

## Pre-Conference Masterclass: Wednesday 17 March 2021

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| 13:00 - 17:00 |               | <b>Conference Welcome Message: Minister Andrew Little (New Zealand)</b>  |
|               |               |  |
|               | 13:00 - 17:00 | <b>Half Day Masterclass 1: Experienced Based Co-Design (EBCD) (LIVE STREAM)</b><br><b>Professor Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea Health System Innovation and Improvement |
|               | 13:00 - 17:00 | <b>Half Day Masterclass 2: Health Literacy (LIVE STREAM)</b><br><b>Professor Kirsten McCaffery</b> , Director, Sydney Health Literacy Lab, Sydney School of Public Health, The University of Sydney                |

## DAY 1: Thursday 18 March 2021

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|              |   | <b>Opening Plenary: Why it is Time to Reimagine Health and Social Care? (LIVE STREAM)</b>  |   |
|              |   | <b>Ms Leanne Wells</b> , CEO, Consumers Health Forum of Australia  |   |
|              | 8:45-8:55   | <b>Acknowledgment to Country:</b> Kari Singers   |   |
| 8:45 – 10:30 | 8:55-9:05   | <b>Welcome: Mr Tony Lawson</b> , Chair, Consumers Health Forum of Australia and <b>Dr Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea                      |   |
|              | 9:05-9:30   | <b>Keynote 1: Vincent Dumez</b> , Co-Director and Patient Partner, Centre of Excellence on Partnering with Patients and the Public (CEPPP), University of Montreal                   |   |
|              | 9:30-9:55   | <b>Keynote 2: Dr Ashley Bloomfield</b> , Director General Health, New Zealand  |   |
|              | 9:55-10:20  | <b>Keynote 3: Susan Pearce and Craig Cooper</b> , Co-Chairs, Elevating the Human Experience Steering Committee, NSW Health Re-imagining Human Experience <b>NSW HEALTH SPONSORED</b> |   |
|              | 10:20-10:30   | <b>Discussion</b>  |   |
| 10:30-11:00  | <b>Morning Tea</b>  |  |   |
|              |   | <b>Plenary 2: Introducing the Themes (LIVE STREAM)</b>   |   |
| 11:00-12:30  | 11:00-11:10   | <b>Facilitator:</b>  | <b>Ms Amanda Cattermole</b> , PSM, CEO, Australia Digital Health Agency                 |
|              |   | <b>ADHA SPONSORED</b><br>(10minutes on each stream: key trends and thought leadership followed by panel discussion and Q&A)  |   |
|              | 11:10-11:20   | <b>Consumers as Researchers</b>  | <b>Ms Anne Mckenzie AM</b> , Leader – Consumer and Community Involvement and Engagement |
| 11:20-11:30  | <b>Consumer-Based Health Care: Australian Perspective</b> | <b>Jo Watson</b> , Deputy Chair CHF and Consumer Advocate  |   |

