5TH NATIONAL ELDER ABUSE CONFERENCE PROGRAM

19-20 FEBRUARY 2018
SOFITEL SYDNEY WENTWORTH

WELCOME. WE LOOK FORWARD TO YOUR PARTICIPATION AT THE 5TH NATIONAL ELDER ABUSE CONFERENCE. THIS IS AN OPPORTUNITY TO ENGAGE WITH COLLEAGUES FROM ACROSS MULTIPLE SECTORS INCLUDING KEY COMMUNITY LEADERS.

TOGETHER WE WILL MAKE CHANGE.
As the President of Seniors Rights Service, I am delighted to welcome you to the 5th National Elder Abuse Conference. I thank you for your valuable contribution to the cause of preventing and responding to elder abuse in all its forms.

This conference, and the subsequent outputs and strategy session, will form the basis for community action. ‘Together Making Change’ was chosen as the theme for this year’s conference for good reason.

A nationally consistent approach to elder abuse can only happen with the support of States, Territories and Commonwealth governments. It also requires the involvement of multiple intersecting Departments who carry the policy levers needed to respond to this cross-sector and cross-jurisdictional challenge.

At the same time, government can only do so much. Here in the community sector, we have long seen the need for grass-roots and peer-based responses – to prevent elder abuse, deliver early intervention, and support those who are experiencing elder abuse to take action.

The 5th National Elder Abuse Conference is a chance for the community, non-government organisations, government, legal, advocacy, social support and other sectors and professions to come together and create the change we want to see in how Australian society addresses the issue of elder abuse.

This is our opportunity to learn about responses to elder abuse that have been proven successful. It is also our opportunity to develop future actions to propagate a strong and effective national response. Seniors Rights Service and its national body, the Older Persons Advocacy Network (OPAN), are making that commitment. Will you?

Let’s Together Make Change!

Craig Gear
Welcome to the 5th National Elder Abuse Conference – Together Making Change.

Australia’s first national elder abuse conference was held in Brisbane in 2012. About 40 delegates attended. Just six years later, we are hoping to have almost 500 delegates attend the 5th national conference.

Elder abuse in Australian society is increasingly gaining mainstream attention. It is a social issue that we now hear and read about in the media on an almost weekly basis. While we still have no reliable prevalence data in Australia to inform our work, we know that the communities and services we represent have growing demands to provide an adequate response to elder abuse.

That said, stigma and shame still create barriers and – on the whole – elder abuse remains a silent epidemic in our society. We need to work together to challenge these barriers and shine a spotlight on the issue. My hope is that the ‘Together Making Change’ conference will help provide a platform for that work.

The conference is taking place after a significant 18 months in Australia’s response to elder abuse. In 2017, the Australian Law Reform Commission handed down its report and recommendations on elder abuse after a rigorous and wide ranging national inquiry. Also last year, a number of high profile stories of neglect and abuse within our aged-care services led to two major inquiries focused on aged-care service delivery. And back in 2016, the NSW Parliamentary Inquiry into Elder Abuse tabled its report and recommendations to the state parliament.

These key developments engaged multiple stakeholders across Australia and provided policy-makers and governments with a sound framework to resource a meaningful, proactive response to elder abuse. It is now the role of the delegation at the 5th National Elder Abuse Conference to work together to coherently articulate its vision for that response. This conference provides an opportunity to create real change in 2018 and beyond.

To that end, I encourage all delegates to engage with the process of creating a joint statement, to be finalised at the end of the conference. Nearby to the registration area, you will find a staffed stand where we will be working with the data gathered from delegates. Please go to the stand and provide your input, so we can make sure that the conference’s final communiqué reflects your perspective and your passion for change.

By the close of the conference, I hope that every delegate has taken the opportunity to meet new people, share their invaluable experiences, learn from others, and create new networks. I also hope that, as a collective, we can generate a powerful closing message that we can all use moving forwards, to lobby for and create real and lasting change.

I wish you an engaging and rewarding conference.

Russell Westacott

Chief Executive Officer, Seniors Rights Service
WE WOULD LIKE TO THANK OUR PARTNERS FOR THEIR GENEROUS SUPPORT:

DIAMOND PARTNER

NSW Government

Family & Community Services

EMERALD PARTNER

Australian Government
Attorney-General’s Department

PLATINUM PARTNER

Australian Government
Department of Health

SILVER PARTNERS

NSW Government
NSW Trustee & Guardian

FMC
Mediation and Counselling

BRONZE PARTNERS

FOS
Financial Ombudsman Service, Australia

Legal Aid
New South Wales

Unisuper

Commonwealth Bank

SILVER RAINBOW

ANZ

Caxton Legal Centre

EXHIBITORS

Australian Government
Aged Care Complaints Commissioner

Alliance for Forgotten Australians

AAG
Australian Association of Gerontology

SATCHEL INSERT PARTNER

palliAGED
Palliative Care Aged Care Evidence

LANYARD PARTNER

Relationships Australia.
We owe them respect and care.

Empowering the older person

Respecting Elders is a philanthropically funded service that supports older people in resolving conflict relating to family or carers in their lives and preventing elder abuse.

It provides support to the older person by working with them and their family to resolve their conflict.

While legal options are available, they are often expensive, adversarial and could have a negative effect on family relationships.

What type of services are provided?

- Advocacy/ Support
- Coaching/Counselling
- Facilitated family meetings
- Mediation
- Conflict resolution
- Agreement formulation between concerned parties where appropriate
- Neutral negotiation
- Financial Counselling

What are the benefits of Respecting Elders?

The Respecting Elders Service supports older people and their families to talk freely, (through an advocate or on their own) about their wishes in a supportive environment.

It offers the opportunity for participants to reach resolution and promote better outcomes for future decision making while seeking to preserve relationships.
CONFERENCE INFORMATION

CONFERENCE AMBASSADOR
We are very pleased to have Sue Pieters-Hawke as our Conference Ambassador.

“This conference brings much needed attention to the overlooked issue of elder abuse. Australia needs to take urgent action.” says Pieters-Hawke. Through the lived experience of caring for her mother Sue became an “accidental advocate” and is now known throughout Australia for her expertise and passion in the areas of dementia, positive ageing, care, and community. Dementia is known as a factor for increased risk of experiencing elder abuse. Sue brings her knowledge and experience of dementia, ageing and older people’s rights and her public profile to Ambassador for Together Making Change.

ASSISTANCE
If you have any questions or need any assistance during the Conference, please talk to our Conference Team at the main registration desk.

BUSINESS CENTRE
There is a business centre with limited facilities located on the lobby level of the hotel, behind Reception. If you wish to print or photocopy any documents, please ask the main hotel Reception Desk for assistance. The cost per page is $1.50 for 1 to 10 copies, or $1.00 if you require over 11 copies.

CAR PARK
The Sofitel Sydney Wentworth car park is operated by Wilson Parking. Entry and exit is via Bligh Street and is valet only. Conference delegates should let the car park attendants know they are attending the Conference, before paying. The discounted Conference day rate is $53.00. Overnight parking is $57.00.

CATERING AND DIETARY REQUIREMENTS
Arrival tea, morning tea, lunch and afternoon tea will be available in the Exhibition Area and is included as part of your registration fee. If you have advised the Conference Organisers of any special dietary requirements, please speak to the hotel’s catering staff during the breaks, or at the Monday evening Social Event. Catering staff will have a full list of those with special dietary requirements.

EMERGENCY INSTRUCTIONS
Fire exits are located around the Ballroom, foyer and other levels of the hotel, indicated by the exit signs. In the event of a fire alarm remain calm and await instruction from the banquets manager. Prior to evacuation the pre-alert sound will be activated (Beep – Beep). If this happens, the cause of the alarm is being investigated. During this time please wait and listen for further instructions which will be given over the PA system. If the evacuation tone (Woop - Woop) starts please calmly evacuate the building following the exit signs located on all floors. The fire evacuation assembly point for the hotel is the corner of Hunter and Phillip Street in front of the ANZ building.

MOBILE PHONES
Out of courtesy to speakers and delegates, please ensure your mobile phone is switched to silent when in Conference sessions. We kindly ask that phone calls are taken in the Exhibition Area and not at the back of the session rooms.

NAME BADGE
Please wear your name badge throughout the Conference, for ID and security purposes.

PHOTOGRAPHY AND VIDEOGRAPHY
Photographs and videos will be taken during the Conference and Social Event. Images captured may be used on the Conference website and in future Seniors Rights Service and Conference printed or digital materials. Please inform the photographer or videographer if you do not wish to be filmed.

SMOKING
Smoking is not allowed in the hotel. The closest smoking area is located out the front on Phillip Street. Please ensure that you are at least 4 metres away from the coffee cart located there.

WI-FI
Free wireless internet is available for Conference attendees. To connect to the Wi-Fi network, please:
1. Select the Sofitel Conference wireless network from your device and wait for the landing page to pop up.
2. Select ”Visitors – Use or Purchase an Access Code”.
3. Enter the following password: TMC
Seniors Rights Service provides free and confidential advocacy, advice, education and legal services to older people in NSW.

Our aged care advocates help older people to understand their rights, and can assist in resolving issues and complaints with aged care providers.

We deliver education to aged care facilities, service providers and a range of community groups such as Probus and bowling clubs.

Our legal service provides advice, assistance and education on general legal issues, retirement villages, and strata development questions.

Legal  |  Advocacy  |  Education
Free and confidential

1800 424 079
www.seniorsrights.service.org.au
We know the importance of making a Power of Attorney to ensure we have someone handle our financial and property affairs should we lose the capacity to do so. Just as critical is the choice of who you appoint to this important role. Ruth Pollard, Director of Legal Services NSW Trustee & Guardian says that she finds helpful what Justice Barrett, a judge of the Supreme Court, had to say in the case of Szozda v Szozda [2010] NSWSC 804 about what should be considered when appointing an attorney:

“That concept of empowering another person to act… raises two basic questions. First, is it to my benefit and in my interests that all these things – indeed, everything that I can myself lawfully do – can be done by an attorney?

Is that person someone who is trustworthy and sufficiently responsible and wise to deal prudently with my affairs and to judge when to seek assistance and advice? The decision is one in which considerations of surrender of personal independence and considerations of trust and confidence play an overwhelmingly predominant role: am I satisfied that I want someone else to be in a position to dictate what happens at all levels of my affairs and in relation to each and every item of my property and that the particular person concerned will act justly and wisely in making decisions?”

“Studies tell us that we are living longer than ever before but dementia is on the increase. There will be greater reliance on family members to provide care and support. This may create conflict between the need for older people to preserve their assets in order to pay for quality care and accommodation as they age, and their children’s expectations about inheritance of those assets,” said Ruth.

“At NSW Trustee & Guardian we encountered a particularly sad situation where an elderly woman contacted us to make a Will. Our staff found her living in just two back rooms of a large derelict house in Sydney in a fragile and precarious state. There were holes in the walls and floors and no heating or security. Staff found the woman’s children did not want to care for her, and were quite happy for her to remain in the house, despite its dreadful condition. They didn’t want her to sell a valuable piece of Sydney property and invest in aged care accommodation,” she said.

“She made a Power of Attorney and appointed NSW Trustee & Guardian as her independent attorney. We were able to arrange necessary assistance for the woman including proper accommodation with residential care.”

Financial abuse does not necessarily have to involve neglect. It can take the form of a misuse of funds, forgery of documents, denial of access to funds, forced changes to financial arrangements and the use of an elderly person’s money to purchase items without their knowledge or consent.

She added, “If the financial abuse has been caused by a family member, many older parents will not confront their adult children for fear of retaliation such as losing contact with them, or limited or loss of access to grandchildren.”

There is an increasing need to invest more in education for people who make powers of attorney and for those who are appointed attorney.

For something as important as planning for the remainder of your life, NSW Trustee & Guardian is encouraging everyone to obtain expert advice in order to retain financial independence. We all need to plan ahead, think through future scenarios, even bad ones, seek sound legal and financial advice, and be prepared for contingencies.

NSW Trustee & Guardian has over 100 years of experience and can be appointed as your independent attorney.

We will be located at stall 7 during the 5th National Elder Abuse conference and encourage people to come and talk to us.
WE ENCOURAGE YOU TO TAKE THE TIME TO EXPLORE THE EXHIBITION
AND CHAT TO SOME OF OUR CONFERENCE PARTNERS

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<th>TABLE #</th>
<th>OUR CONFERENCE PARTNERS EXHIBITING INCLUDE:</th>
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<td>End-of-Conference Message*</td>
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<td>Australian Association of Gerontology (AAG)</td>
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<td>Alliance for Forgotten Australians (AFA)</td>
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<td>Aged Care Complaints Commissioner</td>
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<td>LGBTI Health Alliance</td>
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<td>NSW Trustee and Guardian</td>
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<td>Carers NSW</td>
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<th>OUR CONFERENCE PARTNERS EXHIBITING INCLUDE:</th>
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<td>9</td>
<td>Elder Abuse Helpline and Resource Unit</td>
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<td>Commonwealth Bank Customer Advocate</td>
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<td>Financial Ombudsman Services Australia</td>
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<td>Legal Aid NSW</td>
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<td>Caxton Legal Centre Inc</td>
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<td>Seniors Rights Service</td>
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<td>TBA</td>
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<td>FMC Mediation and Counselling</td>
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END-OF-CONFERENCE STATEMENT

*PLEASE MAKE SURE YOU DROP BY TABLE ONE SO YOU CAN REVIEW THE DEVELOPING ‘END-OF-CONFERENCE STATEMENT’.

You will have the opportunity to be involved in the ‘fine tuning’ of the final Conference Statement. The Statement summarises hundreds of Conference participant survey results as well as a number of in-depth interviews. It’s our Conference message to all the governments throughout Australia!

Ensure you are part of making change by adding your organisation’s name as a supporter of the Statement.

PROTECTING THE RIGHTS OF OLDER AUSTRALIANS

Building a national understanding of elder abuse, establishing better ways to share information, and working in partnership.

The Attorney-General’s Department is implementing the Australian Government’s policy on protecting the rights of older Australians. We are working with our state and territory counterparts and civil society organisations to address elder abuse across Australia.

The Working Group on Protecting the Rights of Older Australians – composed of officials from the Commonwealth, State and Territories – will report back to ministers via the Council of Attorneys-General at their second meeting this year.

There are a range of national initiatives underway, including:

- building the evidence base relating to the nature, scale and prevalence of elder abuse
- supporting Elder Abuse Action Australia to establish a national, elder abuse peak body
- developing a knowledge hub that will coordinate, communicate and share information to facilitate learning and innovation, and provide policy expertise to governments
- piloting training to educate frontline staff
- a national campaign to raise awareness of elder abuse and the rights of older people.
Continue networking with your Conference peers at the Conference Social Event. With stunning views of Sydney Harbour and Sydney Harbour Bridge, the Social Event will be held at Water @ Pier One, Walsh Bay, Sydney from 6pm to 8pm on Monday 19 February.

Water @ Pier One is located a 20 minute walk from the Conference Venue. A shuttle bus service will be running from the Sofitel Sydney Wentworth to Water @ Pier One, at 5.30pm, 6pm and for the return journey at 7.30pm, 8pm and 8.30pm for those who require it.

Hon Dr Kay Patterson, Age Discrimination Commissioner, Human Rights Commission, is guest of honour at the Social Event. Master of Ceremonies will be Virginia Trioli, with entertainment by Shauna Jensen.

Tickets for the social event were available during the Conference registration process. If you have not purchased a ticket, but wish to attend, please contact the Conference Team at the registration desk to check availability and to book your place.
THE OLDER PERSONS LEGAL SERVICE NETWORK (OPLSN) NETWORKING BREAKFAST - TUESDAY 20 FEBRUARY 2018

The Older Persons Legal Service Network (OPLSN) is having a free networking breakfast at 7.30am on Tuesday 20 February 2018. The breakfast is being held at Clayton Utz’ Meeting Rooms. The breakfast will conclude at 8.30am so that all delegates can be back at the Sofitel Sydney Wentworth in time for the start of day two’s opening plenary session.

If you have not RSVPd for this event but would like to attend, please visit the Conference Team at the registration desk on site to check if there is still availability.

ELDER ABUSE HELPLINES’ NETWORKING BREAKFAST BREAKFAST EVENT - TUESDAY 20 FEBRUARY 2018

The NSW Elder Abuse Helpline & Resource Unit is hosting a breakfast event on Tuesday morning, 20 February. The networking breakfast is designed as an opportunity for staff who work on elder abuse helplines across the country to meet each other, network and build stronger working relationships. The breakfast event will start at 7:30am and finish at 8:30am in time for the opening plenary on Day #2.

To join the breakfast go to the Edwin Flack room at the Sofitel Sydney Wentworth. By invite only.

ELDER ABUSE: COMMUNITY LED STRATEGIES FOR CHANGE STRATEGY EVENT - WEDNESDAY 21 FEBRUARY 2018

On Wednesday 21 February 2018, the day after the Conference, there will be a one-day strategy event — Elder Abuse: Community Led Strategies for Change. The event will bring together, by invitation, 50–60 key elder abuse prevention stakeholders from across multiple sectors.

The purpose of this event is for participants to develop and document an elder abuse prevention strategic framework. In order to inform this process, in the lead up to the Conference, all delegates were sent an online survey. The results from the survey of delegates will assist in the development of a final Conference Statement.

Based on the delegate consultation, together with understanding key findings and themes generated at the Conference, findings and recommendations from recent government inquiries and the Conference communiqué, the participants at the strategy event will develop a number of key strategies. These strategies will form the basis of a set of recommendations to which leaders from a range of community organisations attending the event will be invited to sign their agreement.

