

# Care and Support Directed by the Consumer Forum

Wednesday, 12 October 2016

Northside Conference Centre, Sydney



## PROGRAM

0845 - 0900	Welcome			
0900 - 1000	<b>Clients as Co-Creators</b> <i>Professor Pennie Frow</i> <i>Program Director, Master of Marketing, Discipline of Marketing, University of Sydney</i>			
1000 - 1030	Morning Tea			
1030 - 1130	<b>The Change: What does it Mean?</b>			
	Workshop 1: Care and support Services for people under 75 years of age (CDC Services)	Workshop 2: Care and support Services for people over 75 years of age (CDC Services)	Workshop 3: Care and Support Services for people 18 to 40 year of age (NDIS Services)	Workshop 4: Care and Support Services for people 40 to 65 year of age (NDIS Services)
1130 - 1200	<b>Workshop Recommendations</b>			
1200 - 1300	Lunch and Posters			
1300 - 1400	<b>Quality of Life: The Ultimate Outcome for Consumers</b>			
1300 - 1320	<i>Professor Julie Ratcliffe-Flinders</i> <i>Health Economics Group, School of Medicine, Flinders University, SA</i>			
1320 - 1340	<i>Beatriz Cardona</i> <i>Senior Research Fellow - Community Care Outcomes Research Project at Macquarie University</i>  <i>Cathy Duncan</i> <i>Australian Health Services Research Institute Wollongong University</i>			
1340 - 1400	Questions & Discussion			
1400 - 1500	<b>Community Service as a Lived Experience: The Consumer View</b>			
1500 - 1530	Afternoon Tea			
1530 - 1600	<b>Making Rhetoric Reality: Achieving Care and Support Directed by the Consumer</b>			
1600 - 1630	Closing Session			