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|               | 11:30-11:40              | <b>Consumer-Based Health Care:<br/>New Zealand Perspective</b>                                 | <b>Rosalie Glynn</b> , Chair, Consumer Council at Counties Manukau Health   |   |   |  |  |
|               | 11:40-11:50              | <b>Consumer Leadership</b>   | <b>Kellie O'Callaghan</b> , Principal + Patient Engagement Lead, O'Callaghan + Co   |   |   |  |  |
|               | 11:50-12:00              | <b>Consumer Enablement</b>   | <b>Dr Lyndal Trevena</b> , Professor Primary Health Care, University of Sydney  |   |   |  |  |
|               | 12:00-12:30              | <b>Discussion</b>  | <b>Facilitated: Ms Amanda Cattermole</b> , PSM, CEO, Australian Digital Health Agency   |   |   |  |  |
| 12:30-13:30   | <b>Lunch</b>             |  |   |   |   |  |  |
|               | <b>Parallel Sessions</b> |  |   |   |   |  |  |
|               |                          | <b>Consumers as Researchers</b>  | <b>Consumer-Based Health Care</b>   | <b>Consumers Leadership</b>   | <b>Consumer Enablement</b>  | <b>COVID-19</b>  | <b>NZ Stream</b>   |
|               |                          | <b>Facilitator: Luke Escombe</b>   | <b>Facilitator: Leanne Wells</b>  | <b>Chair: Jan Donovan, CHF Board Director</b>   | <b>Chair: Christine Walker, CHF Board Director</b>  | <b>Chair: Jo Root, Policy Director, CHF</b>  | <b>Chair: Dr Lynne Maher</b>   |
| 13:30 - 15:00 | 13:30-13:45              | <b>AHRA/ACTA SPONSORED (LIVE STREAM)</b>   | <b>NSW HEALTH SPONSORED (LIVE STREAM)</b>   | Person-Centred Care in a Large Emergency Department: A Report on a Consumer-Led QI Project<br><br><b>Jane Pearce</b><br>Fiona Stanley Hospital        | Consumer Roles in Living Evidence<br><br><b>Professor Julian Elliott</b><br>Cochrane Australia  | <b>(LIVE STREAM)</b>   | Opening Karakia  |
|               |                          | Consumer Involvement in Health and Medical Research<br><br>Australian Clinical Trials Alliance | <b>PANEL DISCUSSION</b><br><b>Facilitator: Leanne Wells</b><br>Engagement Capable Organisations: How to Gear an Organisation's Strategy, Culture and Practices around Consumer-Centred Care |   |   | <b>Associate Professor Holly Seale</b><br>Deputy Chair, Collaboration of Social Science and Immunisation | LJ- National Consumer Group<br>Are we there Yet and How will we Know? A Quality and Safety Marker for Consumer Engagement      |
|               | 13:45-14:00              | <b>Professor John Zalcberg OAM and Anne McKenzie AM</b>  | <b>Belinda McLeod Smith</b><br>Safer Care Victoria<br><br><b>Victoria Smyth</b><br>Western NSW PHN  | Consumer Leadership: An Innovative Approach to Cancer Consumer Representative Training<br><br><b>Vicki Durston</b><br>Breast Cancer Network Australia | The Feedback Loop and The Feedback Figure-8: From Complaints to Continuous Improvement<br><br><b>Rosemary Joiner</b><br>West Gippsland Healthcare Group | <b>Mohammad Al-Khafaji</b><br>CEO, Federation of Ethnic Community Councils of Australia (FECCA)          | <b>Chris Walsh</b><br>NZ Health Quality & Safety Commission<br><br><b>Deon York</b><br>NZ Health Quality and Safety Commission |
|               | 14:00-14:15              | Australian Health Research Alliance  | <b>Elizabeth Newton</b><br>NSW Agency for Clinical Innovation   | Lived Experience: Journey of a Consumer Advisor   | Empowering Consumers to Ask Questions About their Health Care: A  |  | A Consumer Eye View: Being a   |

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|             |  | <b>Jo Wilkie, Dr Darshini Ayton, Associate Professor Angela Todd and Professor Gary Geelhoed</b> | <b>Herbert Down</b><br>ACSQHC<br><br><b>Carol Fancott</b><br>Canadian Foundation for Health Care Improvement | <b>Ray Newland</b><br>Western Health  | Choosing Wisely Australia Experience<br><br><b>Kitty Yu</b><br>NPS MedicineWise  | <b>Professor Richard Osborne</b><br>Director, Centre for Global Health and Equity, Swinburne University of Technology<br><br><b>Dr Susannah Morris</b><br>Consumer Health Representative, Breast Cancer Network Australia (BCNA), Health Consumers' Council of WA, All.Can International<br><br><b>Dr Nicole Allard</b><br>Clinical lead, Cohealth COVID response, General Practitioner, cohealth Medical Epidemiologist, Victorian Infectious Diseases Reference Laboratory | Member on a National Group to Develop a Quality Safety Marker which Incorporates Te Tiriti<br><br><b>DJ Michael Adams</b><br>Member Consumer Network Health Quality & Safety Commission |
| 14:15-14:30 | Engagement, Understanding and Action Together: It Starts with the Words We Use<br><br><b>Victoria Smyth</b><br>Western NSW PHN |  | Consumers as Partners in Research: 2021 and Beyond<br><br><b>Elisabeth Kochman</b><br>Cancer Voices NSW      | Human and Digital Navigators to Improve Access to Healthcare for People with Multimorbidity<br><br><b>Dr Nana Folmann Hempler</b><br>Steno Diabetes Center Copenhagen, Health Promotion Research, Denmark |  |  |   |
| 14:30-14:45 | <b>PANEL DISCUSSION</b><br><br><b>Lillian Leigh, Anne McKenzie AM, George Kiosoglou and Associate Professor Ed Litton</b>      | <b>PANEL DISCUSSION</b>  | Research in Partnership with the Cystic Fibrosis Community<br><br><b>Angela Jones</b><br>Monash Partners     | The Power of Public Online Feedback: Building Connection not just Data Collection<br><br><b>Assoc. Professor Michael Greco</b><br>Care Opinion<br><b>Jan Child</b><br>Bass Coast Health                   | The Long and Winding Road: A Tale of Two Consumer Councils in NZ<br><br><b>Rosalie Glynn and Russ Aiton</b><br>Consumer Council Chairs |  |   |
| 14:45-15:00 |  |  | Mentoring Program<br><br><b>Jemma Gonzalez</b><br>NPS MedicineWise   | Plugging the Holes of Healthcare<br><br><b>Kelly Foran</b><br>Friendly Faces Helping Hands Foundation   |  |  |   |
| 15:00-15:30 | <b>Afternoon Tea</b>   |  |  |   |  |  |   |