The purpose of this work is to ensure that the community sector is contributing to the development of a national plan to combat elder abuse, providing focus and coherency across multiple sectors and assisting policymakers in prioritising responses to elder abuse.
**Day 1: Monday 19 February 2018**

**8:00**
Registration and coffee on arrival – Sofitel Sydney Wentworth

**9:00 – 11:05**

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<td>OPENING PLENARY</td>
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<td>Welcome by MC: Virginia Trioli</td>
<td>Welcome to Country: Uncle Charles (Chicka) Madden, Gadigal Elder</td>
<td>Russell Westacott, Chief Executive Officer, Seniors Rights Service</td>
<td>Hon Ken Wyatt AM, MP, Minister for Aged Care, Minister for Indigenous Health</td>
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**9:05 – 11:25**
Morning tea

**11:30 – 12:30**

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<tr>
<th>PERTH ROOM</th>
<th>SYDNEY ROOM</th>
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<td>CONCURRENT DISCUSSION GROUPS</td>
<td>HUMAN RIGHTS AND ELDER RIGHTS: WHAT ARE THEY AND WHAT IS THE RELATIONSHIP BETWEEN THE TWO?</td>
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<td>Chair: Hon Dr Kay Patterson AO, Age Discrimination Commissioner, Human Rights Commission. Moderator: Stephen Etkind</td>
<td>Chair: Hon Ken Wyatt AM, MP, Minister for Aged Care, Minister for Indigenous Health</td>
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This panel will ask and discuss: “what are human rights, what are elder rights and what is the relationship between the two.” Specific topics will include age discrimination, financial abuse, interventions that respect and protect human rights, the dynamics of mistreatment and abuse including financial, recent research on ageism, the legal framework and how it assists older persons. The panel includes specialists from each of these areas, and there will be an opportunity for audience participation and Q&A.

Panelists include:
- Nicholas Cowdery AM QC, former DPP for NSW, inaugural Co-Chair of the Human Rights Institute of the International Bar Association, Adjunct Professor of Law
- Professor Jill Wilson, Director of Research, School of Nursing, Midwifery and Social Work, University of Queensland
- Pauline Vamos, former CEO Association of Superannuation Funds of Australia
- Marlene Krasovitsky, Benevolent Society, Campaign Director, Older Australians
- Dana Beiglari, Senior Solicitor, Legal Aid NSW

**11:05 – 11:25**
Morning tea

**11:30 – 12:30**

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<tr>
<th>HUMAN RIGHTS AND ELDER RIGHTS: WHAT ARE THEY AND WHAT IS THE RELATIONSHIP BETWEEN THE TWO?</th>
<th>ELDER ABUSE AND POLICING: WHAT IS BEST PRACTICE?</th>
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<td>Chair: Hon Ken Wyatt AM, MP, Minister for Aged Care, Minister for Indigenous Health</td>
<td>Co-Chairs: Prof Rebecca C Morgan and Bill Mitchell</td>
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<td>Cross Jurisdictional Police Panel</td>
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<td>• NSW Police: Detective Superintendent Robert Critchlow</td>
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<td>• Victoria Police: Libby Murphy, Superintendent, Family Violence Command</td>
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<td>• Queensland Police: Inspector Regan Carr, Officer in charge, Domestic, Family Violence and Vulnerable Persons Unit</td>
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<td>• Susan Somers, former New York State Attorney - a perspective of policing models in other jurisdictions outside of Australia</td>
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<td>• Dimitri Bouras, Caseworker, Counsellor and Community Educator, PRONIA, Aged and Co-ordinated Care Services</td>
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<td>• Harry Cutmore, Oxley, NSW Local Area Command Aboriginal Liaison Officer</td>
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<tr>
<th>Time</th>
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<td>9:45</td>
<td>MELBOURNE</td>
<td><strong>PROTECTING THE RIGHTS OF OLDER AUSTRALIANS INITIATIVE</strong></td>
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<td>Chair &amp; Presenters: Dr Rachel Carson, Australian Institute of Family Studies (AIFS), Briony Dow, National Ageing Research Institute.</td>
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<td>The Australian Institute of Family Studies and the National Aging Research Institute will co-host this interactive workshop. Collectively participants will be asked to consider the implications of the working definition for policy and practice. This definition will inform the development of other parts of the national research program and tools for elder abuse research and analysis.</td>
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<td>10:05</td>
<td>BRISBANE</td>
<td><strong>WHY ARE LOCAL RESPONSES IMPORTANT TO INTERNATIONAL PROCESSES?</strong></td>
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<td>Chairs: Dr Jane Barratt and Kim Boettcher</td>
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<td>A panel of grass root prevention from a number of locations around the world talk about their efforts and discuss how they can contribute to shaping national and international efforts.</td>
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<td><strong>AGE APPROPRIATE</strong></td>
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<td>Films include: Night Cries, Nana, Do You See Me?, Heck, The Two of Us</td>
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<td>Programmeled by Jane Polkinghorne, Seniors Rights Service and Jane Schneider, Script Writer, Filmmaker</td>
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12:30 – 1:30 Lunch

12:40 – 1:20 PERTH ROOM

**INFORMAL BREAKOUT SESSIONS DURING LUNCH BREAK**

**Untold stories**
Barbara O’Neill, Community Capacity Building Indigenous Communities — a DVD regarding Aboriginal elders will be played and then a Q&A discussion will follow.

1:30 – 2:30 PERTH ROOM

**CONCURRENT SESSIONS**

**PREVENTING SEXUAL ABUSE OF OLDER WOMEN**

Chair: Virginia Trioli
This interdisciplinary panel responds to one older woman’s account of sexual abuse to outline the immediate responses and then the social and cultural changes necessary to prevent sexual abuse.

- Dr Catherine Barrett, founder and Director of the OPAL institute & Coordinator of The Power Project
- Di Macleod, founder and Director of the Gold Coast Centre Against Sexual Violence Inc.
- Phillipa Campbell, Advocacy Coordinator, Seniors Rights Victoria
- Libby Murphy, Superintendent Family Violence Command Victoria Police
- Jill Abraham, Founder and Director of CROWNED Aged Care Services

1:30 – 2:30 SYDNEY ROOM

**PREVENTING AND RESPONDING TO ABUSE IN AGED CARE: PERSPECTIVES FROM THE PANEL**

Chair: Geoff Rowe, Aged and Disability Advocacy Australia

A case study will be used to draw out the views and dilemmas experienced by the Aged Care Service Provider, Advocate and the Aged Care Complaints Commissioner in preventing and responding to elder abuse in aged care. The panel will draw on their experience and unique perspectives in a panel discussion that will include audience participation.

- Rae Lamb, Aged Care Complaints Commissioner
- Lewis Kaplan, CEO, OPAN
- Paul Sadler, CEO, Presbyterian Aged Care

Day 1 continued next page
NSW Parliamentary Inquiry into Elder Abuse: Nobody now can claim ignorance

Hon Greg Donnelly MLC — Chair of the Legislative Council’s General Purpose Standing Committee No. 2 that undertook the inquiry into elder abuse in New South Wales. The inquiry report was tabled in the Legislative Council on 24th June 2016.
### 2:30 – 3:30 PERTH ROOM

**CONCURRENT SESSIONS**

**ABSTRACT PRESENTATIONS**

**Chair:** Melissa Chaperlin, Seniors Rights Service

**Unconscious bias in the legal system and how it impacts on older people**
Kim Boettcher, Barrister, Frederick Jordan Chambers.

**Informing and enhancing policing responses to elder abuse**
Dahni Houseman, Victoria Police.

**Targeted prevention of elder abuse in the Australian context: Applying a criminological framework**
Emily Moir, Griffith Criminology Institute, Griffith University; Barbara Blundell, School of Occupational Therapy & Social Work, Curtin University; Michael Clare, School of Population & Global Health, The University of WA

**Lessons from a decade of elder abuse in regional Queensland**
Jane Andreassen & Anna Cody, Townsville Community Legal Service.

### 3:30 – 4:00 SYDNEY ROOM

**ABSTRACT PRESENTATIONS**

**Chair:** Margaret Crothers, Seniors Rights Service

**Simulation and coaching to prevent aggression in aged care settings**
Nicky Baker & Prof Sue Gordon, Flinders University

**Rapidly responding to elder abuse situations – Southcare Outreach Service (SOS)**
Kylie Ditton, The Sutherland Hospital, Dr Michelle Julian, Geriatrician & Sandra Foley, Senior Social Worker

**Elder abuse in residential aged care – A workforce perspective**
Helen Macukewicz, NSW Nurses and Midwives Association

**Engaging consumers in rural and remote areas to create change**
Maria Berry, Health Consumer Representative /Consultant Advocate for Older People.
ABSTRACT PRESENTATIONS

Chair: Jenni Dickson, FMC Mediation and Counselling Australia

Conflict resolution & interpersonal relationships: Panel discussion with Q&A:
- Paula Mance, Relationships Australia, ACT
- Jenni Dickson, FMC Mediation and Counselling Australia
- Angela Dupuche, LifeWorks Relationship Counselling and Education Service
- Simon Curran, Relationships Australia, Victoria
- Dr Jemima Petch, Relationships Australia Qld

Living a Positive Life Toolkit: An innovative strategy to prevent elder abuse
Doris Gioffre, Aged Rights Advocacy Service Inc.

NEW INITIATIVES CREATING CHANGE

Chair: Dr Jane Barratt, International Federation of Ageing

This panel discussion will spotlight new and emerging responses that are taking shape to prevent exploitation and abuse of older people.

- Older Persons Advocacy Network (OPAN): Creating a National Elder Abuse Advocacy Framework
  Dr Kate Barnett, OPAN and Lewis Kaplan, OPAN
- Elder Abuse Action Australia: A new voice for action
  Jenny Blakey, Seniors Rights Victoria
- Ageing: the best time of your life?
  Kathryn Greiner AO, NSW Retirement Village Inquiry Lead 2017, NSW Chair of Ministerial Advisory Council on Ageing

Australasian Men’s Shed Association (AMSA): A national approach
David Helmers, EO, AMSA

1:30 – 3:00 FAMILY AND CARERS FORUM CONTINUED.

Chair: Caroline Baum

A forum for carers and families concerned about elder abuse, wherever it occurs, and whether that person is fully cognitive or suffering from cognitive decline or dementia. Typical scenarios of elder abuse will be explored such as financial and psychological abuse within families and institutions, and practical advice from those at the front line of providing support for victims.

The panel includes:
- Ara Cresswell, CEO Carers Australia
- Kerry Marshall, CEO NSW Elder Abuse Helpline
- Rueben Sakey, IRT Aged Care Provider,
- Malcolm Schyvens, President, Guardianship Division, NSW Civil and Administrative Tribunal
- Elsie Yan, Associate Professor, Hong Kong Polytechnic University, Dept of Social Work with special focus on elder abuse
- Fay Daniels, Aboriginal Health Practitioner
- Pat Joyce, Manager of Aged Care Advocacy, Seniors Rights Service
3:30 – 4:00  Afternoon tea

4:00 – 5:00  PERTH ROOM

**CONCURRENT SESSIONS**

**Protection or empowerment – if, when and how should elder abuse interventions occur?**

Showcasing the superb acting talent of Siren Theatre Co, Caxton Legal Centre will present two classic elder abuse scenarios. A panel of experts will then explore the dynamics of the abuse and provide their insights on what, when, how and why appropriate interventions could be made.

Sponsored and hosted by Caxton Legal Centre

**END OF DAY ONE**

6:00 – 8:00  CONFERENCE NETWORKING & SOCIAL EVENT, WATER AT PIER ONE, WALSH BAY, SYDNEY

MC: Virginia Trioli

Guest Speaker: Hon Dr Kay Patterson AO, Age Discrimination Commissioner, Human Rights Commission

Light Entertainment: Shauna Jensen
LGBTIQ communities, a unique experience of elder abuse

A panel session consisting of representatives from lesbian, gay, bisexual, trans and gender diverse and intersex communities, who will be asked to “Pick a Box” and answer questions on the issues, concerns and responses around elder abuse for their communities. There will also be an opportunity for an audience Q&A.

The panel will be facilitated by Samantha Edmonds, LGBTI National Health Alliance and Russ Gluyas, ACON Ageing Programs.

Sponsored and hosted by Silver Rainbow, National LGBTI Health Alliance.
7:30 – 8:30  The Older Persons Legal Service Network (OPLSN), Networking Breakfast - Clayton Utz meeting rooms. If you have not RSVPed for this event, but would like to attend, please visit togethermakingchange.org.au/satellite-events/

8:00  Registration and coffee on arrival – Sofitel Sydney Wentworth

8:45 – 10:30

**OPENING PLENARY**

- Welcome by MC: Jane Caro
- Hon Mark Dreyfus QC MP, Shadow Attorney General
- Jody Broun, Executive Director NSW/ ACT, Australian Red Cross
- Gerard Mansour, Commissioner for Senior Victorians and Ambassador for Elder Abuse Prevention

10:30 – 11:00  Morning tea

11:00 – 11:45

**CONCURRENT SESSIONS**

**PERTH ROOM**

**ABSTRACT PRESENTATIONS**

- Chair: Tim Tunbridge, Seniors Rights Service
- **The problem with elder financial abuse? The law**
  - Brian Herd, CRH Law
- **The journey of older women and the Women’s Domestic Violence Court Advocacy Services of NSW**
  - Renata Joy Field
- **Identifying the ‘elder abuse’ in failed family accommodation arrangements**
  - Teresa Somes, Macquarie University

**SYDNEY ROOM**

**ELDER ABUSE IDENTIFICATION IN CALD COMMUNITIES: DIVERSE RESPONSES**

- Chair: Dr Keith Suter
- This is an expert panel of community, professional and legal representatives from diverse backgrounds exploring challenges of working with CALD communities using their current projects and experiences in response to elder abuse. This session aims to capture national approaches.
  - Nalika Padmasena, Seniors Rights Service
  - Cristina Giusti, Federation of Ethnic Communities’ Councils of Australia
  - Sonia Di Mezza, ACT Disability, Aged and Carer Advocacy Service
  - Mary Gurgone, Fortis Consulting, WA
  - John Biswas, Northern Settlement Services
  - Jenny Bray, Training and Consulting
  - Tina Douvos-Stathopoulos, PRONIA

Day 2 continued next page
19-20 FEBRUARY 2018
SOFITEL SYDNEY WENTWORTH

7:30 – 8:30
The Older Persons Legal Service Network (OPLSN), Networking Breakfast - Clayton Utz meeting rooms. If you have not RSVPed for this event, but would like to attend, please visit togethermakingchange.org.au/satellite-events/

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Gerard Mansour, Commissioner for Senior Victorians and Ambassador for Elder Abuse Prevention
Dr Elsie Yan, Associate Professor, Hong Kong Polytechnic University
Hon Anna Bligh AC, CEO, Australian Bankers’ Association
Hon Michael Kirby AC CMG, retired judge of High Court of Australia, LGBTI advocate
Susan B. Somers, President, International Network for the Prevention of Elder Abuse (INPEA)

10:30 – 11:00
Morning tea

11:00 – 11:45
PERTH ROOM SYDNEY ROOM MELBOURNE ROOM BRISBANE ROOM ADELAIDE ROOM
CONCURRENT SESSIONS
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John Biswas, Northern Settlement Services
Jenny Bray, Training and Consulting
Tina Douvos-Stathopoulos, PRONIA

OLDER WOMEN AND THE DISPROPORTIONATE RISKS OF ELDER ABUSE
Chair: Jane Caro
An interactive discussion led by Jane Caro along with a diverse panel of women. Audience participation is encouraged.
Panel members include:
Mary Patetsos, Federation of Ethnic Communities’ Council of Australia
Hon Dr Kay Patterson AO, Australian Human Rights Commission
Prof Tracey McDonald, Australian Catholic University
Sally Goldner, Transgender Victoria, Bisexual Alliance Victoria and Transfamily
Annette Bray, former chair, Older Women’s Network (OWN)
Diane Nolan, Marumali, Gandangara Local Aboriginal Land Council

FINANCIAL ABUSE: HOW WE CAN HELP PROTECT VULNERABLE CUSTOMERS
Chair: Christine Cupitt, Executive Director, Policy, Australian Bankers’ Association
Panelists from the banking and financial services industry will discuss existing arrangements, challenges and potential reforms to support vulnerable customers.
Panelists include:
Jo McKinstry, ANZ Customer Advocate
Anna Tantau, CPA Australia
Dr John Chesterman, Office of the Public Advocate, Victoria
Dr Brendan French, Executive General Manager, Group Customer Advocacy & Remediation, CBA
Jane Campbell, Financial Adviser, Aeran

IDENTIFYING AND HELPING VICTIMS OF FINANCIAL ELDER ABUSE
Participation Workshop (places are limited)
Benefit from a birds-eye view of the issues crossing the Banking & Finance Ombudsman’s desk – how the Financial Ombudsman Service (FOS) views financial elder abuse, the warning signs and how financial businesses should be responding. This session explores how FOS approaches these disputes, provides tools to identify financial elder abuse and will help you understand how external dispute resolution can lead to fair outcomes for vulnerable older people.
Philip Field, Financial Ombudsman Service Australia
11:45 – 12:45

CONCURRENT SESSIONS

PERTH ROOM

PROGRESSING THE LAW REFORM AGENDA: CAN WE ACHIEVE NATIONAL CONSISTENCY?

Chair: Dr Keith Suter

This panel discussion will reflect on the Australian Law Reform Commission findings and consider what next and how do we achieve consistent reforms across all jurisdictions.

Panelists include:
- Dr John Chesterman, Office of the Public Advocate, Victoria
- Darryl Browne, Facilitator, Law Society NSW’s Elder Abuse Working Group
- Melissa Chaperlin, Seniors Rights Service
- Jilly Field, Ashursts Legal, Sydney
- Matt Corrigan, The Australian Law Reform Commission
- A/Prof Nola Ries, University of Technology, Sydney

SYDNEY ROOM

ABSTRACT PRESENTATIONS

Chair: Diana Bernard

Valuing the Older Person within a Sudanese Context

Sonia Di Mezza, ACT Disability, Aged and Carer Advocacy Service (ADACAS)

Together making change: tackling the issue of elder abuse from within the CALD communities

John Biswas, Northern Settlement Services Ltd

Importance of culturally responsive practice in addressing elder abuse

Dimitri Bouras, PRONIA, provider of aged and co-ordinated care services

Elder abuse in CALD communities – how can we raise awareness within a multicultural context?

