback - Pushback on Technology Hype for Stronger City Futures</b> Prof. Graham Currie   Professor of Public Transport, Monash University Director, Public Transport Research Group	Allenwood
10:20 - 10:50	<b>Morning Tea, Networking &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dairy Roundabout
10:50 - 12:30	<b>Sector Updates &amp; Panel Discussion</b> Jim Golden-Brown   CEO, National Aboriginal and Torres Strait Islander Corporation (NATSIC) Pat Sparrow   CEO, Aged and Community Services Australia (ACSA) Lyndon Stevenson   Chair, Australian Community Transport Association (ACTA) Rick Lawford   Chair, Victorian Community Transport Association (VCTA)	Allenwood
12:30 - 01:30	<b>Lunch</b> <b>Networking &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dining Room Dairy Roundabout
01:30 - 02:00	<b>Reconciliation Action Plan Workshop</b> Jim Golden-Brown   CEO, NATSIC	Allenwood
01:30 - 03:00	<b>Advocacy Planning Workshop</b> Daniel Scoullar   Social Change Projects	Springfield
02:00 - 02:30	<b>State of the Industry Report 2019 Accessibility</b> Tammy O'Connor   Director Legal and Regulatory Services, Commercial Passenger Vehicles Victoria	Allenwood
02:30 - 03:00	<b>Transport and the NDIS</b> Fiona Still   State Manager, National Disability Services	Allenwood
03:00 - 03:30	<b>Dementia Australia</b> Garrie OToole   Team Leader, Centre for Dementia Learning	Allenwood
03:30 - 04:00	<b>Day 2 Summation &amp; Conference Closure</b>	Dairy
04:00 - 04:30	<b>Afternoon Tea, Networking &amp; Sponsor Exhibition</b> <b>Vehicle Sponsor Exhibition</b>	Dairy Roundabout

Program is subject to change without notice.

For information: [www.vcta.org.au/conference](http://www.vcta.org.au/conference) or download the app: <https://vcta.cnf.io/>

THANKS TO OUR SPONSORS:

# CABCHARGE



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[www.victoriadepaoli.com](http://www.victoriadepaoli.com)

Victorian Community Transport Association (VCTA)

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