| Plenary 3: Big Ideas Forum (LIVE STREAM)                            |                                 |   |  |
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|   |                                 | <b>CSIRO SPONSORED</b>  | <b>Panel Discussion:</b> Featuring lead consumers exploring their Big Ideas to improve healthcare  |
|   |                                 | <b>Introduction:</b>  | <b>Mark Metherell</b> , Communications Director, Consumers Health Forum  |
| 15:30-17:15   | 15:30-16.45                     | <b>Facilitator:</b>   | <b>Ellen Fanning</b> , The Drum, ABC TV  |
|   |                                 | <b>Big Ideas Forum Participants:</b>  | <b>David Titeu, Azure Rigney, Sarah Barter, Saran Chamberlain, Caleb Rixon, Penelope McMillan &amp; Alejandra Pinero de Plaza</b>  |
|   |                                 |   | <b>Dr Terry Sweeney</b> CMG, CEO, Digital Health CRC, Global Digital Health Entrepreneur, Innovation Translation Expert  |
|   | 16.45-17.15                     | Consumer Rapporteurs to review the conference themes and highlights from day one<br>Consumer Rapporteurs: <b>Prof Judi Walker, Ms Roxanne MacDonald, Ms Lara Pullin and Ms Renza Scibilia</b> |  |
| 17.15-18:00   | <b>Break</b>                    |   |  |
| Cocktail Networking Hour: "In conversation with....." (LIVE STREAM) |                                 |   |  |
| 18:00-19:00   |                                 | <b>AGPAL SPONSORED</b>  | A new kind of consumer leader: <b>Mark Doughty</b> , Senior Consultant, Leadership Development, Kings Fund UK and <b>Louisa Walsh</b> , PhD candidate and Research Officer, Centre for Health Communication and Participation, La Trobe University |
|   |                                 | <b>Facilitator:</b>   | <b>Leanne Wells</b> , CEO, Consumers Health Forum of Australia   |
| 19:00   | <b>Conference Close Day One</b> |   |  |

| DAY 2: Friday 19 March 2021   |                    |                                 |  |                            |                            |                 |                  |
|---|--------------------|---------------------------------|--|----------------------------|----------------------------|-----------------|------------------|
| Plenary 4: Panel: Global Trends in Safety and Quality (LIVE STREAM) |                    |                                 |  |                            |                            |                 |                  |
| 9:00-10:00  |                    | <b>Facilitator:</b>             | <b>Dr Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea  |                            |                            |                 |                  |
|   |                    | <b>Panellists:</b>              | <b>Jeffrey Braithwaite</b> , Director, Australian Institute of Health Innovation and President, International Society for Quality in Health Care |                            |                            |                 |                  |
|   |                    |                                 | <b>Jennifer Zelmer</b> , Chief Executive Officer, Canadian Foundation for Health Improvement   |                            |                            |                 |                  |
|   |                    |                                 | <b>Professor Anne Duggan</b> , Clinical Director, Australian Commission on Safety and Quality in Health Care                                     |                            |                            |                 |                  |
|   |                    |                                 | <b>Dr Christine Walsh</b> , NZ Health Quality and Safety Commission  |                            |                            |                 |                  |
| 10:00-10:30   | <b>Morning Tea</b> |                                 |  |                            |                            |                 |                  |
| <b>Parallel Sessions</b>  |                    |                                 |  |                            |                            |                 |                  |
|   |                    | <b>Consumers as Researchers</b> | <b>Consumer-Based Health Care</b>  | <b>Consumer Leadership</b> | <b>Consumer Enablement</b> | <b>COVID-19</b> | <b>NZ Stream</b> |