Yvonne Santalucia, Chau Nguyen, Edilia Porcu, Marial Sabry & Lucyna Urbanski, South Western Sydney Local Health District

Day 2 continued next page
**Progressing the Law Reform Agenda: Can We Achieve National Consistency?**

Chair: Dr Keith Suter

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Yvonne Santalucia, Chau Nguyen, Edilia Porcu, Marial Sabry & Lucyna Urbanski, South Western Sydney Local Health District

**Collective impact via collaboration: successfully achieving social change via collaborative practice**

Shelly Harpur, Christine Mattey & Kerry Marshall, The NSW Elder Abuse Helpline and Resource Unit

Window of opportunity: Vulnerable Older Persons Coordination and Response Group

Lisa Braddy, St Vincent’s Hospital Melbourne

Circles of transformative social education

Amrit Versha, Founder & Director, Third Space & Nalika Padmasena, Solicitor, Seniors Rights Service

Integrated model of care for responding to suspected elder abuse

Antionette Libertone, Department of Health and Human Services, Victoria

**Local Governments: What Is Their Role and What Are They Doing?**

Chair: Margaret Duckett

This panel discussion will include representatives from five local government areas. Local responses to elder abuse will be highlighted and the panel will discuss what role local governments can have and how to participate with local collaboratives. The session will feature a local collaborative from NSW.

Panelists include:
- Shelly Harpur, NSW Elder Abuse Helpline & Resource Unit
- Mary Ciantar, Inner West Council, Sydney
- Nick Guggisberg, Kiama Municipal Council, NSW
- Peta McGrath, Lake Macquarie City Council, NSW
- Michelle Penney, Knox City Council, Victoria
- Prue Hardgrove, Blue Mountains City Council, NSW
- Melissa Andrews, Shoalhaven City Council, NSW

**Interviewing Maggie: What Professionals Can Learn From Mother and Son**

Participation workshop (places are limited)

In this practical session, participants will workshop identifying potential indicators of abuse and ways of working with older people who may have impaired decision making abilities.

Lise Barry, Macquarie University

**Loddon Mallee – Aboriginal Land in Regional Victoria: Elder Abuse Responses**

Participation workshop (places are limited)

Robert will be giving a presentation and showing a DVD called "Respect Our Elders" that the Bendigo and District Aboriginal Co-operative, Aged and Disability Program developed to give Aboriginal communities an understanding on elder abuse.

Robert Russell, VCAACD
### Programme Day 2

#### Day 2: Tuesday 20 February 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td>12:45 – 1:30</td>
<td>Lunch</td>
<td>Interactive Online Lunch with &quot;Seniors Creating Change&quot; from Townsville Queensland. Join them for a chat. Facilitated by Jane Andreassen, Townsville Community Legal Service</td>
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<tr>
<td>12:50 – 1:25</td>
<td>BRISBANE ROOM</td>
<td>In-formal Breakout Sessions during lunch break</td>
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<td>1:30 – 2:15</td>
<td>PERTH ROOM</td>
<td><strong>Abstract Presentations</strong></td>
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<td>Chair: Tom Cowen, Principal Solicitor, Seniors Rights Service</td>
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<td><strong>Elder financial abuse: legal liability</strong></td>
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<td>Jessica Latimer, Slater and Gordon Lawyers</td>
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<td><strong>Selling the family home to move in with a child? Hope for the best but plan for the worst</strong></td>
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<td>Hagen Jewell, Wentworth Chambers</td>
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<td><strong>The many faces of elder abuse</strong></td>
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<td>Karen Williams, ADA Australia, Brisbane</td>
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<td>SYDNEY ROOM</td>
<td><strong>Abstract Presentations</strong></td>
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<td>Chair: Pat Joyce, Manager of Aged Care Advocacy, Seniors Rights Service</td>
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<td><strong>Communication impairment: the effects on access, wellbeing and participation</strong></td>
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<td>Trish Johnson, Speech Pathology Australia</td>
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<td><strong>Carers: Part of the solution. Carer inclusive strategies to prevent elder abuse</strong></td>
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<td>Felicity Rogers &amp; Tom Hinton, Carers NSW</td>
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<td><strong>Developing the Dignity in Care questionnaire</strong></td>
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<td>Louise Heuzenroeder &amp; Prof Alison Kitson, Flinders University and Dr Faizal Ibrahim, Central Adelaide Local Health Network</td>
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</table>

Day 2 continued next page
PERTH ROOM

The Older Women’s Network Theatre Group – *Don’t Knock Your Granny*

The Older Women’s Network Theatre Group has presented shows exploding the myths of ageing with a blend of satire and song to a broad range of communities and professional health, political and social workers. For the Conference, the Group presents their show ‘Don’t Knock Your Granny’ which addresses the understanding of, and responding to, elder abuse and domestic or family violence. Performers: Norma Bastock, Halcyon Evans, Itojo Hardie, Inez Jessurun, Marjorie Moffat, Carolyn Neumann, Brigid Sen, Ruth Thompson, Rita Tratt, Miranda Walker, Janice Beavan (pianist)

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<td><strong>ELDER ABUSE: EMERGING HEALTH JUSTICE PARTNERSHIP – TIPS AND TRAPS</strong></td>
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<td>Chair: Barbara Anderson, Seniors Rights Service</td>
<td>Chair: Prof Rebecca C. Morgan, Stetson University, Florida, USA</td>
<td>Participation workshop (places limited)</td>
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<tr>
<td><strong>Addressing Victorian priorities for elder abuse: An action plan</strong></td>
<td><strong>Elder abuse and the Victorian Family Violence Reforms</strong></td>
<td>A number of health justice partnerships (HJP) are emerging, focussing on the prevention of, and response to, elder abuse. Is the collaboration within the HJP model effective at reaching older people at risk of or experiencing elder abuse? This interactive panel discussion, involving multidisciplinary health care workers, legal practitioners and evaluators, will seek to answer all your questions about the HJP and more.</td>
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<td>Briony Dow, Ellen Gaffy &amp; Kerry Hwang, National Ageing Research Institute</td>
<td>Jenny Blakey, Mandy Walmsley &amp; Melanie Joosten, Seniors Rights Victoria</td>
<td>Virginia Lewis, Jillian Freeman, Yvonne Lipianin, Megan King, Lauren Adamson, Faith Hawthorne and Lisa Braddy</td>
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<td><strong>Don’t call me ‘dear’ – why language matters and how to improve it</strong></td>
<td><strong>Examining the use and effectiveness of elder abuse protocols: a Western Australian case study</strong></td>
<td><strong>Can indicators enable abuse prevention and effective response?</strong></td>
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<td>Anita Wynne, 50x50</td>
<td>Dr Barbara Blundell, Curtin University &amp; Deborah Costello, Advocare Inc, WA</td>
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### ABSTRACT PRESENTATIONS

#### Chair: Nalika Padmasena, Seniors Rights Service

**The role of the adviser in preventing elder abuse**
- Darryl Browne, Facilitator, Law Society of NSW Elder Abuse Working Group

**Interprofessional collaboration to improve elder abuse screening and response**
- A/Prof Nola Ries & Elise Mansfield, University of Technology Sydney

**Recognising and responding to elder abuse: A simulation teaching package for nursing and other health professionals**
- Dr David Foley, University of Adelaide

**The right to freedom from violence, abuse and neglect – A fundamental, framing element in a convention on the rights of older persons**
- Bill Mitchell, Townsville Community Legal Service

### ABSTRACT PRESENTATIONS

#### Chair: Amrit Versha, Third Space

**Getting behind closed doors**
- Margaret Crothers, Seniors Rights Service & Kate Partington, Shoalhaven Elder Abuse Prevention Network (SEAPN)

**Gold Coast Elder Abuse Project – A grassroots approach to addressing elder abuse on the Gold Coast**
- Deidre Venz, Mental Health Social Worker & Deanne Lawrie, Elder Abuse Prevention Unit, Child and Family Services, Uniting Care Queensland

**It’s a matter of trust: Collaborative community education and awareness raising program in diverse communities**
- Kate Gibson, Eastern Community Legal Centres

**Systemic elder abuse and community mental health**
- Nicki Cassimatis, Teacher, Workshop Facilitator and Post-Graduate Student of Mental Health Practice

### ABSTRACT PRESENTATIONS

#### Chair: Susan B Somers, President, International Network for the Prevention of Elder Abuse

**The code of banking practice and its role in protecting elderly Australians**
- Sally Davis, Banking Code Compliance Committee

**Can we do better? Improving the Australian legal system’s response to financial abuse**
- Megan King, Justice Connect, Victoria

**Elder abuse and superannuation – a policy response to the The Australian Law Reform Commission’s elder abuse recommendations**
- Jordan George, SMSF Association

### ABSTRACT PRESENTATIONS

#### Chair: David Puls, Seniors Rights Service

**Older LGBTI people’s experiences of elder abuse – and their prevention strategies**
- Dr Catherine Barrett, Celebrate Ageing

**HIV stigma and discrimination: a perspective on elder abuse**
- David Pieper, National Association of People With HIV Australia (NAPWHA)

**Shame, stigma and addressing abuse amongst older women**
- Diana Bernard, Seniors Rights Service
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Jordan George, SMSF Association

Fill the gap in elder abuse responses with an Elder Justice Law
Rodney Lewis, Elderlaw

THE GIFT THAT KEEPS GIVING: EVIDENCE AND PRACTICE ISSUES IN BRINGING FINANCIAL ELDER ABUSE CLAIMS
Participation workshop (places are limited)
This interactive workshop will be useful to anyone involved in the legal system or trying to support an older person through this stressful period. It brings together years of casework experience in order to provide the participants with strategies to navigate this difficult process and manage the older person’s expectations at the outset.
Rebecca Edwards, Tabitha O’Shea & Bernadette Maheandiran

STEERING THE RIGHT PATH - A PREVENTION APPROACH TO ELDER ABUSE
Participation workshop (places are limited)
This interactive workshop briefly introduces participants to ‘Steering The Right Path’ a primary prevention and early intervention workshop developed by Relationships Australia Victoria and funded by the Victorian State Trustees Trust Foundation, currently being delivered in community and workplace settings. Attendees will participate in one of the activities of the workshop and will be able to share their thinking and test their knowledge. In line with conference aims a prevention and early intervention solution to a common form of elder abuse, financial exploitation through misuse of Powers of Attorney, will be proposed for discussion. Participants will be invited to share other ideas for effective prevention.
Simon Curran, Relationships Australia Victoria
### PROGRAM DAY 2

#### DAY 2: TUESDAY 20 FEBRUARY 2018

<table>
<thead>
<tr>
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<tr>
<td>3:15 – 3:45</td>
<td>Afternoon tea</td>
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<tr>
<td>3:45 – 3:50</td>
<td>Closing MC: Jane Caro</td>
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<td>3:50 – 4:10</td>
<td>Closing plenary speaker: Attorney-General Hon Christian Porter MP</td>
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<tr>
<td>4:10 – 4:20</td>
<td>Craig Gear, President, Seniors Rights Service</td>
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<tr>
<td>4:20 – 4:55</td>
<td>• Ellen Fanning has been interviewing speakers over the last couple of days. What are the key themes that emerged from that process?</td>
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<td>• Keith Suter has chaired several conference sessions. He has also engaged with conference delegates over the last two days. What are the key issues that conference delegates are raising?</td>
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<td>• Les Stahl has interviewed key stakeholders across a number of sectors prior to the event. He has also worked with Jenny Bray to understand the analysis from the online survey completed by most delegates. Les has also been consulting with delegates over the past two days.</td>
</tr>
<tr>
<td>4:55 – 5:00</td>
<td>Jane Caro will officially close proceedings</td>
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<td>5:00</td>
<td>Close of event</td>
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</tbody>
</table>

### ON DISPLAY IN BREAKOUT SPACES AT CONFERENCE VENUE

**Poster - Financial Elder Abuse: A survey of Victorians. Luke Wright, State Trustees Limited.** In August 2017 State Trustees surveyed 820 Victorians about their experience and understanding of elder abuse. The purpose of the survey was to gain insights into Victorians' experience of elder abuse, their understanding of the role of financial attorneys and awareness of what actions constitute financial elder abuse. The insights from the survey confirm some commonly accepted elements of elder abuse with respect to prevalence, gender as a risk factor and the intergenerational nature of elder abuse.


**Video interviews with older people from culturally and linguistic diverse backgrounds,** 2017, NSW Elder Abuse Helpline and Resource Unit

**Ageing Awesomely – Interviews with LGBTI people,** 2018, ACON and Seniors Rights Service

**RESPECT! – Video interviews with older people in Western Sydney,** 2018, Seniors Rights Service
KEYNOTE AND PLENARY SPEAKERS

LISTED IN ALPHABETICAL ORDER OF SURNAME

DR JANE BARRATT
Secretary General, International Federation on Ageing (IFA)

IFA comprises government, industry, academic and non-governmental members in over 70 countries, representing some 75 million older people and is a global point of connection for experts and expertise that help to shape and influence age-related policy globally. At the heart of the work of the IFA and Dr Barratt’s leadership is the fundamental right of older people to be enabled to do what they value, as opposed to what society thinks that they value. In essence protecting and respecting the rights of older people. Jane has direct responsibility for the organization’s global operational performance, quality and strategic implementation, and business development. This includes leadership at the United Nations Economic and Social Council in New York, Geneva and Vienna and formal relations with the World Health Organization (WHO) Department Ageing and Life-course. She is a member of the Executive Committee for the WHO Global Network for Age-friendly Cities and Communities, which is responsible for setting global strategic direction and various associated international expert committees. She has many national and international roles, including the Standing Selection Committee Chair for the Networks of Centres of Excellence of Canada, and is a former member of the Global Agenda Council on Ageing for the World Economic Forum.

MARIA BERRY
Health Consumer Representative, and Consultant Advocate for Older People

Maria has a background in Nursing, with a career preference of working with older people in both community and residential care. She has been volunteering as a Health Consumer Representative for six years to improve care and treatment of older people in our health services and community. She has been on Community Advisory Committees at Albury/Wodonga Health and Department of Health Victoria, and participated in projects with the National Ageing Research Institute, Victorian Care of Older People Clinical Network, and Elder Abuse Australia/Stop Elder Abuse, as well as presenting at numerous forums and conferences.

HON ANNA BLIGH AC
Chief Executive Officer, Australian Bankers’ Association

Anna Bligh is the CEO of the ABA, working to strengthen the culture in banking and improve customer experience.

Anna has had a long and distinguished career in politics. She was Premier of Queensland for almost five years and led the response and recovery effort to devastating floods in January 2011.

Prior to joining the ABA, Anna was the CEO of YWCA NSW, a not-for-profit organisation striving to build a safer world for women and children with services dedicated to ending domestic violence.

Anna received a Companion in the General Division of the Order of Australia award in the 2017 Australia Day Honours list, in recognition of her eminent service to the Parliament of Queensland, the not-for-profit sector and the role of women in public life.
JODY BROUN
Director NSW/ACT, Australian Red Cross

Jody Broun has held various senior roles, including Executive Director, Aboriginal Housing and Infrastructure WA; Director of Equal Opportunity in Public Employment WA; and Director General, Department of Aboriginal Affairs (NSW). She has been responsible for delivering community and state-wide policy and programs, developing national policy reforms and negotiating national and state government agreements. In 2014, Jody joined Australian Red Cross as Director NSW/ACT to continue working with vulnerable communities, and to find new and different ways to strengthen social participation.

JANE CARO
Novelist, Journalist, Broadcaster, Columnist, Advertising Writer, and Media and Social Commentator

Jane has published five books and has recently published “Just a Queen” a sequel to her earlier work “Just a Girl” and “plain speaking jane”

A regular on the Gruen Transfer she has also appeared in the media including weekly spots on Weekend Sunrise, and Sunrise. She has created, written, presented and co-produced for ABC Radio and Television. She has also appeared on The Drum, Q&A, The Project, Daily Edition, Mornings on 9, Studio 10 and Today. She writes regular monthly columns for Mt (Management Today) Magazine, and the Sun Herald’s Sunday Life.

In 2016 Jane was appointed the Financial Planning Week Ambassador by the Financial Planning Association of Australia (FPA).

She is in demand as a speaker, workshop facilitator and MC.

HON TANYA DAVIES MP
NSW Minister for Ageing

As the NSW Minister for Ageing, Tanya is focused on addressing the challenges and opportunities that occur with an ageing population.

She is passionate about tackling ageism and ensuring people in NSW experience the benefits of living longer, while having the opportunity to participate in and contribute to their communities.

The ongoing implementation of the state’s first Ageing Strategy, delivered by the NSW Liberals and Nationals Government, is a top priority and involves a whole-of-government effort to help people not only live longer lives, but better lives. The Elder Abuse Helpline and Resource Unit is one of the important initiatives under this strategy.

Tanya is a working mother, raising her two young children in Western Sydney with husband Mark. Prior to being sworn in as NSW Minister for Ageing, Mental Health and Women, Tanya was Parliamentary Secretary for Youth Affairs and Homelessness, and has been the local member for Mulgoa since 2011.
**HON JUSTICE SARAH DERRINGTON**

President, Australian Law Reform Commission (ALRC) and a Judge of the Federal Court of Australia

Justice Derrington was appointed President of the ALRC and a Judge of the Federal Court of Australia on 10 January 2018. To her appointment, she was the Dean of Law at the University of Queensland and a barrister specialising in maritime and shipping law, general commercial law and arbitration. Justice Derrington has published in leading international journals in the field of marine insurance and carriage of goods by sea and, with James M Turner QC of the English Bar, co-authored *The Law & Practice of Admiralty Matters*, now in its second edition (OUP, 2016). She was the co-Editor of the Queensland Reports from July 2011 until May 2015.

**HON MARK DREYFUS QC MP**

Shadow Attorney-General

Mark was elected to parliament in 2007 as the Member for Isaacs. He studied Arts and Law at the University of Melbourne.

A former Director of the Law Council of Australia, Mark served on the Victorian Bar Ethics Committee and Victorian Bar Council. In 1999 he was appointed as a Queen’s Counsel.

Mark is a strong advocate for social justice and believes in creating a sustainable environment for our future generations.

During 2013 Mark served as Attorney-General, Minister for Emergency Management, and Minister for the Public Service and Integrity and Special Minister of State.

**ELLEN FANNING**

Award-winning Current Affairs Broadcaster and Journalist

Ellen spent the first ten years of her career at the ABC where she presented both the AM and PM current affairs radio programs. She also served as the ABC’s Washington correspondent. She was later a reporter on the Nine Network’s 60 Minutes and the last presenter of Nine’s prestigious Sunday program. She has produced award-winning documentaries and was most recently the presenter of SBS TV’s long form interview series, *The Observer Effect*. 
Craig Gear
President, Seniors Rights Service
Chairperson, Older Person Advocacy Network

Craig has extensive experience in health service management and health consulting. He is currently the principal director of a health consulting firm focusing on primary care non-government organisations (NGOs), ageing, mental health, eHealth and Aboriginal health. Flowing from his background in nursing he is passionate about connecting and improving the health system for all Australians. He has positions on a number of NGO Boards.

