



AGED CARE INDUSTRY  
ASSOCIATION

Unit 5, 259 Glen Osmond Road, Frewville SA 5063  
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**ONLINE**

# STEERING YOUR INTERACTIONS WITH THE AGED CARE QUALITY AND SAFETY COMMISSION

**Date:** Monday 17 June 2024

**Time:** 10.30am to 11.30am SA, NT | 11.00am to 12.00pm VIC, NSW, ACT, TAS, QLD | 9.00am to 11.00am WA

Join seasoned professional Mark Sheldon-Stemm as he discusses his no-nonsense approach to navigating the regulatory environment. Gain insights from his extensive experience across various sectors and learn how to assert control over your interactions with the Commission effectively.

## In this session, we will explore:

- How to ensure the Quality and Safety Commission upholds its promises
- Effective strategies for managing on-site audits
- Best practices for responding to complaints from the Commission
- Proactive approaches when challenging the Commission's decisions

## Pathways Towards:

- Contesting the Commission's assessments and perspectives
- Achieving tangible outcomes from complaints about the Commission's conduct
- Strategies that can work for you – playing the long game

## About Mark Sheldon-Stemm:

Mark Sheldon-Stemm has dedicated over 30 years to the not-for-profit sector, influencing areas such as Aged Care, Health, and Education through his visionary foresight and leadership. As a Futurist, Mark applies a unique skill set to anticipate and navigate future challenges, positioning organisations for early success in evolving landscapes.

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Email registration form to [enquiry@acia.asn.au](mailto:enquiry@acia.asn.au)

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Member - \$70 per person (Inc GST)

Non-Member - \$90 per person (Inc GST)

\* Contact us for a discount for a booking of 4 or more people

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Position: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

\* Email address of **participant** is required for the online link

## Payment Details

Credit Card\*

Visa Card\*

Master Card\*

\* Card payments attract a 1.5% surcharge

Card No: \_\_\_\_\_ Expiry: \_\_\_\_ / \_\_\_\_

Cardholders Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Invoice for EFT Payment

## Terms and Conditions

**Please note this registration is not an invoice. Aged Care Industry Association (ACIA) will forward a confirmation upon receipt of this registration.** Bookings must be made prior to the workshop using the registration form provided and emailed to ACIA.

**Course cancellations:** ACIA reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACIA all registration fees will be refunded in full.

**Registration transfer or cancellation:** Notification of cancellation or transfer of registration must be by email to [enquiry@acia.asn.au](mailto:enquiry@acia.asn.au). No refund is available for any cancellations received five working days or less prior to the start date, however a substitute delegate is welcome. Please notify ACIA of any substitution as soon as possible. **No refund or transfer will be given for non-attendance.**

Sessions are live and no recording will be permitted or provided (unless specified).

By completing this registration form you agree to ACIA sending training updates to you.

**DISCLAIMER:** The advice and views of speakers and the content of presentations are entirely and exclusively the views of the speakers and do not necessarily reflect the views of ACIA. ACIA disclaims all liability in relation to actions taken in response to information presented by speakers.