|               |             | Chair: Associate Professor Yvonne Zurynski  | Chair: Belinda McLeod-Smith   | Chair: Dr Anthony Brown   | Facilitator: ThinkPlace  | Chair: Lea Kirkwood   | Chair: Dr Lynne Maher   |
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| 10:30 – 12:00 | 10:30-10:45 | <b>NHMRC PCHSS SPONSORED (LIVE STREAM)</b><br>Consumers as Researchers: Consumers' Role in Sustainable Healthcare Systems<br><b>Yvonne Zurynski</b><br>NHMRC Partnership Centre for Health System Sustainability, Australian Institute of Health Innovation, Macquarie University | Using Human-Centred Design Thinking to Map and Improve the Consumer Experience with Health Services<br><b>Dr Lidia Najbar</b><br>Latrobe Community Health Service | <b>WORKSHOP (LIVE STREAM)</b><br>Beyond a Tick in the Box: Consumer Leadership in 2021<br><b>Elisabeth Kochman</b><br>Chair Cancer Voices NSW | <b>WORKSHOP ADHA SPONSORED (LIVE STREAM)</b><br>Person-Centred Care Driving Digital Health: where are we now in the digital health journey and what do we need to do to improve health outcomes for our diverse communities? | Optimising Consumer and Community Involvement in Research and Healthcare Improvement in COVID-19<br><b>Sarah Carmody</b><br>Monash Partners | From the Ground Up: A Co-Design Systemic Change 'How-To'<br><b>Esther Vallero</b> and Members of the Transgender Team |
|               | 10:45-11:00 |   | Consumers as Educators in Healthcare<br><b>Suzie May</b><br>Giving Voice  | <b>Dr Anthony Brown, Serena Joyner,</b><br>Health Consumers NSW<br><b>Shirley Baxter, Murray McLachlan,</b> Deputy Chairs, Cancer Voices NSW  | Join the Australian Digital Health Agency in a facilitated engagement session to share your views on the future direction of digital health for Australia and the development of the next National Digital Health Strategy.  | Consumer Heart Health in a Post-COVID Australia<br><b>Andrew Mosley</b><br>Heart Foundation   |   |
|               | 11:00-11:15 | <b>Jeffrey Braithwaite</b><br>Australian Institute of Health Innovation, Macquarie University   | Young People Shaping Service Design<br><b>Kerryn Pennell</b><br>Orygen National Centre for Excellence in Youth Mental Health                                      |   | A digital storyteller and live scribe will draw your experience and capture your views.<br><b>Sky May</b><br>General Manager Agile Business Transformation, ThinkPlace   | Collaborative Development of a Triage Process for COVID-19: Challenges and Lessons<br><b>Brett Scholz</b><br>ANU                            | Consumer Leadership: A Consumer Network's Reflections on Partnering with a Crown Entity                               |
|               | 11:15-11:30 |   | Driving Consumer Leadership via the Collaborative Pairs Project: Evaluating the Pilot<br><b>Helen Dickinson</b><br>Collaborative Pairs Evaluation                 |   |  | It's not Rocket Science: It's 2021, Why is Asking Consumers a Novel Idea?<br><b>Rob Anderson</b><br>Musculoskeletal Australia               | <b>Consumer Voices</b>  |
|               | 11:30-11:45 |   | Introducing Collaborative Pairs Australia: An Overview  |   | <b>Rupert Lee</b><br>A/Chief Digital Officer,  | At the Outset of the COVID-19 Pandemic there was Growing Concern Amongst  | Shifting the Balance of Power: Consumer Led Procurement   |