Hon Michael Kirby
AC CMG
Retired Judge of the High Court of Australia and LGBTI Advocate

Born and educated in Sydney at public schools and the University of Sydney, Michael was 35 years of age when appointed to judicial office in 1975. He served on the Australian Conciliation and Arbitration Commission, the Federal Court of Australia, as President of the Court of Appeal of New South Wales and, concurrently, the Court of Appeal of Solomon Islands before his appointment in 1996 as a Justice of the High Court of Australia. He retired from that court in 2009. Since then, and at present, he is doing what many Elder Australians do today: working harder than ever! He served on the Eminent Persons Group on the Future of the Commonwealth of Nations (2010-11); The UNDP Global Commission on HIV and the Law (2011-12); The UN Commission of Inquiry on Human Rights in North Korea, which he chaired (2013-14); and as a member of the UN Secretary General’s high-level panel on access to essential medicines (2015-16). He currently serves on several UN bodies, including the new Network on Judicial Integrity, established by UNDP in 2018. He has championed the rights of all minorities under the law, including a minority to which he belongs: LGBTIQ Australians. He has lived in Sydney with his partner Johan van Vloten for 49 years. Elder Australians include LGBTIQ citizens who must be protected against abuse, bullying and enforced denial and shame. Gay people are no longer invisible. They are everywhere. Like all citizens they must be protected and respected. This is a topic that Michael will address in his presentation.
UNCLE CHARLES (CHICKA) MADDEN

Gadigal Elder

Uncle Chicka is a respected Sydney Elder. He has lived in and around the Redfern and inner city area most of his life, serving the Aboriginal community as Director or the Aboriginal Medical Service, member & representative of the Metropolitan Local Aboriginal Land Council, and Director of Aboriginal Hostels NSW. He is also a life member of the Redfern All Blacks. Along with being an active community leader, Uncle Chicka is also an important artist, creating a number of ceramic sculptures and paintings inspired by his Gadigal country. He has been commissioned to create a number of works, including a painting for St Vincent’s Health Australia and an installation for the Redfern Community Centre’s Elders Lounge in collaboration with Nicole Monks.

GERARD MANSOUR

Commissioner for Senior Victorians, and Ambassador for Elder Abuse Prevention

Gerard is a highly respected and passionate advocate for the needs of older people, with over 25 years of leadership experience within the aged and wider community services sectors. As Commissioner for Senior Victorians, he provides advice to the Victorian Government on issues relevant to senior Victorians, such as the ability to live healthy, dignified and productive lives, and social engagement and empowerment. Gerard’s role as Ambassador for Elder Abuse Prevention is focussed on giving older victims of family violence a voice. A priority is to raise community awareness so older people, their carers and family members are aware of the rights of senior Victorians and how to seek help. The Commissioner is committed to working towards an age-friendly and inclusive Victoria for all seniors.

PROFESSOR REBECCA C MORGAN

Professor of Law, Boston Asset Management Chair in Elder Law, Center for Excellence in Elder Law

Professor Morgan is the Boston Asset Management Chair in Elder Law, the Co-Director of the Center for Excellence in Elder Law at Stetson University College of Law and the original director of Stetson’s on-line LLM in Elder Law. She is co-author of Matthew Bender’s Tax, Estate, and Financial Planning for the Elderly and its companion forms book, a co-author of Representing the Elderly in Florida and co-author of Fundamentals of Special Needs Trusts, and serves as a member of the elder law editorial board for Matthew Bender. She also co-authored Planning for Disability for BNA with Robert Fleming and Ethics in an Elder Law Practice for the ABA. She and four of her colleagues have co-authored Elder Law in Context.
HON DR KAY PATTERSON AO

Age Discrimination Commissioner

Appointed Age Discrimination Commissioner in July 2016, Kay is highly qualified for the role. Teaching psychology to health science students in the 1970s, she developed an interest in gerontology. She expanded the undergraduate programs in human development to include the study of ageing, and co-developed the first Post-Graduate Diploma in Gerontology in Victoria.

Elected to the Senate in 1987, she pursued throughout her parliamentary career, both as a back bencher and Cabinet Minister, issues affecting older Australians. Older workers, elder abuse and homelessness are her priorities in her current role.

Kay has served on a number of not-for-profit boards, is a Professorial Fellow at Monash University, and was appointed an Officer of the Order of Australia in 2016.

HON CHRISTIAN PORTER MP

Commonwealth Attorney-General

Christian is an Australian politician and lawyer, and current Attorney-General of the Turnbull Government. He was elected as the Liberal Party member for the federal Division of Pearce in the 2013 federal election. From Perth, he attended Hale School, the University of Western Australia and later the London School of Economics. He practised law at Clayton Utz and taught law at the University of Western Australia before his election to parliament. Before his election to the federal parliament, Porter had served in the Parliament of Western Australia. He first entered the Legislative Assembly after winning the seat of Murdoch in a 2008 by-election and was subsequently elected to the new seat of Bateman at the 2008 general election.

After the Liberals formed government, he was appointed Attorney-General in the Barnett ministry. In December 2010, he was also appointed Treasurer, and held both portfolios until June 2012, when he resigned from the ministry to contest the 2013 federal election. Prior to assuming his current position, Christian was Parliamentary Secretary to the Prime Minister in the Abbott Government from December 2014 to September 2015, and then Minister for Social Services in the Turnbull Government from September 2015 to December 2017.
SUSAN B SOMERS
President, International Network for the Prevention of Elder Abuse (INPEA), The Somers Law Firm, USA
Susan has a Law Degree and holds a Certificate of Gerontology Studies. For two decades her practice areas concentrated on civil rights and family and elder issues, including guardianship and elder abuse prevention and prosecution. She served as Assistant Deputy Attorney-General for the State of New York, Consumer Frauds Bureau and Elder Protection Unit. Susan has expertise in financial exploitation of the elderly and has developed and delivered numerous trainings to banks, police and older persons. She also served as State Director of the NYS OCFS Bureau of Adult Services. She is currently President of INPEA, an International NGO with special consultative status at the UN, which launched the first Annual World Elder Abuse Awareness Day on 15 June 2006. Her focus is on promoting older person’s human rights to end abuse, neglect and violence globally, through advocacy with UN Member States and International NGOs. She has an interest in addressing harmful cultural and traditional practices, and raising awareness relative to older persons’ mental health issues. She co-chairs the NGO Committee on Ageing, New York, sub-committee to Promote a New Convention.

DR KEITH SUTER
Economic and Social Commentator, Strategic Planner, Author and Broadcaster
Dr Suter is the Managing Director of the Global Directions think tank, as well as an economic and social commentator, strategic planner, author and broadcaster. As a broadcaster, he appears on Australian radio an average of once a day. He is Channel Seven’s Sunrise foreign affairs editor and also a foreign policy analyst for Sky TV Australia. Keith teaches political science on the Sydney international campus of Boston University, USA and is the Director of Studies of the Australian Branch of the International Law Association, and NSW Chair of the International Commission of Jurists. Keith has also been a member of the prestigious Club of Rome since 1993. The Club is an informal association of independent leading personalities from politics, business and science; men and women who are long-term thinkers interested in contributing in a systemic interdisciplinary and holistic manner to a better world. He is a highly experienced, professional and awarded presenter of ideas on topics including ethics, world affairs, globalisation, mining, global warming, leadership, the future, and corporate governance.

VIRGINIA TRIOLI
Journalist, Author, Radio and Television Presenter
Two time Walkley Award winner Virginia Trioli is one of Australia’s most respected journalists, with a career spanning print (The Age, The Bulletin), radio (774 Melbourne and 702 Sydney) and television (Lateline, 7.30, Sunday Arts and News Breakfast). She is a published author and frequent speaker, MC and moderator. Virginia lives in Melbourne with her husband, son and Labrador, Bunk.
**HON KEN WYATT AM MP**  
**Minister for Aged Care, Minister for Indigenous Health, and Federal Member for Hasluck**

Ken was elected in 2010 as the Federal Member for Hasluck, making history as the first Indigenous Member of the House of Representatives. In 2015 he became the first Indigenous member of the Federal Executive after being sworn in as the Assistant Minister for Health and Aged Care. In January 2017, Ken was appointed as the Minister for Aged Care and Minister for Indigenous Health. His portfolio responsibilities include Australian Hearing services and the Australian Organ and Tissue Authority.

Before entering politics, Ken worked in community roles in the fields of health and education, including Director of Aboriginal Health in New South Wales and Western Australia. Ken has also made an enormous contribution to the wider community in training and mentoring young people, which was recognised in 1996 when he was awarded the Order of Australia in the Queen’s Birthday Honours list. In 2000, Ken was awarded a Centenary of Federation Medal for ‘his efforts and contribution to improving the quality of life for Aboriginal and Torres Strait Islander people and mainstream Australian society in education and health.’

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**RUSSELL WESTACOTT**  
**Chief Executive Officer, Seniors Rights Service**

Russell joined Seniors Rights Service in this capacity in January 2011. Russell has 30 years’ experience working in non-government organisations (NGOs). He worked for several organisations in the HIV sector and has worked for both state and national organisations.

Russell has implemented projects in each state and territory in Australia in collaboration with local partners. He has worked on international projects in the South Pacific and South Africa and has represented Australian community-based groups at the United Nations. During the period 2001 to 2005, Russell worked in New York City at one of that city’s largest NGOs. Russell has an interest in the human rights of individuals who are often marginalised. Russell has studied at the University of NSW in Politics and International Relations and Sociology.

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**DR ELSIE YAN**  
**Associate Professor, Department of Applied Social Sciences, Hong Kong Polytechnic University**

Dr Yan’s research interests include elder abuse, elder sexuality, and dementia care. Her work on elder abuse has been widely recognized in the international research community. She had been invited to present her work on elder abuse at the workshop on Elder Abuse and Its Prevention organized by the Institute of Medicine (IOM), Washington DC. She was also a member of the Expert Group Meeting on Neglect, Abuse, and Violence against Older Women at the United Nations New York Headquarters. She was awarded the GSA fellowship in 2016.
LISTED IN ALPHABETICAL ORDER OF SURNAME

JILL ABRAHAM
Founder and Director, CROWNED Pty Ltd

CROWNED Pty Ltd is a service addressing isolation and at-risk seniors. Jill has over 30 years’ experience working for organisations with a vision to effect change through community advocacy practice with marginalized cohorts. Her advocacy achievements include older people, long term unemployed, post incarcerated individuals, migrants, Aboriginal and Torres Strait Islanders, the homeless, and people with a disability. Jill’s passion for empowering marginalized people and the increasing incidents in elder abuse led her to establish CROWNED in 2017. CROWNED empowers older people through social engagement and advocacy in order to reduce social isolation and vulnerability leading to elder abuse, in particular people who reside in areas that are geographically isolated. Jill’s work includes advocating for older women who experience sexual abuse.

LAUREN ADAMSON
Manager, Justice Connect

Lauren manages the Justice Connect Victorian Seniors Law program of health justice partnerships. Seniors Law works with health partners and pro bono lawyers to prevent and respond to elder abuse and assist older people with other legal issues associated with ageing. Lauren is a member of the Law Institute of Victoria Elder Law Committee, the National Association of Community Legal Centres Older Persons and the Law Working Group, and the Victorian Department of Health and Human Services Elder Abuse Prevention and Response Advisory Group. She is an accredited member of the Partnership Brokers Association.

GRAHAM AITKEN
Chief Executive Officer, Aboriginal Community Services (ACS)

ACS is the largest aged care service provider for Aboriginal and Torres Strait Islander Elders in Adelaide and South Australia, providing a full continuum of aged care services. ACS has a Community Visitor Scheme that provides visitors to socially isolated Elders. Aged care services and support are provided in Adelaide and the APY lands in the far north of SA, to approximately 500 Elders.

Prior to his current role, Graham worked for over 15 years with various Commonwealth and State Government departments and programs specifically designed for Aboriginal and Torres Strait Islander people. In his last position in government, he was responsible for the administration and funding for all Aboriginal HACC services and programs across South Australia. Graham completed a Bachelor of Commerce degree at Adelaide’s Flinders University as a mature aged student, with majors in International Business and Human Resource Management and a minor in Business Economics. Graham was born in Oodnadatta in SA’s far north and his family are Yankunytjatjara. Graham has a passion and commitment to...
ensure that during the current aged care reforms, all elders have access to reliable and consistent aged care services, no matter where they live.

BARBARA ANDERSON
Board Member, Seniors Rights Service

Barbara has a background in health information management and has worked across all areas of health service delivery, including hospitals, community health, residential aged care and general practice. For 15 years she worked in the NSW Ministry of Health, advising on best practice policies and programs relevant to aged care and aged health. She has also run her own business, managed the Australian Council on Healthcare Standards Education Service, and been a lecturer at the Cumberland College of Health Sciences.

JANE ANDREASSEN
Intake and Support Worker, Townsville Community Legal Service, Seniors Legal and Support Service

Jane is the Intake and Support Worker at Townsville Community Legal Service with the Seniors Legal and Support Service. Jane has been at Townsville Community Legal Service for five years in various roles and is also the coordinator of Seniors Creating Change.

MELISSA ANDREWS
Community Development Officer, Shoalhaven City Council

The Shoalhaven region has one of the largest aged populations in NSW, with more than 30% of the population being over 60 years of age. Melissa has a background in community development and advocacy in the aged and disability sectors and has a passion for intergenerational projects. Her previous work on the Dementia Friendly Kiama project gained recognition from the National Local Government Awards and the World Health Organisation.

SOPHIE ANDRITSOS
Paralegal

Sophie is in the penultimate year of her Bachelor of Arts/Law at Monash University. She is currently working on an Honours thesis regarding the use of surveillance devices in aged care. Over the past three years she has also worked as a paralegal at a large for-profit aged care provider, an experience that inspired her research.

NICKY BAKER
Interprofessional Clinical Lead, Clinical Teaching and Education Centre, ViTA

ViTA is a shared facility of Flinders University, SA Health and ACH Group. Nicky’s current interests are interprofessional practice, care of older adults, and using simulation for teaching and learning. Her clinical background is as a physiotherapist in many settings, a clinician, manager and leader. She is currently studying for her
Masters by Research in Clinical Rehabilitation in goal setting with older adults.

DR KATE BARNETT
Older Persons Advocacy Network (OPAN)

Dr Barnett established the Stand Out Report in mid-2016, building on 30 years as a social researcher specialising in ageing issues, with 20 of those leading her own consultancy – Kate Barnett and Associates – and 10 as Deputy Director of the Australian Workplace Innovation and Social Research Centre (WiSeR) at The University of Adelaide. Kate continues to work as a university researcher, but on a freelance, project-by-project basis. Most recently, she was Lead Writer for Australia’s first Technology Roadmap for Aged Care (launched July 2017), undertaken by a team from the Medical Devices Research Institute at Flinders University. Kate continues to work with this team in their application to establish the Smart Ageing CRC (Cooperative Research Centre). Kate specialises in ageing and aged care, and to this end, has always worked closely with all levels of government, peak bodies and leading not for profit aged care providers.

DR CATHERINE BARRETT
Founder and Director of the OPAL Institute, and Coordinator of The Power Project

Dr Barrett is the Founder and Director of Celebrate Ageing, a program challenging ageism and preventing elder abuse. The program includes the OPAL Institute addressing the sexual rights of older people – including the right to be free from sexual abuse. Catherine was the Chief Investigator for Norma’s Project – documenting older women’s experiences of elder abuse, and also a researcher on a Victoria-based project that documented a state-wide strategy to prevent the sexual abuse of older women. Catherine believes that to achieve the social and cultural changes necessary to prevent elder abuse we need to work together. In February 2018, she will launch The Power Project, a National resource mapping how we can work together to prevent sexual abuse.

LISE BARRY
Senior Lecturer, Macquarie University

Lise is a legal academic at Macquarie Law School, founding member of Australian Research Network on Law and Ageing, Elder Mediator and member of NSW Guardian Ad Litem panel.

CAROLINE BAUM
Journalist and Broadcaster

Caroline Baum is an author, respected journalist and broadcaster. She has written about family and age-related issues for the Guardian and Good Weekend magazine and about caring for a demented parent in her memoir, ONLY, published in 2017. She is currently writing a book about being a carer.
DANA BEIGLARI  
Senior Solicitor, Combined Civil Law Specialist Team, Civil Law Division, Legal Aid NSW

Dana started her career as a lawyer at the commercial law firm, Allens. Her passion for social justice law led her to Legal Aid NSW as the Mortgage Hardship Service Solicitor. Dana is now a Senior Solicitor in the Consumer Law practice group. Her team of 10 solicitors assists some of the most vulnerable people in NSW to access their consumer protection rights in credit and insurance matters.

DIANA BERNARD  
Manager Education, Seniors Rights Service

Diana has a degree in social work and a Masters in Public Health. She has extensive experience in the health field, initially in clinical work and subsequently in prevention, education, project management and research capacities. She has worked in a broad range of content areas including the aged care sector, and tutored in health promotion and social aspects of health in the Masters in Public Health at UNSW.

JOHN BISWAS  
Sector Support and Development Officer, Multicultural Access Project, Northern Settlement Services Ltd

John is currently the Sector Support and Development Officer, Multicultural Access Project for the Hunter with Northern Settlement Services Ltd, and Convenor of the Hunter CALD Elder Abuse Prevention Network. John has also chaired the Hunter CALD Disability Engagement Reference Group since 2016. John has over a decade of work experience with diverse ethnic and cultural communities in the UK and in Australia. He has a background in advocacy, university Chaplaincy and grassroots student and community organising.

JENNY BLAKEY  
Manager, Seniors Rights Victoria

Jenny has been the Manager of Seniors Rights Victoria since October 2010. In the previous seven years she held management roles in community services in the alcohol and drug sector, as Manager of Outreach Services at Windana, and Manager of Mary of the Cross, part of CatholicCare. Prior to this, she was the Manager at Fitzroy Legal Service and the Welfare Rights Unit.