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|             |                          |  | <b>Jennie Parham</b><br>Consumers Health Forum  |   | Australian Digital Health Agency<br><br><b>Dr Fiona Martin</b><br>Australian Digital Health Agency   | Consumers About Rapid Research Being Developed without Community Input<br><br><b>Anne McKenzie</b><br>Telethon Kids Institute   | <b>Channa Perry</b><br>Executive Advisor   |
|             | 11:45-12:00              | <b>Poster &amp; Sponsor Discussion Time</b>  |   |   |  |   |  |
| 12:00-13:00 | <b>Lunch</b>             |  |   |   |  |   |  |
|             | <b>Parallel sessions</b> |  |   |   |  |   |  |
|             |                          | <b>Consumers as Researchers</b>  | <b>Consumer-Based Health Care</b>   | <b>Consumer Leadership</b>  | <b>Consumer Enablement</b>   | <b>COVID-19</b>   | <b>NZ Stream</b>   |
|             |                          | <b>Chair: Kylie Woolcock</b>   | <b>Chair: Bernadette King</b>   | <b>Chair: Roxanne MacDonald</b>   | <b>Chair: Broni Smith</b>  | <b>Co-Chairs: Melissa Fox</b>   | <b>Chair: Dr Lynne Maher</b>   |
| 13:00-14:30 | 13:00-13:15              | A New Co-Produced Capability Framework for Successful Partnerships in Healthcare Quality Improvement<br><br><b>Ruth Cox</b><br>Queen Elizabeth II Jubilee Hospital, Metro South Health | How can Social Media be used as a Tool for Consumer Engagement in Hospital Service Improvement? Recommendations from a Participatory Research Project<br><br><b>Louisa Walsh</b><br>La Trobe University | Bursting the Bubble: An Experience-Based Co-Design Quality Improvement Project to Address the Controlled Delivery of Oxygen in Acute Care for People living with Chronic Obstructive Pulmonary Disease<br><br><b>Tara Dimopoulos-Bick</b><br>NSW Agency for Clinical Innovation | Medicines Literacy: What we Know and Where we Need to Act<br><br><b>Dr Robyn Lindner</b> NPS MedicineWise<br><br><b>Dr Penelope Bergen</b><br>Consumers Health Forum | <b>(LIVE STREAM)</b><br>The Role of State Health Consumers Peaks in the COVID Response<br><br><b>Melissa Fox</b><br>CEO, Health Consumers Queensland<br><br><b>Michael Morris</b><br>Consumer Member, COVID-19 Consumer Leaders Taskforce, Health Consumers NSW | Co-Designing Cancer Services with Pacific Women with Endometrial Cancer<br><br><b>Larissa Ferguson</b><br>Cancer & Palliative Care<br><br><b>Karin Jansen</b><br>Adult Rehabilitation and Health of Older People (ARHOP) |
|             |                          | 13:15-13:30  | Community Co-Design: Harnessing Participatory Action Research and   | Integrating Consumer Insights in Educational Program: Opioid, Chronic   | Making the Invisible Visible: Hidden Voices Initiate Collaboration in Research   | The Patient Leadership Triangle: The Benefits of Patients and Carers as Partners for Change   |  |

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|             | <p>Modified Delphi Approaches for Service Adaptation and Innovation</p> <p><b>Deborah Stockton</b><br/>Tresillian</p>  | <p>Pain and the Bigger Picture</p> <p><b>Rawa Osman</b><br/>NPS MedicineWise</p>   | <p><b>Penelope McMillan</b><br/>ME/CFS SA</p>   | <p>An interview with <b>David Gilbert</b><br/>Director, InHealth Associates and Patient Director, Sussex Musculoskeletal Partnership</p>                                  | <p><b>Danny Vadasz</b><br/>CEO, Health Issues Centre VIC</p> <p><b>Bruce Levett</b><br/>CEO, Health Consumers Tasmania</p> |   |
| 13:30-13:45 | <p>South Australian Health and Medical Research Institute Community Advisory Group in Action: Co-Designing Resources to Support the Research Community</p> <p><b>Agustina Garcia</b><br/>Health Translation SA</p> | <p>Consumers Shaping Health Policy through the WA Healthy Weight Action Plan</p> <p><b>Clare Mullen</b><br/>Health Consumers' Council WA</p>                         | <p>Consumer Involvement in the ANZDATA Registry: Coproduction of Consumer-Specific Reports of Registry Data</p> <p><b>Shyamsundar Muthuramalingam</b><br/>ANZDATA-South Australian Health and Medical Research Institute (SAHMRI)</p> | <p>Enabling Participation of CALD Consumers in Healthcare: A Qualitative Analysis in the Community Health Services</p> <p><b>Reema Harrison</b><br/>University of NSW</p> |  | <p>Consumer Leader Enablers</p> <p><b>Gary Sutcliffe</b><br/>Coordinator, Health Consumer Advisory Service, Health Navigator Charitable Trust</p> |
| 13:45-14:00 | <p>Collaboration and Co-Design in the Development of the NSW Aboriginal Patient Experience Question Set</p> <p><b>Lilian Daly</b><br/>Bureau of Health Information</p>   | <p>'To Listen, Act, Make Better, Together': A Commitment to New Ways of Patient Centred Care</p> <p><b>Peter King</b><br/>Southern Adelaide Local Health Network</p> | <p>Implementing a Peer Run and Peer Delivered Mental Health Warmline Service in NSW</p> <p><b>Irene Gallagher</b><br/>Being Mental Health Consumers</p>   | <p>Curtin enAble Institute: Building Consumer Involvement from the Ground Up</p> <p><b>John Fitzgerald</b><br/>Curtin University</p>                                      |  |   |
| 14:00-14:15 | <p>'Nothing About us Without us' and that Includes Research</p>  | <p>Exploring Five-Year Trends in Patient Experience and Care Improvement Initiatives</p>   | <p>The National Strategic Action Plan for Rare Diseases: A Consumer-Led, Collaborative,</p>   | <p>Person-Centred Care: Taking it to the Next Level</p>   |  | <p>Closing Karakia</p> <p>LJ- National Consumer Group</p>   |