BARBARA BLUNDELL  
Lecturer, School of Occupational Therapy & Social Work, Curtin University

Dr Blundell is a lecturer and teaching and research academic in the School of Occupational Therapy and Social Work at Curtin University, Western Australia. Her research interests have a particular focus on elder abuse, ageing and disability issues, human rights, and advocacy. She has conducted
a number of research projects in these areas over the past 15 years, in partnership with both government and non-government organisations in Western Australia and Queensland.

**KIM BOETTCHER**
Barrister, Frederick Jordan Chambers

Kim has experience in corporate governance, consumer advocacy and practice as a solicitor in both the UK and Australia. As a solicitor for Seniors Rights Service, Kim was a regular representative at the United Nations Open-ended Working Group on Ageing in New York as an NGO representative. She was appointed to the NSW Minister of Fair Trading’s Retirement Villages Advisory Council in 2013 and also to the Minister’s Expert Committee on Retirement Villages Standard Contract Terms and Disclosure Documents in 2011. Kim is a member of the International Commission of Jurists Australia, and the International Federation on Ageing. Kim was appointed to the inaugural Legal Services Council in October 2014 and reappointed for three years from 2017-2020.

**DIMITRI BOURAS**
Caseworker, Counsellor and Community Educator, PRONIA

PRONIA is a provider of aged and co-ordinated care services. Dimitri has worked at PRONIA since 2009, during which time he has provided casework and counselling intervention services to over 300 CALD clients and their families directly affected by elder abuse. Dimitri is passionate about educating CALD communities about respectful relationships, emotional wellbeing and access to services. PRONIA provides programs to meet the health and care needs of frail, elderly people with disabilities and their carers.

**ANNETTE BRAY**
Chair, Older Women’s Network

Annette is the Chair of the Older Women’s Network, a board member of Health Consumer’s NSW and a member of the Lower North Shore Local District Consumer Participation Committee. Annette is a retired nurse and has worked in aged care. She has also been involved in pastoral care for many years.

**LISA BRADDY**
Social Work Manager, St Vincent’s Hospital Melbourne

Lisa currently holds the position of Social Work Manager at St Vincent’s Hospital Melbourne. She has nearly 25 years’ clinical and management experience in health, aged care, disability, community programs and workforce education and training. Lisa maintains a strong commitment to evidence-based practice supported by quality improvement and research, which is reflected in the activities of the department.

**JENNY BRAY**
Jenny Bray Training and Consulting

Jenny is an independent consultant and trainer to the community care, aged care, disability support, early childhood intervention and local government sectors. She operates from a fundamental regard for the human rights of
service users and great respect for volunteers and workers within the sector. Jenny has assisted hundreds of organisations to respond successfully to community needs and changing environments. Self-employed for 20 years, Jenny speaks from experience about the opportunities and challenges of operating a values-based service on a business footing.

JANE CAMPBELL
Principal, Aeran

As a Certified Financial Planner, Jane has focused on financial advice for injured people for most of the past 12 years, including as national manager for an advice business owned by one of Australia’s largest financial services companies. With the benefit of this experience, Jane realised that the way she could most help injured people was to provide fully independent financial advice with the best possible client service. This led to the Aeran of today. Jane also speaks publicly on issues affecting injured people, contributing to industry forums, and engaging with Government.

PHILIPPA CAMPBELL
Advocacy Coordinator, Seniors Rights Victoria

Philippa is the Advocacy Coordinator at Seniors Rights Victoria, the Victorian Statewide Advocacy and Legal Service assisting older people at risk of or experiencing elder abuse. She is also currently working with the State Government on the roll-out of family violence reforms in Victoria.

Philippa has 30 years experience working with older people in the not-for-profit sectors, including managing residential aged care, family violence, case management, quality management and advocacy.

Philippa’s passion is the human rights of older people, and she is committed to continuing her active role in tackling ageism.

DARRYL BROWNE
Principal, BROWNE.Linkenbagh Legal Services

Darryl is the Principal of BROWNE. Linkenbagh Legal Services. He is an Accredited Specialist in Wills and Estates. He facilitates the Law Society’s Working Group on Elder Abuse. He is a member of the Law Council of Australia’s Elder Law and Succession Committee, and the NSW State government’s Prevention of Elder Abuse Steering Committee. He is also a member of STEP and SMSF Association.

INSPECTOR REGAN CARR
State Domestic Family Violence Coordinator and Manager of the Domestic, Family Violence and Vulnerable Persons Unit, Queensland Police Service (QPS)

Inspector Carr has 30 years’ service with the QPS. Prior to her current role, she held a number of positions including general duties and as a Detective with the Child Protection Investigation Unit (previously known as the Juvenile Aid Bureau), Criminal Investigations Branch, and State Crime Operations Command. In 2005, she was promoted to Detective Senior Sergeant as one of the inaugural QPS Suspected Child Abuse and Neglect representatives. Inspector Carr worked for many years in the area of child protection and
in 2009 represented the QPS on a whole-of-Government Future Directions Project for the protection of children in Queensland. In addition to her extensive experience as a QPS Detective, Inspector Carr has contributed widely to many other organisational projects, including managing the ‘Policing Smaller Communities’ project and contributing expertise as a member of the QPS Flood Crisis Review Group.

**DR RACHEL CARSON**

**Senior Research Fellow, Manager – Family Law and Family Violence, Australian Institute of Family Studies**

Dr Carson is a socio-legal researcher with expertise in family law and qualitative research about family law disputes. After practising as a family lawyer, Rachel worked as a researcher in family law at the Melbourne Law School (University of Melbourne) and was awarded a Melbourne Research Scholarship to undertake her PhD in this field of research at the University of Melbourne.

Since joining the Family Law and Family Violence team at the Australian Institute of Family Studies in June 2012, Rachel has primarily worked on the Independent Children’s Lawyer Study and the Evaluation of the 2012 family violence amendments project, together with the Institute’s elder abuse scoping studies commissioned by the Australian Government’s Attorney-General’s Department. In addition to contributing to the Institute’s elder abuse research activities, Rachel’s current research activities include a study of the experiences of children and young people after the separation of their parents and the extent to which their needs are met by the existing family law system services, and a project investigating the extent of direct cross examination in family law matters involving alleged or substantiated family violence and the factual and legal context characterising these matters. Rachel is a consulting editor for the Family Law Review journal and has represented the Institute as the AIFS observer on the Family Law Council, a body that provides policy advice on family law to the Commonwealth Attorney-General.

**MELISSA CHAPERLIN**

**Solicitor, Seniors Rights Service**

Melissa has been a solicitor with the Seniors Rights Service practicing in the area of elder law for over nine years. She has a Combined Science Law Degree from the University of Technology Sydney. Melissa was involved with the Seniors Rights Service’s preparation of submissions into the Elder Abuse Enquiry General Purpose Standing Committee No 2, the Australian Law Reform Enquiry into Elder Abuse, and the recent review of the Guardianship Act 1987 by the NSW Law Reform Commission. As well as providing legal advice to older people, Melissa presents education to the community on elder abuse and planning ahead, and has provided education to other solicitors on elder law.

**NICKI CASSIMATIS**

**Teacher, Workshop Facilitator, and Post-Graduate Student of Mental Health Practice**

Nicki has presented at numerous mental health conferences and events since 2015, including TEDxUQ. She is a strong advocate for community and vulnerability and has worked in volunteer roles over many years. Over the last two years, she has been acting as staunch advocate for her elderly Greek parents, whose home of 33 years is subject to resumption and demolition for a road widening by local authorities.
DR JOHN CHESTERMAN
Director of Strategy, Office of the Public Advocate

Dr John Chesterman is Director of Strategy at the Victorian Office of the Public Advocate. He has written a number of books, including (as co-author) The Politics of Human Rights in Australia (Cambridge University Press). In 2013 John travelled as a Churchill Fellow to the US, Canada and the UK, where he examined a variety of adult protection systems. John was a member of the Australian Law Reform Commission’s Advisory Committee for its elder abuse inquiry.

MARY CIANTAR
Community Projects, Ageing, Inner West Council, Sydney

Working with the Inner West Council, Mary supports a community development response to prevent elder abuse. She has established collaborative, developing actions that aim to promote an understanding of elder abuse in the community and the broader social context in which elder abuse occurs.

Prior to her current position, Mary was a Consultant at the NSW Elder Abuse Helpline and Resource Unit, and has strong public sector experience in front line, advisory, project and learning and development roles.

ANNA CODY
Solicitor, Seniors Legal and Support Service

Anna is a solicitor with the Seniors Legal and Support Service, a position that she has held since the Service commenced in June 2007. The Service provides free assistance for Townsville seniors experiencing elder abuse and financial exploitation, with funding provided to the Townsville Community Legal Service by the Queensland Department of Communities, Child Safety and Disability Services.

NICHOLAS COWDERY AM QC
Inaugural Co-Chair of the Human Rights Institute of the International Bar Association, Adjunct Professor of Law, and Former Director of Public Prosecutions for NSW

Nicholas has spent 48 years in criminal justice in various capacities. He has been a public

MATT CORRIGAN
Principal Legal Officer, Australian Law Reform Commission (ALRC)

Matt worked on the Elder Abuse inquiry, which the ALRC completed in June 2017 and led the Commission’s work on enduring Powers of Attorney, family agreements and superannuation. Prior to joining ALRC in July 2016, Matt had a diverse legal career which began as a solicitor in corporate law. He has worked as a legal advisor to the UN, Australian Government and the Australian Parliament, principally in the areas of human rights and law reform.
defender, a barrister, an acting Judge, and for 16 ½ years was Director of Public Prosecutions for NSW. He is a former President of the International Association of Prosecutors. He is now an Adjunct Professor of Law and a Visiting Professorial Fellow at several universities. He has had a strong connection with the protection and promotion of human rights, especially in the criminal justice system, and was founding Co-Chair of the Human Rights Institute of the International Bar Association from 1995-2000. He is a member of the National Human Rights Committee of the Law Council of Australia. He is the Chair of White Ribbon Australia.

**ARA CRESSWELL**
Chief Executive Officer, Carers Australia

Appointed CEO of Carers Australia in September 2011, Ara has a lengthy history as an executive in the not-for-profit sector both at local and national levels. Before joining Carers Australia, she headed up the ACT Council of Social Service, Homelessness Australia and was Acting CEO of Reconciliation Australia. Formerly a nurse and social trainer, she is a graduate of the Australian Institute of Company Directors.

**MARGARET CROTHERS**
Advocate, Seniors Rights Service

Margaret has worked with Seniors Rights Service for more than 10 years. She is an experienced school teacher and brings her background in education and learning to her current role. Margaret is an aged-care advocate and also travels around regional NSW delivering rights-based education to older people. Based on the NSW South Coast, she works in close consultation with key stakeholders in this region to ensure Seniors Rights Service has a maximum presence in this part of the state. Margaret is currently coordinating the development of Seniors Rights Service growing regional presence, including setting up new regional offices in Dubbo, Lismore and Wagga Wagga.

**ROB CRITCHLOW**
Superintendent and Commander, The Hills Local Area Command (LAC)

Rob has 28 years policing experience and is currently the commander of the Hills LAC at Castle Hill. He has performed senior roles in organized crime investigations and corporate strategy. He is the regional police sponsor for the prevention of abuse of older persons and is a vigorous advocate for the rights of victims as well as being a White Ribbon Ambassador. Rob’s focus has been on enhancing the police response to reported cases of abuse and developing partnerships with government and non-government agencies to improve the field. He is a co-author of a paper in Emergency Management Australasia on older person abuse presentations to emergency departments.

**TOM COWEN**
Principal Solicitor, Seniors Rights Service

Tom has worked in Newcastle, Papua New Guinea, The Northern Territory and Queensland. He was a sessional Member of Queensland Civil and Administrative Tribunal and the founding solicitor at the Cairns Community Legal Centre’s Seniors Legal and Support Service. Tom is married with 2 children and a village. Last year his family home was burnt to the ground in a bushfire, his wife had major surgery at the Chris O’Brien Lifehouse, he had brain surgery and his wife had a stroke. None of these are examples of Elder Abuse.
CHRISTINE CULPITT
Executive Director, Policy, Australian Bankers’ Association

Chris is responsible for working with member banks on setting policy strategy and developing and advocating policy positions on financial services, consumer protection regulation, corporate governance, and culture and conduct. Prior to her position at the ABA, Chris held senior risk, compliance and governance roles in financial services and consulting. Her professional focus is on protecting the interests of consumers through meaningful culture and conduct initiatives and robust risk, governance and conflicts management processes. Chris holds a Bachelor of Laws from the University of Wollongong and has completed courses through the Governance Institute and the GRC Institute.

SIMON CURRAN
Senior Manager, Service Development, Relationships Australia Australia (RAV), Victoria

Simon is leading RAV’s Seniors Relationships Services Strategy. He has overseen RAV’s development of an Elder mediation service, its response to elder abuse, and therapeutic programs using reminiscence approaches. In partnership with Swinburne University, Simon is a lead investigator in research addressing loneliness in older adults.

FAY DANIELS
Aboriginal Health Practitioner, Marumali; Gandangara Local Aboriginal Land Council (Australia)

Fay coordinates a program that assists Aboriginal and Torres Strait Islanders to navigate the health system. She also advocates for clients on all aspects of their lives, including liaising and negotiating with a range of government departments. Her workplace, Marumali, takes referrals and collaborates with 450 General Practitioners from across south western Sydney.

HARRY CUTMORE
Aboriginal Liaison Officer, Oxley Local Area Command

There were 15 children in Harry’s family, so you could say he’s always been keeping the peace in some form. Born in Victoria, he was raised in Moree and worked in sawmills and as a labourer before becoming a police officer. Harry says it was the Royal Commission into Aboriginal Deaths in Custody which led him to the Police Force. “I thought I’d take the opportunity to get in, have a go, and make a difference for my people,” he says. Harry’s role in liaison works on many levels, between the police and indigenous people as well as the wider community. He says there is a balancing act trying to make people understand that it is just as important helping the perpetrators of crime as the victims. Harry is kept busy as the only Liaison Officer with the Oxley LAC at present.
CONCURRENT SESSION SPEAKERS AND CHAIRS

SALLY DAVIS
CEO, Banking Code Compliance Committee
Sally was appointed as Chief Executive Officer of the Banking Code Compliance Monitoring Committee in 2015. She previously worked as Senior Manager of Systemic Issues at the Financial Ombudsman Service (FOS) and has worked at FOS and its predecessor schemes for 17 years. Sally is an accredited mediator and holds a Bachelor of Commerce and a Bachelor of Laws degree from the University of Melbourne and a Graduate Diploma (Arts) from Monash University. She has extensive experience in financial services, as well as good relationships with regulators, industry and consumer groups. Sally is also General Manager of Code Compliance and Monitoring at FOS Australia. Her work as General Manager involves the oversight of four other codes of practice in the financial services industry in addition to the Code of Banking Practice.

SONIA DI MEZZA
Solicitor and Deputy Chief Executive Officer, ACT Disability, Aged and Carer Advocacy Service (ADACAS)
ADACAS advocates for the human rights of people with disabilities, people with mental health issues and older people. Sonia specialises in advocating for people from culturally and linguistically diverse backgrounds (CALD). On a part-time basis, Sonia works as a human rights researcher and sits on the board of two international human rights NGOs. She has set up and managed human rights projects in Sudan, Pakistan and India, and worked as a Resettlement Consultant for the United Nations High Commissioner for Refugees. Sonia holds a Masters of International Law with majors in human rights and a Post Graduate Diploma of Child Rights Law. She is a member of the Australian Capital Territory Ministerial Advisory Council on Multicultural Affairs, advocating for the rights of people in Australia from CALD backgrounds.

JENNI DICKSON
Executive Manager Quality and Service Development, FMC Mediation and Counselling Victoria
Jenni has over 20 years’ experience in the health sector. She has a Bachelor of Nursing and a Graduate Diploma in Community Health. Jenni has a strong background in services development and quality improvement. She also has a background in Aged and Community Care and significant experience in improving the client experience.

KYLIE DITTON
Clinical Nurse Consultant, Sutherland Hospital, Sydney
Kylie has over 10 years of experience as a Registered Nurse within the specialty area of aged care. Kylie is currently the Clinical Nurse Consultant for the Southcare Outreach Service and the Aged Care Services Emergency Team at Sutherland Hospital. Kylie has completed a Masters of...
Science in Gerontology and Rehabilitation Studies through the University of Wollongong and currently lectures for the University of Technology, Sydney as an associate in the Faculty of Health.

**HON GREG DONNELLY MLC**  
Deputy Opposition Whip, NSW Legislative Council

Greg is a Labor Party member of the NSW Legislative Council, entering the upper house in February 2005. He was re-elected at the March 2011 state election. He is currently the Deputy Opposition Whip in the Legislative Council. He is the Chair of Portfolio Committee No. 2 and Deputy Chair of the Standing Committee on Social Issues. He is also a member of the Privileges Committee, the Committee on Children and Young People, the Select Committee on the Legislative Council Committee System, and the Select Committee on Human Trafficking. Greg’s policy areas of interest include family and life issues, children and young people, employment and workplace relations, human rights, biotechnology, palliative care and education.

**TINA DOUVOS-STATHOPOULOS**  
CEO, PRONIA

PRONIA is a provider of aged and co-ordinated care services. With 27 years of service in the community service sector, Tina has extensive knowledge and expertise in working with the Australian Greek and broader ethnic communities. She has expertise in the management of diverse culturally responsive programs in the areas of aged care, family and children, direct services and health and community education. Tina is a strong advocate for multicultural affairs through policy work and representation on various state and local government committees and local networks. She has held positions on the Board of the Victorian Immigrant and Refugee Women’s Coalition and Buoyancy Foundation, and is a current member of the Elder Abuse Roundtable and member of the VMC Regional Advisory Council. Previous roles in family counselling, community development and senior management positions provided Tina with opportunities to develop and implement culturally relevant prevention and early intervention service responses to families, women and children impacted by family/domestic violence and elder abuse.

**BRIONY DOW**  
Executive Director, National Ageing Research Institute (NARI)

Briony is the Executive Director of the National Ageing Research Institute (NARI). In this role, she oversees a broad program encompassing clinical research into falls prevention, pain and models of care for people with dementia, and health promotion for older people, including healthy ageing, health system reform, mental health, care systems and social engagement. Her own research interests focus mainly on mental health, carers and elder abuse.

**MARGARET DUCKETT**  
Board Member, Seniors Rights Service

Margaret cared for her mother for six years, from 2003 to 2005, was Director, Office for Ageing, Department of Ageing, Disability and Home Care. She has over 25 years’ experience in both the government and non-government sectors, working...
at all levels and settings: international, regional, national, hospital and community. She has held senior management positions in both government and non-government and provided consultancy services in governance in Australia and internationally. 1997 saw her admitted as a Fellow of the Australian Institute of Company Directors.

ANGELA DUPUCHE
Family Dispute Resolution Practitioner, LifeWorks Relationship Counselling and Education Service
Angela has worked in family mediation for 20 years, in family law, parent adolescent and elder mediation. She holds a Bachelor of Theology, Graduate Diplomas in Social Work (La Trobe), Family Law Mediation (La Trobe) and Counselling (Swinburne) and is a registered Family Dispute Resolution Practitioner with the Attorney General’s Department. She also has National Mediator Accreditation (NMAS). She is passionate about the value of alternative dispute resolution in resolving issues for families.

SAMANTHA EDMONDS
Silver Rainbow, National Project Manager, National LGBTI Health Alliance
Silver Rainbow provides national coordination and support activities promoting the well-being of LGBTI elders, and the ongoing delivery of the LGBTI awareness training to create an LGBTI inclusive aged care sector across Australia. Samantha is a member of a number of national advisory groups in ageing and aged care, both government and non-government. She was appointed to the Aged Care Sector Committee (ACSC), a Ministerial Advisory Group and made Chair of the ACSC Diversity Sub Group. Samantha holds Masters Degrees in Social Policy, Politics and International Relations and has also completed the Macquarie University Global Leadership Program. Prior to her current role, she has worked in diverse fields including health policy and human rights. She was part of a small team with the Australian Human Rights Commission working on the Same-Sex: Same Entitlements Inquiry.

REBECCA EDWARDS
Lawyer, Seniors Rights Victoria
Rebecca has a passion for social justice and has spent the majority of her working life in this field. She has over 10 years’ experience as a practicing lawyer working in private practice in rural and regional areas, for Victoria Legal Aid, the UNICTR in Tanzania, the Kimberley Land Council (a Native Title Representative Body), and now as Principal Lawyer at Seniors Rights Victoria. In addition, Rebecca has over 10 years’ experience teaching the next generation of lawyers as a lecturer at La Trobe University, teaching subjects with a focus on social justice such as Dispute Resolution, Rural and Regional Issues in Justice, and Law, Ethics and Human Rights. This social justice theme has continued through her PhD research (continuing) around improving access to justice for unrepresented persons in mediations at the Victorian Civil and Administrative Tribunal. Rebecca also has a strong commitment to the community sector and is currently the Chair of Castlemaine District Community Health.
STEPHEN ETKIND
Lawyer, Salvos Legal

Stephen is an internationally recognised corporate lawyer, having specialised in financial services and investment funds for over 30 years. During his last few years as a partner at one of Australia’s top tier firms, Stephen acted also as pro bono legal services partner, helping develop relationships with public interest and other community legal centres and not for profit enterprises and charities.

Stephen joined Salvos Legal, a social enterprise law firm, in July 2017 and spends up to half his time working in the legal team at Seniors Rights Service.

Stephen holds a Bachelor of Laws, Bachelor of Commerce, Bachelor of Arts, and Master of Laws.

ALOMA FENNELL
President, National Older Women’s Network (NOWN) Incorporated, and Co-Chair, Global Alliance for the Rights of Older People Australia (GAROPA)

In addition to the above-mentioned roles, Aloma is a highly regarded Organization Development Consultant. She has worked in several countries in the Asian region, as well as in North America, the UK and New Zealand, and she continues to be an invited speaker to many international conferences. Aloma has many firsts to her credit including, National President of the Australian Institute of Training & Development and the Chairperson of the largest educational institute in Australia, the Sydney Institute of Technology, (TAFE). Aloma received her Masters Degree from UTS and is the recipient of a Leadership Award from UNSW. Her dedication is to overcoming biases towards ageing and to enhancing the rights, dignity and wellbeing of older women.

JILLIAN FIELD
Senior Associate Pro Bono Manager, Australia Ashurst

Jillian manages Australia Ashurst’s national pro bono practice with a particular focus on developing strategic solutions to address unmet legal need and law reform.

Prior to becoming a dedicated pro bono lawyer, Jillian practiced as a senior lawyer for a strategic animal rights program, a defence lawyer for children in juvenile justice, and a commercial litigator for a large firm.

PHILIP FIELD
Lead Ombudsman - Banking & Finance, Financial Ombudsman Service Australia

Prior to the establishment of the Financial Ombudsman Service (FOS), Philip was General Manager – Corporate and Legal Counsel at the Banking & Financial Services Ombudsman (BFSO). He joined the BFSO in 2002 and was appointed General Manager – Corporate.
in March 2006. Before that he worked in private practice and as a solicitor in the financial services sector. Philip holds a Bachelor of Economics, a Bachelor of Laws and a Master of Laws (Commercial Law) and was admitted to legal practice in March 1986.

**RENATA JOY FIELD**  
**NSW Director, The Women’s Domestic Violence Court Advocacy Service of New South Wales (WDVCAS)**

Renata holds a Master’s degree in Social Work from the University of Sydney and brings to her role more than 10 years’ experience in the not-for-profit community sector. Renata has previously worked in the women’s refuge sector and researching violence against women. WDVCAS offers support and advocacy for women experiencing domestic and family violence, with older women growing into an ever-larger cohort of clients.

**KARIN FINSTERLE**  
**Director, Age-friendly Queensland, and Stakeholder Engagement and Communication, Strategy, Policy and Performance, Department of Communities, Child Safety and Disability Services**

Karin has worked across a number of different areas and roles during her 24 years in the Queensland Government. She was instrumental in developing the government’s policy on community engagement and since 2005 held various Director positions with portfolio responsibilities for women, youth, seniors, carers, LGBTI and volunteering. Her current focus as Director, Age-friendly Queensland, is working across community, industry and government to develop consumer-informed, evidence-based analysis and advice to government on existing and emerging issues experienced by older people in Queensland that can inform and improve policies, programs and services. Her key interests are age-friendly, elder abuse, seniors services and cost of living.

**DR DAVID FOLEY**  
**Lecturer, University of Adelaide**

Emergency nurse, disability advocate, simulation consultant and lecturer at the Adelaide Nursing School, University of Adelaide, David is passionate about advocating for those who are disadvantaged. He believes that his students are bright, proficient learners, who strive for success and personal improvement.

**JILLIAN FREEMAN**  
**Social Worker, Aged Care Psychiatry and Neurosciences Unit and Huntington’s Disease Unit, St Joseph’s Hospital**

Over the last nine years, Jillian has worked with people with a diverse range of backgrounds and health conditions in community, residential care and hospital settings, in nursing and social work. She has a special interest in working with older adults and their families, and is particularly passionate about advocating for the rights of older people. Jillian shares the
clinical lead role of the Health Justice Partnership (HJP) at St Joseph’s Hospital, the first HJP in NSW to focus on elder abuse. In collaboration with the HJP lawyer, Jillian has been involved in developing and delivering education on elder abuse to hospital staff, and has helped to establish a structured response framework to address elder abuse within the hospital. Jillian shares the social work lead role for Guardianship applications at St Joseph’s Hospital and is also a member of the Prevention and Response to Violence Abuse and Neglect Committee of St Vincents Health Network Sydney.

Western Sydney University, and published widely, including the standard text, Resolving Conflict (Oxford University Press, 2009). Brendan holds a PhD in the History of Ideas.

DR BRENDAN FRENCH
Group Customer Advocate, Executive General Manager, Group Customer Advocacy, Commonwealth Bank

Dr French is one of the most well-recognised consumer affairs specialists in the country, having worked as an ombudsman, academic, board director, author and consultant. As Commonwealth Bank’s Customer Advocate, he brings independent thinking to solve some of the Group’s biggest and most public challenges, including through his oversight of the Storm Financial Resolution Scheme and the Open Advice Review program. Prior to joining Commonwealth Bank, Brendan lectured at the School of Law, Western Sydney University, and published widely, including the standard text, Resolving Conflict (Oxford University Press, 2009).

KRISHNA GAUTAM
Founder Chairperson, Ageing Nepal

Born in Nepal, Krishna has a Masters of Economics from the University of New England, Armidale, NSW and a Bachelor of Science, Agriculture with Honours, Agricultural Economics and Rural Sociology from Punjab Agricultural University, Ludhiana, India.

Krishna has been working on ageing issues since 2009. He was involved in the MIPAA review in 2012, participated in a Capacity Building Workshop to support the National Policy Response to Issues of Ageing in Asia and Pacific in 2012, attended the 4th session of UN-OEWG on Ageing, and participated in the Third Regional Review of the Madrid International Plan of Action on Ageing in 2017.

Krishna has over 30 years’ experience in the field of irrigation and rural development in India, Nepal and China. He has worked as a presenter of a TV show and Radio Talk Show, and as a columnist of popular dailies. He was the Founder Chairperson of Geriatric Center Nepal and the Founder Chairperson of Ageing Nepal (founded in 2011).

JORDAN GEORGE
Head of Policy, SMSF Specialist Advisor, SMSF Association

Jordan is responsible for managing the Self Managed Super Fund (SMSF) Association’s advocacy and policy work, including its submissions to government and regulators on new policy and legislative measures. He is a main contributor to the SMSF Association’s research, thought leadership and technical work. Prior to joining SMSF Association, Jordan spent four years at the Australian Treasury where he worked on business tax policy issues, primarily on capital gains tax and also small business and tax administration issues.

KATE GIBSON
Manager, Partnerships and Community Development, Eastern Community Legal Centre

Kate has worked within the Social Services sector for around
15 years and has worked across a number of settings within Local Government and the Women’s Health sector, including community safety, affordable housing, preventing violence against women, media advocacy and elder abuse. Kate is particularly passionate about building partnerships, working together and sharing learnings that contribute to building stronger and more equitable communities. With a background that is embedded in prevention, Kate is excited to see the work in elder abuse move towards a more holistic model that is inclusive of prevention values and practises.

CRISTINA GIUSTI
Senior Policy & Project Officer, Ageing and Disability, Federation of Ethnic Communities’ Councils of Australia (FECCA)
Cristina is an aged care professional who has in the last few years been working in various areas of aged care, including policy, training and operational management. Cristina represents FECCA on many external committees in the aged care sector. She is also on the board of a multicultural residential aged care facility in Canberra.

SALLY GOLDNER
Transgender Victoria, Bisexual Alliance Victoria and Transfamily
Sally’s involvement in Victoria’s queer community of 18 years includes Transgender Victoria, presenter of 3 CR’s Out of the Pan, Co-facilitator of Transfamily, and Treasurer of Bisexual Alliance Victoria. She is the focus of an autobiographical documentary Sally’s Story and a life member of four LGBTIQ organisations. She was inducted into the Victorian Women’s Honour Roll in 2016 (the first trans and first known bi woman to receive the honour), awarded LGBTI Victorian of the Year in 2015, noted in The Age’s Top 100 most creative and influential people in Melbourne in 2011, and awarded Activist of the Year at the 2010 ALSO Awards. She spent two weeks in St Petersburg, Russia, as a juror for the Side-By-Side LGBT Film festival in November 2015. She is an educator, speaker, MC and occasional performer (all in contrast to her original accountancy training) …and watch this space for more to come!

DORIS GIOFFRE
Manager of the Abuse Prevention Program for Aged Rights Advocacy Service Inc (ARAS), South Australia
Doris is pro-active in raising the awareness of issues concerning older people and how they might protect their rights and safeguard their future. She chairs the Alliance for the Prevention of Elder Abuse (APEA), consisting of agencies who are key stakeholders in responding to elder abuse. Doris sits on many committees and steering groups to ensure that the voice of older people is heard.

RUSS GLUYAS
Project Manager, Living Older Visibly Engaged (LOVE) Project
Russ Gluyas coordinates the Living Older Visibly Engaged (LOVE) Project, an ageing initiative promoting and empowering LGBTI seniors to lead healthy, active and more social lives. Russ develops and promotes healthy ageing information, delivers inclusive events to help reduce social isolation and engages with community, service providers and health professionals.
KATHRYN GREINER AO
NSW Retirement Village Inquiry Lead 2017, and NSW Chair of Ministerial Advisory Council on Ageing

Kathryn has had the opportunity to contribute in a wide range of leadership positions in public and private companies, government bodies and non-profit organizations. Her current portfolio includes the positions of Chair, Paediatrics Ltd (a consortium of cancer research and treatment centres for children and SCHN, USYD and UNSW), Chair, Pennington Institute (Australia’s pre-eminent harm minimization for Drugs education program), Chair, Ministerial Advisory Council on Ageing (MACA) (providing advice on issues and concerns of older NSW citizens to the NSW Government), Chair, Lifestart Co-op Ltd (a Disability support service), Chair, Mary Ward International Australia the overseas aid agency for the South East Asian and Australian Province of the IBVM Sisters, Director, Bell Shakespeare Company, and Director, Ramsay Foundation Board. Kathryn has also participated in or led inquiries into education, including the Gonski Review and NSW Catholic Funding Review, and is currently leading a Review into Retirement Villages in NSW.

NICK GUGGISBERG
Manager Community and Cultural Development, Kiama Municipal Council

Nick spent the first half of his adult life touring, playing and teaching music throughout Australia. Eventually Nick accepted he needed a real job so completed a bachelor of Social Work. Since graduating, Nick has largely worked in the Community Development field working with social housing tenants, managing a Youth Service, and managing a Foster Care program. He currently works as the Manager Community and Cultural Development for Kiama Municipal Council where he is responsible for a range of programs including the Dementia-friendly Kiama Project.

MARY GURGONE
National Director, Fortis Consulting and State Director, Partners in Culturally Appropriate Care Program (PICAC), WA

Mary led the development of award-winning cultural competence programs and has supported Aged Care Agencies to access and benefit from these resources. She has held many senior roles in the private, public and community sector. She was the carer for her mother for 26 years before she recently passed away, shortly before her 99th birthday. Mary migrated to Australia from Italy and has a lifelong commitment to cross-cultural and cross-linguistic communication. She was nominated for the WA Women’s Hall of Fame in 2016. Mary’s leadership in the community currently includes: as a NAATI Board Member, Immediate Past President and Board member of the Zonta House Women’s Refuge, and Fellow of AUSIT. She continues to lead strategic national projects related to diversity and inclusion.

PRUE HARDGROVE
Aged and Disability Services Development Officer, Blue Mountains City Council

Prue has 30 years’ experience working in the community services sector, with 23 of these spent in Local Government. At Blue Mountains City Council, she has led the development of a collaborative, locally-focused service and client approach to addressing the needs of disadvantage in the Blue Mountains community.
Prue is committed to changing the way Local Government approaches the issue of elder abuse to one in which Local Government works with community services and other levels of Government to raise awareness of elder abuse as a significant issue for so many in all its forms.

**SHELLY HARPUR**
Consultant, The NSW Elder Abuse Helpline & Resource Unit (EAHRU)

Shelly has a broad range of experience in marketing and communications, health promotion and project management in both the community and private sector. Shelly is responsible for developing and promoting training resources for professionals as part of a collaborative approach and strategy to build capacity to address elder abuse across NSW. Shelly is passionate about the role of education in effecting change and improve the position and regard of older people in our society.

**FAITH HAWTHORNE**
Lawyer, Justice Connect Seniors Law

Based primarily at cohealth, a community support service across northern and western metropolitan Melbourne, Faith has helped to establish the first health justice partnership focusing on elder abuse. In this role she works closely with health professionals and clients to promote better health and legal outcomes. Faith assists clients with a broad range of legal matters involving powers of attorney, guardianship and administration, property, equity, credit and debt, intervention orders and tenancy. As well as assisting individual clients who attend cohealth, Faith also delivers professional development and community education on elder abuse, legal rights for older people and working with lawyers.

**DAVID HELMERS**
Executive Officer, Australian Men’s Shed Association

In 2006 David was employed by CatholicCare Newcastle as the Coordinator for the Shed at Windale. From 2008-2010 he was provided the latitude to concentrate on the development of the Australian Men’s Shed Association. The idea of creating an Association to collectively represent Men’s Sheds nationally and to freely share information between Sheds was conceived at the 2nd National Conference in Manly 2007. Since then, AMSA has gone from strength to strength becoming what is now regarded as the largest Men’s Association in the country. David has represented AMSA at the Senate Hearing into Men’s Health, and the National Roundtable Meeting on the Men’s Health Policy, as well as continuously lobbying for the Association and its members at all levels of government.
BRIAN HERD
Elder Law Services, CRH Law

Brian is an ageing and passionate lawyer with the Brisbane law firm, CRH Law. He is recognised as one of Australia’s leading lawyers in Elder Law. He is Deputy Chair of the Queensland Law Society’s Elder Law Committee, a member of the Law Council of Australia’s Elder Law and Succession Committee, an international member of the National Academy of Elder Law Attorneys of America, and for three years in a row has been voted by his peers one of Australia’s “Best Lawyers in Seniors and Retirement Law”.

Aboriginal Advocacy Program within ARAS in 2003. Louise is the Convenor of ARAS’ annual World Elder Abuse Awareness Day Conference and the events coordinator of the organisation’s Aboriginal Elders and Youth Mentoring Camps. She leads ARAS’ community-development projects on elder abuse prevention in Aboriginal communities, and is a passionate advocate for human rights and social justice issues.

LOUISE HERFT
Strategic Projects Manager, South Australia’s Aged Rights Advocacy Service (ARAS), SA

At ARAS, Louise has worked as an advocate, coordinator, team leader and manager. Louise’s initial work, from 2000-2002, in SA’s Aboriginal communities, resulted in the creation of the Aboriginal Advocacy Program within ARAS in 2003. Louise is the Convenor of ARAS’ annual World Elder Abuse Awareness Day Conference and the events coordinator of the organisation’s Aboriginal Elders and Youth Mentoring Camps. She leads ARAS’ community-development projects on elder abuse prevention in Aboriginal communities, and is a passionate advocate for human rights and social justice issues.