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|             |                         | <b>Suzanne Robinson</b><br>Digital Health CRC and Curtin University   | <b>Hayley Forbes</b><br>Bureau of Health Information  | Multi-Stakeholder Approach to Effective Rare Disease Policy Reform<br><br><b>Nicole Millis</b><br>Rare Voices Australia | <b>Dr Paresh Dawda</b><br>Prestantia Health<br><b>Dr Tina Janamian</b><br>AGPAL |  | <b>NZ Session Closed</b> |
|             | 14:15 – 14:30           | <b>Poster &amp; Sponsor Discussion Time</b>   |   |   |   |  |                          |
| 14:30-15:00 | <b>Afternoon Tea</b>    |   |   |   |   |  |                          |
|             |                         | <b>Closing Plenary: Future Horizons (LIVE STREAM)</b>   |   |   |   |  |                          |
|             |                         | <b>Facilitator:</b>   | <b>Suzanne Robinson</b> , Professor and Theme Leader, Health Systems and Health Economics, Curtin University  |   |   |  |                          |
|             | 15:00 – 15:25           | <b>Keynote 4:</b>   | Health Care Neighbourhoods and Social Prescribing<br><b>Dr Kate Mulligan</b> , Assistant Professor, Dalla Lana School of Public Health, University of Toronto |   |   |  |                          |
|             |                         | <b>Future Horizons Panel (LIVE STREAM)</b>  |   |   |   |  |                          |
| 15:00-16:30 |                         | <b>Facilitator:</b>   | <b>Suzanne Robinson</b> , Professor and Theme Leader, Health Systems and Health Economics, Curtin University  |   |   |  |                          |
|             | 15:25-16:30             | <b>Panellists:</b>  | <b>Harry Iles-Mann</b> , Youth Health Advocate & Member of CHF  |   |   |  |                          |
|             |                         |   | <b>Dr Rob Grenfell</b> , Director, CSIRO Health and Biosecurity   |   |   |  |                          |
|             |                         |   | <b>Professor Tim Shaw</b> , Director of Research and Workforce Capacity, Digital Health CRC   |   |   |  |                          |
|             |                         |   | <b>Professor Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea Health System Innovation and Improvement                               |   |   |  |                          |
|             |                         |   | <b>Panel Discussion</b>   |   |   |  |                          |
|             |                         | <b>Rapporteur Report on Summit (LIVE STREAM)</b>  |   |   |   |  |                          |
| 16:30-17:00 |                         | Consumer Rapporteurs to review the conference themes and highlights from the two-day Summit<br>Consumer Rapporteurs: <b>Prof Judi Walker</b> , <b>Ms Roxanne MacDonald</b> , <b>Ms Lara Pullin</b> and <b>Ms Renza Scibilia</b> |   |   |   |  |                          |
|             |                         | <b>Closing Remarks: Mr Tony Lawson</b> , Chair, Consumers Health Forum of Australia   |   |   |   |  |                          |
| 17:00       | <b>Conference Close</b> |   |   |   |   |  |                          |

*\*\*All program timings are in Australian Eastern Daylight Times*

*#ShiftingGearsSummit*