LOUISE HEUZENROEDER
PhD Student, Flinders University

Louise spent the first decade of her career working in clinical, educational and managerial roles in Flinders Medical Centre’s Emergency Department. The second decade was spent in Victoria, working in clinical, research and management roles in public health. The last decade has been in strategic, service and policy areas with SA Health. Louise has Masters’ degrees in Business Administration, Health Economics and Public Health Research. The next decade will be spent improving dignity in care, starting with an Alzheimer’s Australia funded PhD Scholarship to develop and pilot test the Dignity in Care Questionnaire.

TOM HINTON
Policy & Development Officer, Carers NSW

Tom is a Policy and Development Officer at Carers NSW, focusing on aged care. Prior to working for Carers NSW he worked with culturally and linguistically diverse seniors and community aged care service providers in Sydney’s Inner West as a Multicultural Access Project Officer and Regional Assessment Service team leader. He has an Advanced Bachelor of International Studies from the University of New England and a Masters in Cross-Cultural Communication from the University of Sydney.

DAHNI HOUSEMAN
Seniors Portfolio Manager, Victoria Police

Dahni has been working with Victoria Police as the Seniors Portfolio Manager since late 2015. A key focus of her work has been driving the organisational response to elder abuse within the family violence framework.
Dahni has been working in the public health and legal fields for over 25 years in both the community and public sectors, engaging in research, policy, community engagement and professional education. She has a passion for working towards social justice using equitable principles. She also has a passion for rowing, although she is not a fan of early morning training sessions.

HAGEN JEWELL
Barrister, Wentworth Chambers
Hagen is experienced in real property and equity. His practice includes briefs for administrative, international and constitutional law. He appears in the Supreme Court of New South Wales and the High Court of Australia. Hagen holds a Master of Laws and a Bachelor of Economics from the University of Sydney. He holds a Bachelor of Laws with Honours from the University of New South Wales. Prior to his call, Hagen practised as a solicitor in insolvency at Blake Dawson, now Ashurst, and was tipstaff to the Honourable Justice George Palmer AM QC.

TRISH JOHNSON
Senior Advisor Ethics and Professional Issues, Speech Pathology Australia
Trish is a qualified speech pathologist who has worked extensively with adults with communication and swallowing difficulties. She is currently the Senior Advisor Ethics and Professional Issues for Speech Pathology Australia. She will be presenting a paper written by the Speech Pathology Australia Aged Care Working Party, a group of experienced speech pathologists with clinical and research expertise in ageing and aged care, who inform the speech pathology profession’s strategic response to aged care reforms.

PAT JOYCE
Manager Advocacy, Seniors Rights Service
Pat has degrees in Nursing and Art Therapy, and 30 years’ experience as a registered nurse in aged care, rehabilitation and orthopaedics. She now works as an advocate for older people receiving care and services to ensure they have a voice for their individual needs and choices, and are empowered to speak up for their rights to quality care and quality of life.

MELANIE JOOSTEN
Policy Officer, Seniors Rights Victoria
Melanie is a Policy Officer at Seniors Rights Victoria, with qualifications in social work. Prior to this she worked at the National Ageing Research Institute on various elder abuse projects. She is the author of the book A Long Time Coming: Essays on Old Age, which was named the Australasian Journal of Ageing Book of the Year.

LEWIS KAPLAN
CEO, Older Persons Advocacy Network (OPAN)
Appointed in October 2017, Lewis, the inaugural OPAN CEO, is responsible for coordinating the integration of the National Aged Care Advocacy Program (NACAP) across the nine state...
and territory service delivery organisations. He has over 35 years’ experience in the non-government sector, including over 20 years in CEO roles in peak consumer, aged and health organisations. He has governance, management, policy, and advocacy expertise across a range of sectors including aged and community care, primary health care, public health, health promotion, community development and international health development. Within most of his CEO positions, Lewis has played an effective leadership role in creating strong, collaborative national organisations within a federation model. He is also the Company Secretary for the OPAN Board of Directors.

Megan King
Senior Lawyer, Justice Connect

Megan is the Justice Connect Health Justice lawyer for St Vincent’s Hospital. Megan’s role is to work with health care teams to identify legal issues for older people, particularly around elder abuse, and provide legal assistance and referrals.

Cybele Koning
Co-ordinator, Seniors Legal and Support Service, Caxton Legal Centre

Cybele has been a lawyer and mediator for over 20 years. Her experience is in elder law, family law and domestic violence. She is the Co-ordinator of the Seniors Legal and Support Service at Caxton Legal Centre, which provides social work support and legal assistance to people experiencing elder abuse. Cybele participates extensively in elder law reform and policy initiatives.

Fergus Kennedy
Head of Insights, CBA Group Customer Advocate

Fergus commenced his career as a lawyer at national firm Gilbert & Tobin, and has worked at Commonwealth Bank Australia (CBA) for the past ten years. He has led a variety of different legal teams at CBA over that time where he worked on large-scale complex transactions, and engaged with regulators both here and overseas. He was the Head of Regulatory Affairs for the Advice Review Program before moving to his current role of Head of Insights for the Group Customer Advocate. Fergus built and leads this team, which focuses on sophisticated research and data analytics to help improve outcomes for customers, particularly those who are most vulnerable.

Marlene Krasovitsky
Campaign Director, Older Australians, The Benevolent Society (TBS)

Prior to joining TBS, Marlene was the Director of Willing to Work, the National Inquiry into Employment Discrimination Against Older Australians and Australians with Disability, with the Australian Human Rights Commission (AHRC). Before this, she was the Director of Research with the AHRC’s Review into the Treatment of Women in the Australian Defence Force, and subsequent Cultural Reform Program. Marlene has worked in Commonwealth and State Government in a range of executive, policy and operational roles and also worked on the Special Commission of Inquiry into Child Protection Services in NSW. She is also a registered psychologist.
RAE LAMB
Aged Care Complaints Commissioner
Rae took over responsibility for the management of complaints about Australian Government-funded aged care on 1 January 2016, with the new title of Aged Care Complaints Commissioner. This separates complaints handling from the Department of Health, which continues to oversee aged care funding and regulation. Rae has extensive experience with complaints handling and resolution, investigations, and review in the health and aged care regulatory environment, as well as public speaking and presenting.

JESSICA LATIMER
Senior Associate, Slater and Gordon Lawyers
Jessica is one of Australia’s leading elder law and elder financial abuse lawyers. Jessica regularly acts for older clients who are the victims of elder financial abuse in jurisdictions across Australia. Jessica also acts for clients in general commercial litigation matters. Areas of expertise include: Elder financial abuse claims, financial services disputes, professional negligence claims, contract including residential aged care facility contracts, property, equity and trusts. Jessica is involved with the Balwyn Evergreen Centre, a community-based organisation.

DEANNE LAWRIE
Project Officer, Elder Abuse Prevention Unit (EAPU), Child and Family Services, Uniting Care, Qld
Deanne is involved in delivering training to service providers and awareness sessions to community groups. As part of her role Deanne also works on the Elder Abuse Helpline. Deanne has worked for the Older Persons Programs for the past 8 years in various roles including Promotion Officer for Seniors Enquiry Line. Both programs are part of UCQ’s Older Persons Programs.

ELAINE LEONG
General Counsel and Company Secretary, The Benevolent Society and Board Member, Seniors Rights Service
Elaine is a career governance and legal professional with strong interest and experience in collaborating with Boards and Executive teams to advance organisational objectives through governance, strategy, policy and risk. Elaine is currently the General Counsel and Company Secretary of Australia’s oldest charity, The Benevolent Society, and partner of a boutique law firm providing pro bono and cost effective legal advice to individuals, charities and small charities experiencing challenges with accessing or navigating the legal system. Elaine is an advocate and active volunteer of the not-for-profit sector and has a passion for advocating the rights of older people.
JULIE LETTS
Director, Letts Consulting
Julie is a solo consultant to the health and aged care sectors. For the last 16 years she was senior policy analyst (clinical ethics), then Manager, Clinical Ethics and Policy in the NSW Ministry of Health. She has specialised expertise in clinical ethics and public health ethics, as well as end of life decisions and related policy, ethical, legal, clinical and operational concerns. She has a Master’s degree in Bioethics and an 18 year clinical background as an intensive care nurse.

RODNEY LEWIS
Senior Solicitor, Elderlaw
Rodney produced the first elder law undergraduate course in 1999 at the University of Western Sydney. He is the author of Elder Law in Australia, Lexis Nexis, Sydney, now in its 2nd edition. He has presented many seminars to his colleagues on elder law and practises only in the area of elder law.

A/PROF VIRGINIA LEWIS
Director, Australian Institute for Primary Care & Ageing (AIPCA)
Virginia is a health services researcher and evaluator with more than 25 years experience. She has a special interest in evaluation of policies and programs implemented within complex systems. Virginia has designed and led many large-scale national and state-wide evaluations across a diverse range of areas, including partnership approaches to health reform, organ and tissue donation, requesting suicide prevention and palliative care. She is currently working with several Health Justice Partnerships, including Justice Connect’s Seniors Law program being delivered at two sites (cohealth and St Vincent’s Hospital), Mortgage Wellbeing (Brimbank Melton CLC and Djerrirwarrh CHS), and Justice in Mind (Mind and WestJustice). Virginia is committed to working collaboratively with organisations to develop robust, program-logic or theory-based frameworks that can be used for ongoing strategic development as well as evaluation and monitoring.

ANTOINETTE LIBERTONE
Manager, Elder Abuse Reform, Department of Health and Human Services
Antoinette is responsible for program design, implementation, management and policy advice related to responding to elder abuse as a form of family violence. Her work in the department includes the development of an integrated model of care for responding to suspected elder abuse, which is currently being trialled as part of the Victorian Government’s family violence reform agenda, and is a response to the Victorian Royal Commission into Family Violence.

YVONNE LIPIANIN
Lawyer, Justice Connect
Yvonne has worked in the community legal sector for over 12 years, commencing her legal career at Victoria Legal Aid in Melbourne where she practiced both criminal and civil law, including guardianship, mental health, and migration.
Yvonne manages NSW Health Justice Partnerships, a program addressing elder abuse through collaboration between lawyers and health professionals. In 2017 Yvonne was instrumental in establishing a Health Justice Partnership (HJP) with St Vincent’s Health Network Sydney (SVHN), a project involving the integration of a lawyer into a health setting to provide legal assistance to patients who would otherwise struggle to access legal help. In September 2017 Yvonne joined the healthcare team at St Joseph’s Hospital in Auburn, a hospital of SVHN, where she works closely alongside staff to assist patients experiencing or at risk of elder abuse. This is the first HJP of its type in NSW.

Di was instrumental in the development of both the Gold Coast Domestic Violence Service and Macleod Women’s Refuge, which is named after her. Di is a published author, has presented at International conferences, and has developed resources, workshops, education and training programs in the area of domestic and sexual violence. Di recognises the importance of access to trauma informed support and safety for victim/survivors and is committed to ending all forms of gender based violence.

Helen works as a Professional Officer for the NSW Nurses and Midwives Association. She has previously held positions in the UK as a Health Visitor and healthcare regulator, and in management of both public and private aged care. She is Secretary of the Quality Aged Care Action Group and founder member of the NSW Aged Care Roundtable.

Professor McDonald is a clinical gerontologist who focuses on older adults concerning safety and quality care, practice-driven research, clinical practice development, and life quality. She was made a Member of the Order of Australia for her

CONCURRENT SESSION SPEAKERS AND CHAIRS

Paula Mance
National Policy Manager, Relationships Australia

Relationships Australia is a federation of state-based service delivery organisations with a long history of delivering family relationship services across Australia. Prior to joining the Relationships Australia team in 2014, Paula worked for almost 20 years in government. She holds a combined degree in Science and Law and a Master of Arts (Demography). Her particular interest lies in translating research evidence into policy and practice.
work with UN Expert Groups and development of public health and social welfare policy. In her work with the National Lead Clinicians group and the Ministerial Advisory Council on Ageing NSW, she utilises her multidisciplinary qualifications and experience to advise on policy, ageing trends and future planning.

SCOTT McDOUGALL
Director and Principal Solicitor, Caxton Legal Centre, Brisbane
Scott has a long-held interest in the representation of disadvantaged litigants, particularly indigenous people, and has conducted a wide variety of cases in the Queensland and Commonwealth jurisdictions. He is a past President of the Queensland Association of Independent Legal Services (QAILS) and is presently a member of several committees including Legal Aid Queensland, First Nations Advisory Committee, UQ Pro Bono Centre Advisory Board, and the Queensland Law Society Access to Justice Committee. Scott was involved in the design and development of the multi-disciplinary elder abuse response model that has operated successfully in Queensland for more than a decade.

PETA McGRATH
Ageing and Disability Officer, Lake Macquarie City Council
Peta has been in her role at Lake Macquarie City Council for 2 years. Her role includes sector support which enables her to be part of The Hunter and Central Coast Elder Abuse Collaborative, which started in 2016. Peta has worked in the aged and disability industry for over 11 years since starting as an activities officer. She draws on first-hand, personal experience of elder abuse.

JO MCKINSTRAY
Customer Advocate, ANZ
Jo has been the ANZ Customer Advocate since 2014. She has been heavily engaged in the banking industry’s response to the financial abuse of vulnerable customers, including family violence and elder abuse. In addition to influencing policy, Jo and her team play a practical role, guiding branch staff who identify signs that a customer may be vulnerable to financial abuse. The Customer Advocate works with customers, consumer groups, alternative dispute resolution bodies and ANZ to facilitate fair complaint outcomes and minimise the likelihood of future problems. Working at ANZ across Australia and India, Jo has held a number of senior roles on the front line, operations and risk across Retail Banking and Wealth. She is passionate about customer centricity and skilled in dispute resolution, stakeholder management, people leadership, process improvement and operational delivery. Jo is a values-led leader, who is respected for her sound judgement and collaborative approach.

KERRY MARSHALL
Manager, NSW Elder Abuse Helpline and Resource Unit
Kerry has been the Manager of the NSW Elder Abuse Helpline and Resource Unit since its inception in March 2013. She has overseen the establishment and ongoing development of the Unit. To date, the Unit has received more than 8,600 calls, as well as raising awareness and delivering education across NSW. Kerry has over 15 years’ experience in various roles within the ageing sector with a focus on empowerment and capacity-building, and is a staunch advocate for the rights of older people.
CHRISTINE MATTEY
Senior Consultant,
NSW Elder Abuse Helpline
and Resource Unit

Christine has extensive experience in project management and promotions in the private, tertiary education and not-for-profit sectors.

Christine has been involved in the strategic direction of communication and awareness-raising media and resources produced by the Helpline.

Christine is a passionate human rights advocate and values being part of a dedicated collective who are working towards elder abuse prevention.

BILL MITCHELL
Principal Solicitor and Registered Migration Agent, Townsville
Community Legal Service

Bill was admitted to practice as a solicitor in Queensland in 1992 and is currently the Principal Solicitor and Registered Migration Agent at Townsville Community Legal Service Inc.

Bill has been a Panel Member with the Financial Ombudsman Service in Investments and Advice since 2007. He was awarded the Australian Human Rights Commission Law Award in 2008 and was made an Outstanding Alumni of James Cook University in 2012. Bill has represented the National Association of Community Legal Centres five times before the United Nations in New York in debates around a new Convention on the Rights of Older Persons.

DR EMILY MOIR
Criminologist and Lecturer,
School of Criminology and
Criminal Justice, Griffith University

Dr Moir’s research focuses on how opportunities for crime arise and how they can be prevented. She has applied this framework to a number of crimes including property crime, child sexual abuse and elder abuse.

MATTHEW MOORE
Manager, IUIH Home Support

Matthew Moore has been managing Indigenous community aged care services for more than 20 years. He is Manager of IUIH Home Support which was established in 2013 to provide household and home support services to Aboriginal and Torres Strait Islander people in South East Queensland. Since establishment, the IUIH Home Support primary health and aged care integrated model has expanded to provide household and home support services to more than 1400 Aboriginal and

an Aboriginal Community Controlled Health Organisation. As an Indigenous Lawyer, Simone has a passion for using her skills and experience to address the rights of Aboriginal and Torres Strait Islander individuals and families and in doing so, to improve the health and well-being of communities.

SIMONE MATTHEWS
Legal Counsel, Insights of the Institute for Urban Indigenous Health (IUIH)

Simone recently took up the position of Legal Counsel with IUIH to assist in the establishment and implementation of a novel model of health-justice partnership, operating within
Torres Strait Islander community members in the Brisbane North, Moreton Bay, Sunshine Coast and Wide Bay regions, supported by approximately 120 staff. The service will shortly expand further to service community members in the South Brisbane region. Matthew is currently involved with the National Aged Care Alliance, the Gateway Advisory Group, the State reference group for the Australian Aged Care Quality Agency and the Expert Reference Group for Information Technology in Aged Care.

**LIBBY MURPHY**

Superintendent, Family Violence Command, Victoria Police

Libby has had a diverse career during her 28 years in Victoria Police including roles as an investigator, supervisor and manager across rural and metropolitan areas. She has worked across Victoria Police in areas including criminal investigation units, crime squads, anti-corruption task forces, uniform and specialist areas. She also has a strong background in emergency management. In 2017, Libby was appointed as Superintendent of Family Violence Command.

**DIANE NOLAN**

Aboriginal Health Worker, Marumali; Gandangara Local Aboriginal Land Council (Australia)

Diane works with Elders across South Western Sydney. This role includes coordinating an Aboriginal Elders group and working with its members to ensure their health needs are met, through assisting them with health information, transportation and doctors’ appointments.

**BARBARA O’NEILL**

Aboriginal Support Worker, Junction Neighbourhood Centre (Maroubra)

Barbara is a Dunghutti woman born on the Gadigal Country of the Eora Nation. She is currently working as an Aboriginal Support Worker at the Junction Neighbourhood Centre (Maroubra). ‘Untold Stories’ her DVD and presentation at the 5th National Elder Abuse Conference, provides a unique perspective on the impacts of ageing on Aboriginal people. It draws on research done through her recently completed Post-Graduate Certificate in Indigenous Trauma Recovery and Practice at Wollongong University. Currently Barbara is completing a Post-Graduate Diploma in Counselling at the Australian College of Applied Psychology.

**TABITHA O’SHEA**

Lawyer, Seniors Rights Victoria

Tabitha commenced her career in the public service before entering legal practice in regional Victoria where she worked mainly in the areas of family, criminal law and personal injury. For the past ten years Tabitha has worked within the community sector, where she has gained extensive experience in property law, powers of attorney and family violence. She has a strong commitment to law reform and social justice and has contributed to various submissions such as the Australian Law Reform Commission (ALRC) into Elder Abuse (2016), Overview of Family Law system (2017), Victorian Law Reform Commission (VLRC) enquiry into Guardianship (2012), and the VLRC ‘Protecting vulnerable children’ (2012).
**NALIKA PADMASENA**

Solicitor, Seniors Rights Service

Nalika has been a solicitor with Seniors Rights Service since 2008, especially providing legal advice and assistance on retirement village matters. She also acted as Principal Solicitor during the latter part of 2017. In her previous role, she worked as the Anti-Violence worker over 13 years on issues and implemented various innovative award-winning community development and education programs related to domestic violence, particularly raising awareness in CALD communities. In 2015 she was awarded the NSW Premier’s Multicultural Medal and in 2016 she was named the “India Club Star”, recognizing leadership, initiative and commitment in raising awareness and campaigning against domestic violence and elder abuse, implementing educational and training programs, and providing legal support to empower families and migrants to make the community safe and harmonious for all.

**KATE PARTINGTON**

Shoalhaven Community Aged Care Manager

Kate is a Registered Nurse and holds post graduate certificates in Child and Adolescent Nursing, and Gerontological Nursing. Additionally, Kate has completed an Advanced Certificate of Welfare Studies; Diploma of Business (Frontline Management); Bachelor of Business (HRM); and Master of Nursing. Kate has worked in the Community Health sector for the past 30 years in various positions – Community and Primary Health Care Nursing (CPHCN); health promotion; education; and a variety of management roles. Kate is an active member of the Australian College of Nursing (ACN).

**MARY PATETSOS**

Chairperson, Federation of Ethnic Communities’ Councils of Australia (FECCA)

Mary is a professional Board Director, serving on both National and South Australian Boards with a rare blend of academic qualifications and expertise. Her skills and experience combined with an extensive national network enable her to add significant value to organisations at many levels. In particular, her commitment to achieve positive change drives her ambition. She contends that a strong belief in the worthiness of learning and work have become her key motivators.

**MICHELLE PENNEY**

NDIS/CHSP Transition Liaison Officer, Knox City Council, Melbourne

Michele Penney has more than 20 years’ experience working in the aged and disability services sector, with employment in local government, community-based case management and health promotion. She has a particular interest in using a strength-based approach in working with people who present with a level of vulnerability and/or complexity with their support needs. Michelle is currently the acting Coordinator of the Regional Assessment Service at Knox City Council and is leading a program to address financial abuse in local communities.
implementation of those recommendations. He brings to this work more than five years’ experience of community engagement in hepatitis C where he led community based campaigning for access to the cure for hepatitis C.

DR JEMIMA PETCH
Head of Practice, Relationships Australia Qld (RAQ)

Dr Petch is the Head of Practice at RAQ, adjunct researcher at the University of Queensland and a clinical psychologist. Jemima’s interests are promoting healthy couple relationships through relationship education and therapy, and measuring and enhancing treatment effectiveness.

DAVID PIEPER
HIV & Ageing Project Officer, National Association of People with HIV Australia (NAPWHA)

David has been employed by the National Association of People with HIV to investigate the impacts that people with HIV experience as they age. The project will articulate the issues clearly, map the current situation, identify gaps and make recommendations to government, research, health and medical services, and the community sector. It will propose an advocacy agenda to support the adoption and

SUE PIETERS-HAWKE
Co-Chair, Federal Dementia Forum

Sue co-chairs the Federal Dementia Forum, is national ambassador for Dementia Australia, and works throughout the community to raise dementia literacy. She delivers education aimed at transforming how we ‘deal with dementia’, working at ‘reconceiving dementia’ beyond stigma, and on opportunities for partnerships and innovation that arise from fresh thinking. Sue supported her mother as she lived and died with dementia. Sue’s orientation as an advocate, advisor and educator is towards ‘collaborative changemaking’ that practically transforms available life choices and quality of life for people living with dementia and for people and organisations who care about them and for them.

JANE POLKINGHORNE
Communications and Media Manager, Seniors Rights Service

Jane works with staff and partnering organisations to promote the rights of older people. She worked in mainstream media for over a decade as a graphic artist and content provider as well as lecturing at the University of Sydney and has lectured and tutored a range of visual art and new media courses at the University of Newcastle. In 2016 she was awarded a Doctorate of Philosophy for her thesis, Foam Rainbow: Where Humour and Disgust Mingle in Contemporary Art. Jane has a concurrent career as a visual artist and film and video maker with an extensive exhibition and screening record, and has been involved in Sydney’s lively artist-run spaces scene for over 20 years.
DAVID PULS
Social Consultant, Becoming Change and Board Member, Seniors Rights Service (NSW)

David is a Social Consultant and recovering lawyer. He works with not for profits, social enterprises, and individuals in the areas of strategy, coaching and governance. David is on the board of the Seniors Rights Service with a remit to bring the organisations’ first reconciliation plan into being, in partnership with dedicated staff and, of course, Aboriginal people.

MARCUS RILEY
Chairman, Global Ageing Network (GAROP) and Chief Executive Officer of BallyCara

BallyCara is a charitable organisation and public benevolent institution which provides accommodation, health and care services for older people as well as a range of support and advisory functions to service-based organisations. Marcus is a member of the Steering Committee for GAROP and the Focal Point for the Stakeholder Group on Ageing for the Asia-Pacific region. He is also a Director of AMS, an international development charity. Prior to these current roles, Marcus held numerous other key industry positions including Chairman and Deputy Chairman of Leading Age Services Australia, National Director of Aged and Community Services Australia (ACSA) and Retirement Villages Australia (RVA Ltd).

TRISCHIA RITCHIE
Manager, Aboriginal Advocacy Program, Aged Rights Advocacy Service (ARAS), SA

Trischia is descended from the Wirangu and Kokatha peoples of SA and the Dunghutti people of NSW. Her strong focus on human rights and her experience in working in the Aboriginal sector, including service delivery, community development, advocacy, contract management and policy formation, have enhanced her role as an Indigenous advocate and program manager with ARAS, SA. Trischia presented on her work at the Australian Association of Gerontology (AAG) Conference in 2015 and 2017. She is a member of the AAG’s Aboriginal and Torres Strait Islander Ageing Advisory Group.

A/PROF NOLA RIES
Faculty of Law, University of Technology Sydney

Nola has expertise in health law and policy, with a particular focus on law, ageing and health, legal aspects of health system reform, governance of health research, regulation of health practitioners, public health law, and health technology regulation.
FELICITY ROGERS
Education and Training Officer, Ageing, Carers NSW
Felicity has a Bachelor of Applied Science (Information) and Master of Arts in Information & Knowledge Management, both from University of Technology Sydney. She previously worked at MS Australia managing the library and publications teams. Previous roles include in education, corporate and not-for-profit organisations.

GEOFF ROWE
Chief Executive Officer, Aged and Disability Advocacy Australia (ADA Australia)
Geoff has occupied the role of CEO of ADA Australia since October 2014. His career in the human services sector spans more than 30 years, including 15 years in senior and executive positions in the Queensland Government, and almost 20 years in the not-for-profit sector. Prior to his current role, Geoff held senior roles with the Endeavour Foundation and Cerebral Palsy League of Queensland. Geoff was previously the community representative on the Queensland Physiotherapists Registration Board, and a Director on the Board of QCOSS. He is also an OPAN representative on the National Aged Care Alliance (NACA), a member of the Notifications Committee of the Medical Board of Australia and the independent Chair of the Strategic Governance Group for the Non Schools Organisation Program (Education Queensland). He has a strong interest in social justice and inclusion.

ROBERT RUSSELL
Njernda Aboriginal Co-operative
Robert is a proud Yorta Yorta man who works at Njernda Aboriginal Co-operative in Echuca, Victoria.
Robert started at Njernda about 15 years ago in the Aged Care/HACC program and still works with and for the elderly in his community.
Before going to Njernda, Robert worked for 30 years in mainstream organisations and only met socially with his mob. In 2002 all that changed, and for his own well-being, Robert pushed aside the big bucks he was earning and went to work in his community.

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PAUL SADLER
Chief Executive Officer, Presbyterian Aged Care NSW & ACT
Presbyterian Aged Care serves around 2,000 older people through residential aged care, community care and retirement housing across metropolitan and regional areas of NSW and ACT. Paul is the immediate Past President of Aged & Community Services Australia. Previously, he was CEO of Aged and Community Services NSW & ACT, the peak body representing not-for-profit aged and community care service providers. He also held various positions on ageing and disability issues in the NSW Government, including Manager of HACC (Home and Community Care) and Ageing Programs, and worked as a social worker with frail older people, people with disabilities and their carers.
RUEBEN SAKEY
Head of Quality and Systems Review, IRT Care and Member of the Care Leadership Team, IRT Group
IRT Group is one of Australia’s largest community-based seniors’ lifestyle and care providers, operating throughout NSW, ACT and Queensland. From 2007 to 2014, Rueben worked with the Australian Government Department of Health and Ageing and Department of Social Services. Rueben worked in operational and management roles in the Aged Care Complaints Scheme, managed the Compulsory Reporting Team for NSW and ACT, and performed complaints resolution, investigation, compliance and procedure review functions for the departments. Prior to that, Rueben was a sworn member of the NSW Police Force, where he performed investigation duties, delivered police recruit education for the NSW Police Force and Charles Sturt University at the NSW Police Academy, and a performed a specialist role as a prosecutor. Rueben is a passionate advocate for the rights of vulnerable Australians, with a particular interest in prevention and detection of elder abuse in aged care.

YVONNE SANTALUCIA
Multicultural Aged Officer, Health Promotion SWS Local Health District
Yvonne has worked in multiculturalism, equity and access for 30 years. Her work has involved research, community development, education, resource development, cross cultural training and the development of ethno-specific aged care facilities and services.

JANE SCHNEIDER
Script Writer, Producer and Director
Jane, an AFTRS graduate, is a freelance writer and director of documentary and children’s television and has produced and studied in the film and television industry for over 20 years. After working in documentary with Cordell Jigsaw Productions, The Two of Us, Jane has written, directed and/or produced numerous children’s TV series including Dennis and Gnasher, and Guess How Much I Love You, for which she was twice nominated for an AWGIE. Jane returned to documentary filmmaking with the short film, Do You See Me? which screened at TEDx Sydney 2016. She also co-curated Femflix, a retrospective of feminist films from the 1990s, for Sydney College of the Arts, University of Sydney in 2016. Jane worked at the Royal Commission into Institutional Responses to Child Sexual Abuse for over a year as a Narrative Writer, where she also wrote speeches for Commissioners and a guide to the final report, targeted to the youth sector.

MALCOLM SCHYVENS
Deputy President of NSW Civil and Administrative Tribunal (NCAT) and the Division Head for Guardianship
Malcolm was admitted as a solicitor of the Supreme Court of Tasmania in 1997. He was appointed as the Deputy President of the Guardianship Tribunal of NSW in October 2008 and was subsequently appointed as President of the Tribunal in September 2011. Upon the establishment of the NSW Civil and Administrative Tribunal (NCAT) on 1 Jan 2014, he was appointed as a Deputy President of NCAT and the Division Head for Guardianship. He is a member of the NSW Law Society’s Elder Law and Succession Committee.
JOSHUA SCOTLAND
Solicitor, Community Legal Education Branch, Legal Aid NSW
Joshua has previously worked at Northern Territory Legal Aid, working predominantly with Aboriginal and Torres Strait Islander clients. The remainder of his employment experience is working with refugees on shore, in Nauru and in Ecuador.

TERESA SOMES
Associate Lecturer, Macquarie University
Teresa teaches equity and trusts, and property law. She is currently undertaking her PhD through the UniSA, examining the legal position of the older person in an asset for care arrangement. Teresa has presented her research at conferences in Australia and New Zealand, and has co-authored articles with Professor Eileen Webb concerning older people and family accommodation arrangements. Her work has been cited in the recent ALRC report into elder abuse.

LES STAHL
Director, Facilitation Plus Australia Pty Ltd
Facilitation Plus is a consultancy company specialising in working for community and government agencies within Australia. For over 20 years, Les has facilitated national forums and conferences and, as Principal Consultant, has led teams conducting community and organisational development activities or research for key advocacy, community services, community law, family, aged care, disabilities, youth and church agencies. Les has also been Chairman of several not-for-profit agencies in the advocacy, disabilities and aged care sectors.

ANNA TANTAU
CPA Australia
Anna is a certified practising accountant (CPA) and has over 30 years’ experience in accounting across various sectors of industry including local government, retailing and public accounting. She served for six years on the Victorian Public Practice Committee at CPA Australia and was also a member of the Elder Financial Abuse Taskforce. The taskforce formulated the Elder Financial Abuse Toolkit, primarily to raise awareness and provide assistance to public practitioners, but which is also available for anyone to access on the CPA Australia website. Anna is a sessional Member on the Guardianship List of VCAT. This role involves appointing and monitoring guardians and administrators to act for people who do not have the capacity to manage their own affairs or make decisions about their living arrangements or healthcare. Anna has a passion for educating people, and especially women, to learn more about financial matters, and for encouraging them to take an active role in managing all aspects of their financial affairs to achieve greater freedom and security.

MARK THOMAS
President, Caxton Legal Centre
Mark is the President of Caxton Legal Centre and Secretary of Prisoners’ Legal Service, and was a founding member of the LGBTIQ Legal Service. He is a Senior Lecturer at the Queensland University of Technology (QUT) Faculty of Law, teaching administrative law and
legal ethics. He also coordinates QUT’s mooting programme, and coaches the International Criminal Court competition team. His research areas include legal ethics, and socio-legal jurisprudence. He has co-authored books on legal theory and professional responsibility, and is a barrister of the Supreme Court of Queensland and High Court of Australia.

**TIM TUNBRIDGE**
Solicitor, Seniors Rights Service
Tim has been in practice as a solicitor since 1977. He has worked for Legal Aid NSW, the NSW Trustee and, for the past 7 years, for Seniors Rights Service. Tim provides advice in elder law areas including powers of attorney, equitable remedies and granny flat cases as well as wills, deceased estates and family provision claims.

**PAULINE VAMOS**
CEO, Regnan
Regnan is a leading research and corporate engagement service provider focused on long term risks and opportunities for large investors and super funds. Previously, Pauline spent ninet years as the CEO of the Association of Superannuation Funds of Australia (ASFA). She has over 25 years’ experience in superannuation and financial services. A qualified lawyer, Pauline has also been a corporate counsel, head of compliance, and strategic risk consultant. In her current and previous roles, she has focused on how to influence and effect change across the financial system so it may better serve the community. In particular, how the superannuation system can have a greater impact for members than just providing savings for retirement.

**AMRIT VERSHA**
Founder and Director, Third Space
Amrit currently works as an educator in TAFE NSW and in the community services sector. She is the founder and Director of Third Space, a newly formed rights-based, not for profit organization. She has worked in the community services sector for the last 26 years and has set up and managed several community organizations. She was instrumental in establishing the successful model for the humanitarian settlement program in NSW, for which she was presented with a Humanitarian award by the Refugee Council of Australia and STARTTS. Amrit has researched and published on the issues of family violence, which has led to development of several prevention programs for the newly arrived migrant and refugee communities. She actively supports family violence prevention programs for the South Asian community, for which she was presented with a national accolade by National Association of Child Abuse and Neglect (NAPCAN).

**DEIDRE VENZ**
Mental Health Social Worker, Deidre Venz Social Work
Deidre is an accredited mental health social worker on the Gold Coast. She currently works in private practice specialising in working with older persons. Deidre holds a degree in Nursing and completed a Master of Counselling. She is Co-Convenor of the Gold Coast Social Work Practice group, and initiated the current Gold Coast Elder Abuse Project with the Elder Abuse Prevention Unit, which she co-chairs. Deidre also sits on the CNAP 65+ on the Gold Coast.
MANDY WALMSLEY

Advocate, Seniors Rights Victoria

Mandy has worked as an Advocate with Seniors Rights Victoria since August 2012. A social worker for more than 20 years, she has worked with older people since 2004 both in Australia and the United Kingdom. She has previously worked in the areas of consumer and tenancy rights, family violence and homelessness.

KAREN WILLIAMS

Barrister and Manager Guardianship Team, ADA Australia, Brisbane

Karen Williams is a social worker, manager and a lawyer, with more than 20 years’ experience in the health and mental health sector. She has 10 years’ experience as a lawyer, with an interest in legal matters concerning people who have had their capacity questioned. This gives her experience in aged, mental health and disability law. In 2015, Karen was awarded a National Disability Award for advocacy.

PROF JILL WILSON AO

Director of Research, School of Nursing, Midwifery and Social Work, The University of Queensland

Prof Wilson teaches in the areas of health and ageing, social work practice and the integration of field and class knowledge. She researches in the areas of substitute decision making, aged-care, the management of older people’s assets, the financial abuse of older people, end of life decision making, making and challenging Wills, and the impact of cognitive impairment in decisions around Wills and for children in guardianship arrangements. Her research is focused on the intersection of law, policy and practice and aims to improve social work practice with older people.

LUKE WRIGHT

Relationship Manager, State Trustees Limited, Victoria

Luke deals with cases of financial elder abuse on a daily basis. As Victoria’s public trustee, State Trustees is often asked to step in after an older person has been a victim of financial abuse. Luke has an undergraduate degree in behavioural science and post graduate qualifications in conflict resolution and mediation. He sits on a number of advisory groups that aim to prevent and promote the awareness of elder abuse.

ANITA WYNNE

50x50

Anita has worked as a lawyer at Minter Ellison, General Counsel to the Banking Ombudsman, and Customer Advocate for Westpac, so she has seen lots of examples of the power of language to change outcomes. At 50x50, the team focuses on the shifts we need to make in order to change our frame of reference so we deliver better service to people aged over 50.
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